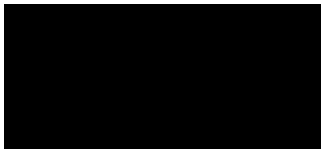


Travel Card Policy and Procedure Manual

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Attachments

1. [Missing Receipt Form](#)
2. [Travel Card Reconciliation](#)



Card Issuer: The card issuer, U.S. Bank, issues Purchasing Cards to approved Pace University Employees, provides electronic transaction authorization, and bills Pace University for all purchases made on U.S. Bank Visa Purchasing Cards.

€k **Supplier:** The vendor from whom a Cardholder is making a purchase. The Purchasing Card will

within the stated guidelines of Travel Card Policies and Procedures manual. No personal credit is checked since the bill is paid directly by Pace University every month.

8. Application Process

How to Apply

Travel cards are issued to employees who are approved for a card.

1. Complete Cardholder Account Setup Demographics Form on U.S. Bank Access Online.
2. A complete Cardholder Agreement Form must be submitted for each prospective Cardholder. This form must be signed by the Cardholder applicant and Business Representative and then forwarded to the Program Administrator.

Cardholder Agreement

A Cardholder Agreement is required from each cardholder applicant. As part of the application process, an applicant will be expected to read it in full. By submitting the Cardholder Agreement the Cardholder Applicant and Business Representative agree to the terms and conditions of the Agreement. Make a copy of the **Cardholder Agreement** for your records.

Online Training

All prospective Cardholders must complete online training to be eligible to receive a Travel Card. The online training webpage for training instructions and documentation can be found by clicking on the link below.

- [Business Card website](#)

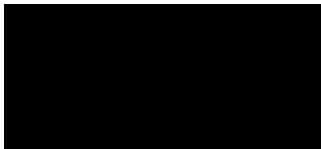
9. Travel Card Security/Storage of the Card

The Travel Card has all the functionality of a Visa credit card. The Cardholder must maintain the Travel Card in a secure location at all times, preferably in their possession. The card should not be stored in a filing cabinet or desk. If the card is ever lost or stolen, it must be reported to U.S. Bank immediately, even on weekends or nights. Call 1-800-344-5696 to report a lost or stolen card 24 hours a day 7 days a week.

10. Travel Card Guidelines

The Cardholder is responsible for making purchases that are in compliance with all Pace University Policies and Procedures in place at the time of purchase.

1. Cards have a default limit per monthly cycle which has been established based on the type of Cardholder usage. The monthly credit limits will be \$5000 for both the Travel and Purchasing cards with the exception of the university recruiters and executive cardholders. A written request




transactional activity does not exceed your organizations fiscal year budget availability. The Cardholder can check with their Business Representative for allowable dollar expenses.

2. The Travel Card is to be used only for a purchase which is in accordance with policy and procedure. The Program Administrator will adjust monthly limits as determined and approved by



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11. Immediately notify the Program Administrator and your Business Representative of a lost or stolen Travel Card at the first opportunity during normal business hours.
 12. Return the Travel Card to your Business Representative or designee upon terminating employment with Pace University or transferring to other departments.
 13. Report erroneous declines or fraudulent charges to your Business Representative and Program Administrator during normal business hours.

Business Representative

The Business Representative is required to manage/review the reconciliation and approval process through the U.S. Bank Access Online Transaction Approval Process. Business representatives will have the ability to reallocate transactions to one or multiple accounting codes-including the option of splitting individual transactions by specific dollar or percent of transaction amounts.

The Business Representative will:

1. Approve Cardholder Applicants
2. Oversee appropriate use of the card.
3. Ensure the Travel Card is used for legitimate business purposes only.
4. Ensure sufficient budget for purchases.
5. Ensure timely Travel card statement reconciliation and approval for all cardholders in their area of responsibility.

Accounts Payable

The Accounts Payable office will be responsible for the review/audit of all travel card transactions every month for all individuals who possess a card. This is to ensure all transactions are appropriate and are supported by adequate documentation and the policy and procedures are being adhered to. If a Cardholder is not adhering to the policy and procedures of the Travel Card Accounts Payable will inform the Program Administrator for immediate action to be taken. The Accounts Payable Office will maintain all statements, receipts and supporting documentation for audit purposes.

