

Henderson State University Travel Cards Program

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Travel Cards and Department Cards are intended for official business travel of Henderson State University (HSU) personnel only. They will enable you to purchase airfare, lodging and other authorized travel related services. Department Cards can include purchases for employees, student and travel, as long as it is for valid official business.

CARD TYPES

Travel Cards are issued by Bank of America as a Mastercard credit card to an individual. Department Cards are issued in the name of the department requesting the card. The charges are billed directly to the university and paid by the university.

Traveler T-Card

Full-time employees who travel on official university business will be eligible for a T-Card if the employee **and** their department dean, chair, director or vice chancellor elect.

The employee will have the option of not only charging airfare and registration, but also hotel, car rental, shuttle services or taxi services and parking to their T-Card. The cardholder is to **only** incur charges on this T-Card that directly relate to a trip in which they are traveling. A Travel Request (Request) must be submitted **and** approved **prior** to arranging any travel.

NEVER charge items on the T-Card that relate to someone else's travel unless this is STUDENT GROUP Travel and the cardholder is the responsible party for the students.

Travel Card holders are never allowed to charge another employee's expenses on their card nor can they file for reimbursement for another employee's expenses.

Food can be purchased for **group travel** using the T-Card **only** with a letter of justification on file from DF&A; this must be done **prior** to the group's travel and on file with the Travel Card Coordinator. Food purchases are not allowed on the Department Card.

Charges incurred against a T-Card are offset by the filing of the cardholder's Travel Card Log monthly. Any amount still owed by the cardholder must be reimbursed to the account the card is drawn against and turned in with the monthly log.

Personal charges not related to university business are strictly forbidden on the T-Card. The card is only to be used for valid HSU travel that ties to a Request.

Improper use of the T-Card will result in consequences ranging from suspension of card to termination of employment and possible criminal prosecution.

Departmental D-Card

A department custodian is responsible for the processing of travel related to the use of the card. The department should also have a back-up custodian, if possible.

A Request must be submitted **and** approved **prior** to arranging any travel.

Charges incurred against a D-Card are offset by the filing of the custodian's Department Card Log monthly. If it is decided that a charge is not allowable the amount must be reimbursed to the account the card is drawn against and turned in with the monthly log.

Personal charges not related to university business are strictly forbidden on the D-Card. The card is only to be used for valid HSU travel that ties to a Request.

Improper use of the D-Card will result in consequences ranging from suspension of card to termination of employment and possible criminal prosecution.

Obtaining a T-Card or D-Card

Any individual for whom a T-Card is requested must first complete the Travel Card (T-Card) application. Once this application has been approved and signed by all required parties, the application will be sent to the Travel Card Coordinator in Accounts Payable/Travel Services at the Jonesboro campus. After approval, the Travel Card Coordinator will finish the processing of the application. A card will be issued by Bank of America and sent to the Travel Card Coordinator. The Travel Card Coordinator will contact the cardholder and setup a training session, at which time the cardholder will receive his/her card.

Travel cards are not transferable. If someone's card use is discontinued, the T-Card **MUST** be sent to the Travel Card Coordinator and the card will be canceled.

The department for which the D-Card is needed must complete the Department Card Application. The department whose name appears on the D-Card is authorized and responsible for all charges on the card. It is the responsibility of every custodian to safeguard their card and card number against use by unauthorized individuals within or outside of the university.

Responsibilities

Cardholders are responsible for:

1. Attending training and signing cardholder agreement prior to receiving their T-Card.

2. Keeping their T-Card/D-Card and card account number confidential. The **only** person authorized to use a T-Card is the person to whom it is issued. The **only** person authorized to use a D-Card is the department custodian.
3. **Using the T-Card/D-Card for official university business only that is associated with a valid Travel Request.**
4. Filing a signed Request **before** charging any travel related expenditures. *If the Request is not fully processed before charges are incurred, the cardholder is responsible for payment of these charges.* This is required by the State of Arkansas for T-Card/D-Card usage.
5. Understanding intentional misuse or abuse of the T-Card/D-Card will result in the immediate revocation of charging privileges and possible disciplinary and criminal prosecution.
6. Obtaining itemized, detailed receipts and submitting those receipts to the person in their department responsible for the Travel Card Log when charges are incurred on the T-Card. For the D-Card, the custodian is responsible for obtaining itemized, detailed receipts from the traveler, student, or guest and maintaining them for the monthly Department Card Log.
7. Reporting a lost/stolen or fraud on the T-Card/D-Card immediately to the Travel Card Coordinator at 870-972-2315 and Bank of America at 1-888-449-2273. Also, send a completed Lost/Stolen/Fraud form (available on Travel's website) to the Travel Card Coordinator.
8. Not accepting cash or gift cards in lieu of a credit to the T-Card/D-Card account when returns are made.
9. D-Card Custodians are responsible for making student travelers and Guests of State aware of the allowable and non-allowable items

Authorized Purchases

The employee whose name appears on the T-Card or the D-Card custodian is authorized and responsible for all charges on the card. It is the responsibility of all cardholders to safeguard their card and card number against use by unauthorized individuals within or outside of the university.

