



US Bank Corporate Travel Card Procedures

Individual Travel Card

I. Overview

The University has implemented the Corporate Individual Travel Card for employees who *frequently* (more than 3 times a year) travel on university business. Occasional travel is more efficiently handled through the regular travel procedures, or through the use of the Corporate Departmental Travel Card.

The Corporate Individual Travel Card offers a timely and reliable way to pay for travel; eliminating the need to pay for travel personally and then seek reimbursement. The Corporate Individual Travel Card charges are automatically charged to the department chartfield string that was established at the time of card setup. The traveler then has the ability to allocate the charges to a different chartfield string through the U.S. Bank Access Online website.

The Corporate Individual Travel Card is not intended to avoid or bypass the CSU Travel Policy and Procedures. **Travel must be approved in advance of making travel arrangements. All individuals traveling on university business must comply with the CSU and CPP's Travel Policies and Procedures.**

All travel transactions using the Corporate Individual Travel Card must be expensed from University funds. Foundation, Philanthropic Foundation and ASI funds cannot be used for Corporate Individual Travel Card transactions.

a. Authorized Cardholders

The Corporate Individual Travel Card will be issued to employees who travel frequently (more than 3 times a year) on university business. Eligible employees include full-time staff or faculty with a minimum appointment of 6 months or greater. Corporate Individual Travel Cards are issued in the name of the individual traveler requesting the card and are intended solely for their use (see procedures related to the Corporate Departmental Travel Card for pre-payment options for infrequent travelers).

b. Approving Official

An approving official must be selected and should be at least one level above the cardholder. A cardholder cannot self-approve. The approving official and department head/dean must sign the application. A Signature Authorization Form must be on file with Procurement for an individual to be assigned as an approving official. If an approving official does not already have signature authority over the chartfield string assigned to the card being requested, a Signature Authorization Form should be completed and submitted with the US Bank Corporate Travel Card Application.

c. Financial Responsibility

The University is responsible for the payment of transactions for Corporate Individual Travel Cards. Transactions placed on the Corporate Individual Travel Card will not affect the cardholder's personal credit history. Cardholder statements will be paid in full, including disputed items, to avoid late fees and penalties. For disputed charges, it is the cardholder's responsibility to secure a reversal of charges (credit) from the vendor and ensure the account is credited within 10 days from the date of dispute.

d. Travel Authorization

Prior to making travel arrangements, the traveler must submit a request to travel through the Concur Travel System. The request must be approved by all approving authorities **before** the Corporate Individual Travel Card holder can begin making travel arrangements.

A request to travel is not required to be submitted through the Concur Travel System to attend virtual conferences, as no travel is involved. Attendees of a virtual conference should obtain written prior approval from the proper administrator to attend the virtual conference.

e. Requesting a Corporate Individual Travel Card

The applicant must complete and sign the US Bank Corporate Travel Card Application and obtain all required approval signatures. The completed and approved application is submitted to the Accounting Analyst via email at Travel@cpp.edu to initiate the process of issuing a card. Please allow 15 business days for processing.

f. Cardholder Training

The Accounting Analyst will contact the cardholder when the card is available to schedule a training session on the guidelines and procedures associated with the Corporate Individual Travel Card. Cardholder training is mandatory. A new Corporate Individual Travel Card will be held for 30 days after the card applicant has been notified of the training session. After this time has expired, the Corporate Individual Travel Card will be cancelled. Exceptions may be granted for extenuating circumstances, but the Accounting Analyst must be notified if the card applicant is unable to attend a training session within the scheduled time period.

g. Billing Cycle and Credit Limits

The following limits have been established for the Corporate Individual Travel Card:

- Single Transaction Limit: The standard limit is \$5,000 per transaction. This is the total dollar allowable per transaction.
- Monthly Credit Limit: The standard limit is \$5,000 per month. This is the established maximum amount that can be charged during a billing cycle per cardholder, which runs from the 16th of the month to the 15th of the following month.