14. Lost, Stolen or Damaged Cards

Pace University has liability for a lost or stolen card up until the time it is reported to the bank. Therefore the Cardholder has the responsibility and is required to report the card lost or stolen the moment they realize their card is gone or that the number has been compromised. This action must take place even if it is a weekend, night or holiday. Call 1-800-344-5696 24 hours a day/7 days a week/365 days a year to report. When normal business hours resume, the Cardholder should also report the action taken to their Business Representative and Purchasing and Contracts staff.

15. Fraudulent Use

If someone makes fraudulent purchases with a card it is the cardholder's responsibility to report the activity by calling US Bank Customer Service at 1-800-344-5696 immediately. The Business Representative and Program Manager should be notified to report the activity, and follow up with a written, detailed explanation. The Program Administrator will contact U.S. Bank to get a replacement card for the cardholder.

16. Erroneous Declines

If the Cardholder feels that the Travel Card has been erroneously declined by a supplier, The Program Administrator should be contacted for assistance. The Program Administrator will contact U.S. Bank to determine the reason for the decline and will make appropriate changes to the Cardholders profile if required.

If a purchase is being made outside of normal Pace University business hours, the employee must find an alternate payment method or terminate the purchase and contact the Program Administrator during normal business hours.

17. Credits

Suppliers should issue all credits for returned merchandise or services to the individual Travel Card account for any item they have agreed to accept for return. **UNDER NO CIRCUMSTANCES SHOULD A CARDHOLDER ACCEPT CASH IN LIEU OF A CREDIT TO THE TRAVEL CARD ACCOUNT.**

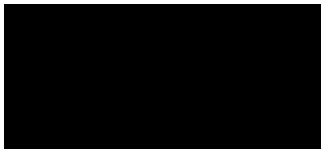
18. Unresolved Disputes and Billing Errors

The Cardholder is responsible for contacting the supplier to resolve any disputed charges or billing errors within 30 days of receiving a statement. If the matter is not resolved with the supplier, the Cardholder should:



1. Use Access Online to dispute the transaction; click here for steps showing how to dispute a transaction(s) or contact U.S. Bank Customer Service at 800-344-5696.
2. All remaining charges must be approved and allocated including the disputed charge during the billing cycle.
3. Include a copy of the disputed transaction form with your completed reconciliation package.
4. If the dispute is resolved in the Cardholder's favor, a credit in the amount of the disputed transaction will appear on a subsequent Cardholder statement.
5. Contact the Program Administrator for assistance if an acceptable resolution is not obtained.

19. Missing Receipts



Major Non-Compliance:

- Late reconciliation and approval-30 days or more
- Inappropriate purchase
- Other infractions deemed as major by Program Administrator

1st Violation: Card will remain suspended until mistake is resolved and documentation and repayment is received by Program Administrator.

2nd Violation: Business Representative must justify in writing how departmental function would be impaired if said Cardholder's privilege is permanently suspended. Business representative must justify in writing reinstatement of card and a description of actions taken to prevent future infractions from occurring. Card remains suspended until justification is approved by Program Administrator.

3rd Violation: Card is revoked. Cardholder is not eligible for future Travel Card use.

Criminal Activity:

- Personal purchase-Intentionally made

If a personal purchase is intentionally made the card will be immediately revoked and appropriate disciplinary action will be taken.

21. Card Security

1. The Travel Card is used for personal or unauthorized purposes.
2. The Travel Card is used to purchase alcoholic beverages or any substance, material, or service which violates Pace University policy, law or regulation pertaining to Pace University.
3. The Cardholder allows the card to be used by another individual.
4. The Cardholder uses another Cardholder's card.
5. The Cardholder fails to provide receipts for all transactions.
6. The Cardholder fails to provide, when requested, information about any specific purchase.
7. The Cardholder accepts a cash refund in lieu of credit to the Travel Card account.
8. The Cardholder does not adhere to the Pace University Policies and Procedure Manual.

24. U.S. Bank Access Online

U.S. Bank provides access to their web page <https://access.usbank.com>. This web page is called **U.S. Bank Access Online** and will allow Cardholders and Business Representatives to review online purchases that have been made prior to receiving the monthly statement from the bank. The functionality streamlines the reconciliation process and reduces posting errors. This will allow Cardholders to check for bank errors, reconcile their statements as they review their monthly statements. The Cardholders can call U.S. Bank Customer Service at 1-800-344-5696 where they can dispute any erroneous charges.