Under no circumstances may the T-Card/D-Card be used for items of personal use or non-university purposes.

Allowable Purchases

- Airfare – Commercial flight tickets shall be by regular coach/economy in the main cabin of the aircraft. Tickets may be purchased from a travel agency, airline or an internet site.
 - Reservations made within 14 days of the travel date, requires a memo from the dean or director signed by the Vice Chancellor explaining why the airfare was purchased during the higher cost time.
 - See appendix for Airline Booking
- Baggage Fees – The first checked bag is allowed on the T-Card/D-Card.
- Registration – NOTE: Membership fee may be paid in conjunction with registration fee **ONLY** if it is a requirement for the registration. A letter of approval must accompany the registration form signed by the dean and vice chancellor or director, if applicable.
- Hotel – **Always ask for a state rate when booking a hotel room.** Receipts should indicate a “0.00” balance and show all daily charges for the room. If students are traveling with the cardholder, receipts for all rooms must be included. A **roster** must be included if using the T-Card/D-Card for student group travel.
- Car Rental – Enterprise must be used. Contact the Rental Car Administrator for additional information
- **T-Card Only:** Taxi, shuttle, Uber, or Lyft – Tips are not allowed.
- Parking – Self-parking only. Valet parking is allowed if it is the only available parking, otherwise it will be a violation of the card.
- Gas – **ONLY** for rental car.
- Entertainment – Only for student groups. Contact the Travel Card Coordinator for additional information.
- Internet – is allowed on the hotel bill, including for student groups.
- **T-Card Only:** Food – Student Group travel only. Prior permission is to be obtained through the Director of Accounts Payable and Travel Services, who will submit for approval to the Director of State Procurement. This requires a memo from the Dean or Director of the department signed by the Vice Chancellor. If the card is unblocked for student group travel, a tip of 15% is allowed unless the gratuity is included on the receipt.

Unauthorized and/or Inappropriate Card Use

The T-Card must never be used to purchase items that are **NOT** associated with a valid Travel Request, even if the cardholder intends to reimburse HSU.

No Tipping or food is allowed on a D-Card.

The purchase of first-class airline tickets is not allowable. All airline tickets must be purchased as coach/economy and non-refundable tickets. No up-charges are allowed.

Alcoholic beverages may never be purchased with either card.

A cardholder or custodian who makes an unauthorized purchase with a card, or uses the card in an inappropriate manner will be subject to loss of any authority to retain or use the card, disciplinary action up to and including termination, and possible criminal prosecution and restitution.

Non-Allowable Purchases

- Personal Expenses for self or others – Personal airfare, hotel, or paying for other employee/individual expenses.
- Airfare – Up-charges, comfort seating, early check-ins, and insurances are not allowed.
- Food – Meals for the cardholder are not allowed. Only for student groups are allowed to charge meals, with state approval. Food is not allowed on the D-Card.
- Personal Vehicle Gas
- Alcohol
- Cash Advances
- Gift Cards
- Promotional Items
- Office Supplies

Purchasing Process

If you are ordering over the phone you should provide:

- Card number
- Card expiration date
- Provide complete billing and delivery address: PO Box 1860, State University AR 72467
 - Do not use your department address. Using the wrong address could result in the card being declined.

Airfare Returns and Exchanges

Airline ticket purchases must be made as a non-refundable ticket. This means if the trip is canceled, the ticket will still have to be paid. In many instances though, a portion of the value of the ticket can be used on another trip.

If the airfare was purchased and the trip was not taken, the Travel Card Coordinator must be notified by attaching a Cancellation of Travel Form to the Travel Card Log or Department Card Log. This form is available on the Travel website. Details of how and when the ticket will be used should be noted on the form. **Personal use of the ticket is not allowed.**

Refunds of Other Prepaid Items

If the traveler cancels a trip and registration has been prepaid, obtain a credit from the vendor and attach the Cancellation of Travel Form to the Travel Card Log or Department Card Log. If registration is nonrefundable, attach this form to the Travel Card Log or Department Card Log. If the transaction has been reconciled on a previous Travel Card Log or Department Card Log, send the form to the Travel Card Coordinator in Accounts Payable/Travel Services.

Travel Card Log/Department Card Log

The T-Card holder and liaison and D-Card custodian will receive notification each month from the Travel Card Coordinator that the card statements have posted on the Bank of America website. The cardholder or custodian will then print his/her statement and complete the Travel Card Log or Department Card Log. The bank statement and log with all itemized receipts will then be sent to the Travel Card Coordinator.

All receipts for T-Card use must be an itemized receipt, whether a purchase is made in person, via telephones, internet, or other means of purchase. Receipts should reflect the following information.

Documentation for Purchases

The following is examples for the type of detailed documentation that is required for all purchases made with the T-Card or D-Card. Any information not provided on the itemize receipt should be written in by the cardholder, liaison or custodian.