A temporary increase on the Corporate Individual Travel Card single transaction and/or monthly credit limit can be requested by the cardholder by submitting the US Bank Corporate Travel Card Application and selecting the appropriate Request Type. The cardholder must complete all applicable sections, sign the application, and obtain all required approval signatures. The completed and approved application is submitted to the

Accounting Analyst via email at Travel@cpp.edu to initiate the temporary increase. Once processed, the cardholder will be notified via email.

h. Card Activation and Registration

To activate your card:

- Call (800) 344-5696
- Input your 16-digit credit card number when prompted
- Input the CPP zip code: 91768
- Input the last four-digits of the CPP Corporate Individual Credit Card **Default Social Security Number: 3333**
Do not give your personal social security number.
- Input your business phone number
- Your card is now activated and ready to use

To self-register your card on the US Bank website:

- Access the US Bank website at: <https://access.usbank.com>
- Click on the “Register Online” link
- Input the CPP Organization Short Name: csuca
- Input your card account number, expiration date, and account zip code (91768)
- Click on the “Register This Account” button
- Accept the Licensing Agreement terms
- Determine and input your User ID and Password
- Choose and answer your authentication questions
- Your card is now registered, and you are able to reconcile future transactions

II. Allowable Travel Expenses

The Corporate Individual Travel Card can be used for all expenses incurred for university business related to travel; both pre-paid travel expenses and those incurred during travel, including the purchase of registration to attend a virtual conference. Please refer to the following section for a list of travel expenses that are not allowable.

III. Prohibited Travel Expenses

The following travel expenses should not be charged on the Corporate Individual Travel Card:

- No meals
- No incidentals
- No gasoline for private vehicles
- No upgrade on rental vehicles
- No first-class airfare, special seating/seat upgrades or preferred seating allowed
- No business-related airfare combined with personal travel time
- No travel insurance
- No credit card service fees
- No personal purchases or expenses not related to official university business travel
- No cash advances or travelers’ checks
- No alcoholic beverages (request a separate bill to be paid personally)
- No travel expenses that are extravagant and/or not ordinary or reasonable

The Corporate Individual Travel Card must not be used to pay for travel related charges on behalf of others; unless requested and approved in advance on the Travel Request. In addition, non-travel related charges must not be charged to the Corporate Individual Travel Card, with the exception of registration charges for a virtual conference.

It is the cardholder's responsibility to resolve any transactions that are prohibited from being purchased using the Corporate Individual Travel Card. In the event prohibited transactions are identified, the cardholder must reimburse the University with a check in the amount of the prohibited transaction(s) within 10 days of the transaction occurring. The cardholder should complete the Prohibited Travel Exp Deposit Form and make a check payable to 'Cal Poly Pomona' in the amount of the prohibited transaction(s). Both the form and check should be submitted to Student Accounting and Cashiering for deposit; with copies of the check and cashiering receipt included with the itemized receipts submitted in the monthly reconciliation package.

IV. Travel Including Student Participants

The Corporate Individual Travel Card may be used to pay for travel related charges on behalf of students, when requested and approved in advance on the cardholders Travel Request. The cardholder must be accompanying the students on the business-related trip. All students traveling on official university business are required to have a signed "Release, Hold-Harmless and Informed Consent" statement on file prior to incurring costs for, or the commencement of, a trip. Expenses incurred for trips, including student participants, should follow the guidelines for faculty and staff, as outlined throughout these procedures.

V. Cancellation of Travel

In the event travel arrangements must be canceled, it is the cardholder's responsibility to contact all merchants to arrange for credits to be issued against the original card charged for the cost incurred. Some frequent travel arrangements that would need to be canceled may include:

a. **Registration Fees**

The cardholder must contact the organization to cancel the registration and arrange for a credit to be issued.

b. **Airfare**

Airline ticket cancellations must be processed in accordance with the policies and procedures of the company from which the tickets were purchased. Airline tickets may not be fully refunded, or a partial credit/voucher may be available to the ticket holder for use at a later date.

c. **Lodging**

The cardholder must contact the hotel to cancel the reservation and arrange for a credit to be issued. In the event the cancellation time frame for the hotel has expired, and a refund cannot be processed, sufficient documentation should be provided to explain the unforeseen circumstances (i.e., flight delay due to severe weather, etc.) or changes related to the business travel (i.e., mandatory attendance at a business meeting, etc.).

The cardholder should follow the below procedures when cancellation of travel is needed:

1. If the traveler is issued a voucher for future travel instead of a refund to the credit card, such as an airline credit or voucher, the initial charge will be treated as a travel advance and will be applied to the traveler's future business travel. Any credits/vouchers received for airfare must be applied to the cost of a future business-related airline ticket. The traveler's department budget will not be charged for the credit/voucher at this time. Department budget will be charged once the credit/voucher is applied to future business travel.
2. In the event a refund or credit/voucher cannot be obtained, the cardholder must notify the Accounting Analyst at Travel@cpp.edu.
3. Documentation supporting the cancellation of the trip must be included in the travelers Expense Report. (i.e., communication from event host of cancellation, email from CPP regarding suspension of travel, etc.)
4. The cardholder must submit documentation to support the initial purchase and the subsequent attempt to cancel in their monthly reconciliation.
5. Any fees incurred as a result of the cancellation will be covered if the cancellation/change is work related or due to unforeseen circumstances out of the control of the traveler. (i.e., the event host canceling the event would be out of the traveler's control, as well as suspension of all travel by the CSU.) Fees incurred will be recorded to the department budget funding the state business travel.
6. The cardholder must submit documentation in their monthly reconciliation to support the fees incurred. This can include, but is not limited to, an itemized receipt, email communication from the vendor, etc.

VI. Declined Transactions

If a Corporate Individual Travel Card transaction is declined, the Cardholder may contact US Bank Customer Service by calling the number listed on the back of their card. The Customer Service Representative will be able to provide a reason for the transaction being declined; however, they will not be able to resolve the cause of the problem. The cardholder can contact the Accounting Analyst to determine how to resolve the issue.

VII. Merchant Category Codes (MCC)

Merchant category codes (MCC) determine how a vendor is classified. Certain MCCs are blocked on the Corporate Individual Travel Card to prevent use at unauthorized groups of merchants. If a legitimate transaction falls into one of the blocked MCC groups, contact the Accounting Analyst with the merchant's name, amount, and transaction date to determine whether the transaction may be allowed.

VIII. Card Security

Each Cardholder is responsible for the security of the Corporate Individual Travel Card that is assigned to them. All efforts should be made to maintain the confidentiality of the card information. Use of a Corporate Individual Travel Card is limited to the cardholder whose name appears on the face of the card. Under no circumstances should the Corporate Individual Travel Card be given or loaned out to another person for use. Any cardholder that is found to be sharing their Corporate Individual Travel Card or allowing another individual to use their Corporate Individual Travel Card for purchases may have their card canceled.

a. Lost or Stolen Cards

Lost or stolen cards should be reported to US Bank as soon as possible at the toll-free number (800) 344-5696. The cardholder should be prepared to provide the following information to the US Bank Representative: (1) the Corporate Individual Travel Card number, (2) campus address and telephone number, and (3) a brief summary explanation of what happened. The cardholder is responsible for supplying any additional information to the Representative to help minimize the potential liability for a lost or stolen card. The cardholder should closely monitor the card activity to ensure no fraudulent charges are posted.

In addition, the cardholder must notify the Accounting Analyst and their approving official immediately upon realization that the card has been lost/stolen.

Lost or stolen cards reported by telephone are canceled by US Bank immediately. A replacement card will be issued and mailed to Accounts Payable within seven to ten working days after being reported. Once the card is received, the Accounting Analyst will notify the cardholder that their new card has arrived and is ready for pick up.

b. Fraudulent Transactions

In the event the cardholder identifies fraudulent transactions posted to their account, they should notify the US Bank Fraud Department immediately. US Bank will cancel the card and issue a new one. The replacement card will be issued and mailed to Accounts Payable within seven to ten working days. Once the card is received, the Accounting Analyst will notify the cardholder that their new card has arrived and is ready for pick up.

In addition, the cardholder must notify the Accounting Analyst and their approving official as soon as possible.