Airfare

Traveler name
Date(s) of travel
Purchase date of ticket
Destination
Cost of ticket

Registration

Date registration was made
Traveler name
Conference name
Date(s) of conference
Cost

Hotel – Itemized receipt showing a zero balance and detail of room charges, taxes and internet (if used). Do not charge incidentals, such as meals, on the card.

Baggage Fee – receipt must show amount of fee. HSU only pays for checking of one bag.

Taxi or Shuttle – receipt must show amount of fee.

Gasoline – receipt must show number of gallons, price per gallon, and total amount of purchase. Do not charge personal vehicle gas on the card.

Internet Charges – Charges should be to your hotel bill only. Do not charge internet during flights on the card.

Food (Group Travel Only when approved by the state)

Itemized receipt of food purchased

List of group members – **This is required for each meal for group travel.**

All documentation should be given to the person responsible for filing the Travel Card Log or Department Card Log, if not the cardholder. Documentation is the responsibility of the cardholder for all travel charged on the T-Card or the custodian for all travel charges on the D-Card.

When using the card and detailed receipts are not included with the Travel Card Log or Department Card Log, the log will be returned to cardholder/liaison or custodian for additional documentation. Three warnings will be issued to the cardholder/custodian during a fiscal year for minor infractions (receipt missing or not detailed, signatures missing on logs, or not being sent in on time)

Habitual failure to submit proper documentation will result in suspension of the card; cardholder, supervisor and liaison will be notified by email from the Travel Card Coordinator. To reinstate card usage, a memo from the cardholder's supervisor, signed by their dean or director, must be sent to the Travel Card Coordinator, at which time the cardholder, liaison, and supervisor must attend retraining. In the case of D-Cards, the custodian, supervisor, and director/dean will be notified by email from the Travel Card Coordinator. To reinstate card usage, a memo from the custodian's supervisor signed by his/her dean, director, or Vice Chancellor must be sent to the Travel Card Coordinator, at which time the custodian and supervisor must attend a retraining session.

Disputing a Charge

If there is an issue with a charge on your card and the issue can't be resolved with Bank of America, a Cardholder Dispute Form must be completed and sent to the Travel Card Coordinator. This form is available on the Travel website.

Regardless of the status of the dispute, payment will be made to Bank of America. Adjustments will be made upon resolution of the dispute.

Lost, Stolen, or Fraud on T-Card

Cardholders/Custodians should immediately report a lost or stolen card or fraud on their card to Bank of America, 888-449-2273, and the Travel Card Coordinator.

Post Auditing of T-Card

Cards are audited primarily by the Travel Card Coordinator monthly, once statements have posted and the Travel Card Logs and Department Card Logs have been received from the cardholders/custodians.

Travel Services will monitor T-Card/D-Card charges to ensure all charges are related to valid official travel of the university. Travel Services will return any Travel Card Log or Department Card Log that needs additional documentation or information on a charge.

Declined charges are monitored by the Travel Card Coordinator daily. Internal and Legislative auditors may also view the T-Card/D-Card receipts for compliance.

APPENDIX

Airline Booking

When you book through a website such as Priceline, Travelocity, Orbitz, or any other online service, some charge a fee. This will not show up until you get your statement. Also, when you get to the airport if your flight is messed up or canceled you will not get refunded for this ticket through the airline. These sites over book a lot, you could get there and not have a seat on the plane.

Travel Services always suggest booking straight through the airline online.

These are a few of the airlines that were researched and this is what you pay for when booking with them:

- Southwest – You can only use “Wanna Get Away” flight pricing, all others are business class. They do not assign a seat but the passenger receives a boarding placement. They give two 2 free checked bags and 2 carry-on bags at no cost.
- Delta – Book online with Delta. If you call them to book, they will charge you a fee per ticket to book over the phone. If you are booking for a group, call and ask how to get in touch with group sales. They allow 2 carry-on bags for free but must pay for checked bags. HSU will only pay for the first checked bag.
- American and United – Book online, they charge a fee to book over the phone. If booking for a group, call and ask how to get in touch with group sales. HSU will only pay for the first checked bag.
- Allegiant Air – Book online and you only get one free personal item. HSU will only pay for the first checked bag. Additional carry-on bag will include a fee. If you choose to pay the additional fee for a carry-on bag, that will be considered the one baggage fee HSU will pay for. If you are booking for a group, call and ask how to get in touch with group sales. If you wait until you get to the gate and have not printed out your boarding pass they will charge you \$5.00 for this service.

- Frontier – Book online, this airline is famous for charging a fee for everything. Carry-on bags are between \$30-\$35 and checked bags are about \$40. If you wait until you get to the ticket counter they will charge you \$45 for carry-on and \$40 for checking a bag at the counter. Pay for the bag(s) ahead of time when you make your reservation. Due to the issues we've had in the past with the cost of Frontier, we do not recommend using this airline.

Hotel Reservations

Hotel booking can be done different ways:

- Go online and book the hotel with the T-Card. When doing this check for State or Government rates. Use this rate if it is cheaper than the standard rate, best rate, or conference rate.
- OR – Call the hotel and book the room(s) with the T-Card.
- OR – Use an internet online service (such as priceline) to book the room.

Make sure you are sent a confirmation number.