US Bank Fraud Department continuously reviews cardholder transactions to identify potential fraudulent use of Corporate Individual Travel Cards. In the event a cardholder is contacted by the Fraud Department, the individual calling will identify themselves and will state that they are calling regarding the Corporate Individual Travel Card and will provide the cardholder with the last four digits of the card account number. The Fraud Department Representative will question the cardholder regarding the charges. If the cardholder can confirm that they did place the charges, the transactions will be authorized and paid by the Bank. If the cardholder cannot confirm that they made the charges, the Bank will then proceed with the process to cancel the Corporate Individual Travel Card and issue a new card. The replacement card will be issued and mailed to Accounts Payable within seven to

ten working days. Once the card is received, the Accounting Analyst will notify the cardholder that the new card has arrived and is ready for pick up.

IX. Card Renewal

The initial Corporate Individual Travel Card will be issued to the cardholder for a period of three (3) years. Approximately one (1) month prior to the expiration date noted on the Corporate Individual Travel Card, US Bank will mail a new Corporate Individual Travel Card to Accounts Payable. Once the card is received, the Accounting Analyst will notify the cardholder that their new card has arrived and is ready for pick up.

X. Annual Credit Risk Review

To minimize the credit exposure to the University, University Accounting Services will review all cardholder accounts on an annual basis to determine the need for the credit and modify credit limits where necessary. Current cardholders that are no longer considered frequent travelers may have their account closed based on the results of the annual review, with the option of transitioning to the Corporate Departmental Travel Card for their area.

XI. Cardholder Reconciliation Process

All cardholders are required to complete a monthly reconciliation of all transactions posted to their Corporate Individual Travel Card during that billing cycle. If no transactions are processed, the reconciliation is not required; however, the cardholder should log into their account and review activity to ensure no fraudulent charges are posted.

Similar to the University PCard, the process consists of the following:

- Review your transactions online via the US Bank Access Online website.
- Download the Cardholder Activity Report.
- Complete the Monthly Corporate Travel Card Summary for all charges posted during that billing cycle.
- Attach all itemized receipts and supporting documentation in the same order as listed on the bank statement.
- Forward the reconciliation package to your Approving Official for final approval.
- Ensure the reconciliation package is submitted to Accounts Payable by the due date.

Step 1: Reviewing Transactions Online

The cardholder must log into the US Bank Access Online website to review all transactions. Charges should be reallocated to the correct chartfield, as necessary, prior to downloading the Cardholder Activity Report.

Step 2: Downloading the Cardholder Activity Report

The cardholder must log into the US Bank Access Online website to download the activity report.

Step 3: Completing the Monthly Corporate Travel Card Summary

The cardholder must complete all applicable sections and information on the Monthly Corporate Travel Card Summary. The Monthly Corporate Travel Card Summary must be signed by the Cardholder and the Approving Official.

Step 4: Preparing the Reconciliation Package

Documentation must be assembled in one (1) PDF document, in the following order:

1. Monthly Corporate Travel Card Summary, with all appropriate signatures
 2. Cardholder Activity Report
 3. Itemized receipts and supporting documentation, in the same order as listed on the activity report (please retain a copy to be included with your Expense Report for reimbursement)
 4. Copy of approved Travel Request(s)
 5. If travel includes student participants: A copy of the student traveler's Release, Hold-Harmless and Informed Consent statement should be included with each charge to show the travel was approved in advance.
- The reconciliation package must be submitted electronically, with all documentation included in one (1) PDF document.
 - Lost Receipts: If a receipt is lost, a duplicate itemized receipt should be requested from the vendor. If unobtainable, the cardholder must complete the Missing Receipt Certification form and submit with the monthly paperwork.

Step 5: Forwarding to the Approving Official

The Cardholder must forward the reconciliation package to their Approving Official for signature, allowing for enough time to obtain the signature and subsequently submit the package to Accounts Payable by the due date.

Step 6: Submit the Reconciliation Package to Accounts Payable by the Due Date

It is the Cardholder's responsibility to ensure the reconciliation package is submitted to Accounts Payable in a timely manner. All submissions must be done electronically via email. It is recommended that Cardholders follow up with their Approving Official to ensure this is done. Cards may be suspended or canceled if the reconciliation package is late at least three (3) times within one fiscal year.

XII. Approving Official Monthly Reconciliation Process

The Approving Official must perform the following:

- Review the monthly charges made by the Cardholders to ensure they are appropriate, that prohibited items were not purchased, and that appropriate chartfield information is assigned to each charge.
- If an inappropriate or prohibited purchase has been made, the approving official should request that the cardholder (1) request that the item be returned for credit; or (2) attach a copy of the reimbursement check to CPP and cashiering receipt to the reconciliation paperwork.
- Ensure that itemized receipts and adequate supporting documentation are attached to the reconciliation package.
- Ensure that all disputed charges are credited.
- Verify all required signatures are present.
- Sign and forward the Reconciliation Package to Accounts Payable no later than 5:00 pm on the 1st of the following month. Submissions must be made electronically via email.

XIII. Cardholder Responsibilities

The role of a cardholder is to make travel purchases in accordance with the regulations established by the CSU and CPP, as well as all Federal and State rules to ensure accountability to the public, and fairness and ethical treatment to vendors. Cardholder responsibilities include:

- Completing and acknowledging Corporate Individual Travel Card holder training.
- Comply with the University Corporate Travel Card Procedures for the Corporate Individual Travel Card. Ensure that no prohibited items have been purchased and that the purchase of restricted items has been properly justified and documented.
- Be knowledgeable of CPP's travel policies and procedures.
- Use of the card is restricted to the cardholder only; with charges only to be incurred for CSU business related travel activity.
- Keep the card and card number secure at all times to prevent unauthorized use.
- Obtaining and submitting itemized receipts for each transaction with the monthly reconciliation report.
- Obtain credit from merchants for canceled charges or disputed items.
- Review purchases online and distribute them to the appropriate chartfields.
 - 606001: Travel - In-State
 - 606002: Travel - Out-of-State
 - 606802: Travel – International
 - 660009: Professional Development (Registration)
- Reconcile monthly statements, with itemized receipts/supporting documentation, and forward to Approving Official for approval and submission to Accounts Payable no later than 5:00 pm on the 1st of the following month. Submissions must be made electronically via email.
- Immediately report lost or stolen cards to the credit card company, the Accounting Analyst, and the Approving Official.
- Report fraudulent/suspected fraudulent charges to the bank, notify the Accounting Analyst and Approving Official, and follow the banks rules and instructions to clear the charges.
- Notify the Approving Official and return the card to the Accounting Analyst before leaving the University/department, retirement, or when there is no longer a need for the card. Ensuring that all pending reconciliation documents are forwarded to the Approving Official and submitted to Accounts Payable prior to departure.
- Notify the Accounting Analyst of changes to your Approving Official by emailing Travel@cpp.edu.
- Agree to the consequences for misuse of the Corporate Individual Travel Card.

XIV. Approving Official Responsibilities

The approving official is the individual assigned to a cardholder to ensure compliance with the Corporate Individual Travel Card policies and procedures; and with CSU, CPP, State fiscal and procurement rules by reviewing the transactions on no less than a monthly basis. A cardholder cannot function as his or her own approving official. Approving official responsibilities include:

- The approving official should be at least one step above the cardholder in their chain of command. The approving official must also have signature authority on the chartfield string being used by the cardholder.
- The Approving Official and cardholder should develop timelines to ensure that monthly reconciliation package is received in a timely manner to allow the Approving Official sufficient time to complete the approval process and forward the reconciliation package to

Accounts Payable, no later than 5:00 pm on the 1st of the following month. Submissions must be made electronically via email.

- The Approving Official is responsible for reviewing and approving the cardholder's monthly reconciliation and should be knowledgeable of the policies and procedures over the Corporate Individual Travel Card and CPP's related travel in order to adequately approve the transactions.
- Monitor transactions of the assigned cardholder(s) to ensure all purchases are appropriate, travel approval was obtained prior to accommodations being made, and that no prohibited transactions have been purchased or purchases of any restricted item(s) have been properly justified and documented.
- Ensure that proper documentation is attached to the monthly reconciliation report and that the monthly report is submitted to Accounts Payable by the due date after it has been reviewed and approved.
- The approving official may assign an alternate approving official in his/her absence to ensure the paperwork is submitted to Accounts Payable by the due date. Sufficient documentation, such as email correspondence, should be attached to the monthly reconciliation package.
- Contact the Accounting Analyst in the event of the following:
 - Adding/deleting cardholders through submission of the application.
 - Notification of lost/stolen/damaged cards via email to Travel@cpp.edu.
 - Changing monthly limits through the submission of the application.
 - Changing chartfield string information through submission of the application.
 - Account closure due to resignation/retirement/employee separation/etc. through submission of the application.
- Retrieve and forward card and final reconciliation report to the Accounting Analyst when cardholders separate from the department or university.

XV. Fiscal Year-End

All charges with a US Bank postdate on or before June 15th of each year will be paid from the current fiscal year. Charges posted after June 15th will be charged to the next fiscal year. (Date is subject to change without notice.)

XVI. Consequences for the Misuse of the Corporate Individual Travel Card

An individual cardholder's privileges may be revoked and/or face disciplinary actions for the following reasons including, but not limited to:

- Failure to comply with the procedures outlined above.
- Excessive instances of lost/missing receipts/invoices.
- "Loaning" the Corporate Individual Travel Card to other university personnel.
- Splitting purchases to circumvent the dollar limitation.
- Purchasing prohibited items.

Financial Services
University Accounting Services

a. Purchasing Prohibited Items

Cardholders who have made prohibited or inappropriate purchases not related to university business travel will be required to reimburse CPP for the full amount of the transaction, and will be subject to the following process:

First Violation	University Accounting Services will contact the cardholder via email to revisit the procedures agreed to upon acceptance of the card. The cardholder will be notified that repetitive misuse of the card may result in the card's cancellation.
Second Violation	University Accounting Services will contact the cardholder, their Approving Official, and the AVP of FS regarding the continued misuse of the card. All parties will be notified that a third violation may result in the card's cancellation.
Third Violation	At the discretion of the Associate Vice President of Financial Services (or designee), University Accounting Services may: <ul style="list-style-type: none"> (1) Suspend the card for a period up to 30-days or more, based on the number and type of violations. (2) Cancel the card. In the event the card is cancelled, the cardholder, Approving Official and Department Head/Dean will be notified. Any remaining balance on the card remains the responsibility of the cardholder; to either reimburse CPP for the full amount of the prohibited transaction(s) or submit the appropriate paperwork for a final reconciliation of the card's transactions. The cardholder is responsible for returning the card to the Accounting Analyst.

b. Late Reconciliation Submission or Missing Documentation

The monthly reconciliation package must be submitted to Accounts Payable no later than 5:00 pm on the 1st of the following month. Failure to comply will result in the following process:

First Violation	University Accounting Services will contact the cardholder via email to revisit the procedures agreed to upon acceptance of the card. The cardholder will be notified that continued late reconciliation submissions or missing documentation may result in the card's cancellation.
Second Violation	University Accounting Services will contact the cardholder, their Approving Official, and the AVP of FS regarding the continued late reconciliation submissions or missing documentation. All parties will be notified that a third violation may result in the card's cancellation.
Third Violation	At the discretion of the Associate Vice President of Financial Services (or designee), University Accounting Services may: <ul style="list-style-type: none"> (1) Suspend the card for a period up to 30-days or more, based on the number and type of violations. (2) Cancel the card. In the event the card is cancelled, the cardholder, Approving Official and Department Head/Dean will be notified. Any remaining balance on the card remains the responsibility of the cardholder; to either reimburse CPP for the full amount of the prohibited transaction(s) or submit the appropriate paperwork for a final reconciliation of the card's transactions. The cardholder is responsible for returning the card to the Accounting Analyst.

XVII. Key Contacts

Accounts Payable Manager (909) 869-3045 Travel@cpp.edu	<ul style="list-style-type: none">• Report lost or stolen card• Apply for, terminate, replace, or make changes to a card• Policy clarification and questions
Accounting Analyst (Program Administrator) (909) 869-2160 Travel@cpp.edu	<ul style="list-style-type: none">• Monthly Card Reconciliation
US Bank (800) 344-5696 https://access.usbank.com	<ul style="list-style-type: none">• Report lost or stolen card• Report/dispute charges• Access account information 24/7• Enroll in e-statements