Credit Card Solutions Program

Departmental Card
(Travel Purchases)

Guidelines and Procedures Manual

F.I.U. Procurement Services
Effective Date: July 1, 2010
Revised Date: July 1, 2010
Chapter 1: Program Guidelines

INTRODUCTION

The Departmental Travel Card is to be used for travel related expenses and is issued in the name of a University staff member in a department or area who will become the Departmental Travel Liaison. This individual should be responsible for the processing of all travel related documentation including the filing of Travel Authorization Forms and Expense Reports, making airline and hotel reservations and processing the payment for all registration fees. This individual will be responsible for adherence to the University Travel Policy and Procedures when using the Departmental Travel Card.

The Departmental Travel Card may also be issued to an individual faculty or staff member that will be traveling with students and will be responsible for making the travel arrangements for these groups.

The Departmental Travel Cardholder and Travel Liaison will be responsible for making all travel arrangements for individual and/or group travel for:

- Students or Student Group Traveling on University Business
- University staff who do not have a Travel & Entertainment Card
- Non-University employees (including Candidates for a position, speakers, guest lecturers and other individuals authorized by the University)
- Advance Travel transactions for T&E Cardholders (Airfare and Registration Fee)

The Departmental Travel Card can be used for the following travel expenses:

- Airfare (Domestic and Foreign)
- Hotel (Domestic and Foreign)
- Registration Fees (Domestic and Foreign)
- Car Rental (Only if Cardholder is traveling with the group)

All travel transactions must be expensed from FIU01. Foundation funds cannot be used for Departmental Travel Card transactions.
Who is Eligible?

The FIU Departmental Travel Card is available to full-time A&P, USPS or Faculty members with approval of their VP, Dean, or Director. Part-time staff, students, research assistants, and non-University employees are NOT eligible to receive a Departmental Travel Card.

The Departmental Travel Card is issued only to University staff responsible for making travel arrangements for their departments or program. It requires the Cardholder to understand the University Travel Policy and Procedures and the Departmental Travel Card rules and regulations. They are required to provide documentation for all transactions. As part of the Cardholder application and training process, the Cardholder will be advised of all rights and responsibilities, including the penalties for misuse of the card.

Financial Responsibility for the Departmental Travel Card

The University is responsible for the payment of transactions for Departmental Travel Card Program. The Cardholder’s personal information has not been made available to the Bank of America. Transactions placed on the Departmental Travel Card will not affect the Cardholder’s personal credit history.

Travel Authorization

Prior to making any travel arrangements for University staff, students or non-employees, a Travel Authorization must be approved and submitted to the Travel Department. For instructions on the Travel Authorization preparation, refer to the Travel Department Policy and Procedures. All individuals traveling on University business must comply with the University’s Travel Policies and Procedures.

Requesting a Departmental Travel Card

Eligible University staff may apply for a Departmental Travel Card by completing the Departmental Card Application, which is located on the Credit Card Solutions website. The Cardholder applicant must complete and sign this form, and submit it to the Applicant’s VP, Dean or Director for approval. The completed and approved Departmental Card Application is then forwarded to the Credit Card Solutions Team, CSC 437 or it can be faxed to 305-348-3600 for processing.

As part of the application process, each Cardholder must justify the need for the Departmental Travel Card. All applications must include the names of a Main and Back-Up Approver who will review the Cardholder’s transaction receipts for compliance with the Departmental Travel Card Guidelines, review the funding source information completed by the Cardholder. These individuals should demonstrate the ability and willingness to follow the University’s policies and procedures, be able to question the Cardholder’s transactions and have access to the PantherSoft System to make any required adjustments. A Departmental Card Approver and the back-up may be assigned to one or more Cardholders, and cannot report to the Cardholder, directly or indirectly.
Training

All Departmental Travel Cardholders and Approvers must attend a training session on the guidelines and procedures associated with the Departmental Travel Card Program. This training session is approximately 1-2 hours. The Approvers should participate in the same training as the Cardholder in order to receive training in the responsibilities and processing of the Departmental Travel Card transactions in PantherSoft.

Cardholders must submit a completed Departmental Cardholder Application for review and approval by the Credit Card Solutions Administrator. Once approved, the Cardholder Applicant will be contacted by e-mail with information regarding future Departmental Travel Card training sessions. The list of future training sessions can be found on the Financial Systems and Support Services webpage under the Office of the Controller website. The Cardholder applicant can sign up for the training session using the FIU Registration Website under the Financial Systems and Support Services webpage.

Approvers must submit the Departmental Card Approver Application to the Credit Card Solutions Administrator. Once received, they will be notified by e-mail about the training schedule. Both the Main Approver and the Back-up Approver must attend training in order to gain access to approve charges. If the Main Approver or the Back-up Approver have previously attended a training session, they are not required to attend another session; however, they are strongly encouraged to attend the training if it has been more than a year since they last attended training.

A Departmental Travel Card will be ordered once the following have been completed:

- The Departmental Cardholder Application has been completed.
- The Cardholder Agreement has been initialed and signed by the Cardholder Applicant.
- The Cardholder Applicant has attended the required training session.
- The Main and Back-up Approvers have attended the required Approver training session.

Once the Departmental Travel Card has been ordered, it will arrive to the Cardholder’s campus address within 7-10 business days from the date it was ordered. If the Cardholder has not received their new card, the Cardholder is responsible for contacting a member of the Credit Card Solutions Team to inquire about the status of the card. The Credit Card Solutions Team will contact the bank issuer to resolve the issue.
Departmental Travel Card Limits and Controls

The following limits have been established for the Departmental Travel Card Program. The limits are higher than for individual cards since the Cardholder will be making travel arrangements for groups as well as individual travelers. These limits may be changed if the Cardholder needs to increase or decrease these limits:

- **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 $10,000 per month. This established the maximum amount that can be charged during a billing cycle, which runs from the 5th of the month to the 4th of the next month.
- **There are NO daily limits.**

In order to request a temporary increase on the Departmental Travel Card limits, a Temporary Account Maintenance Request form must completed and submitted to the Cardholder’s VP, Dean, or Director for approval, and then forwarded to the Credit Card Solutions Administrator.

Permanent increases can be requested by submitting a completed and signed Departmental Cardholder Application, which allows for changes to the Cardholder’s information. The completed form should be approved by the Cardholder’s VP, Dean, or Director and faxed to the Credit Card Solutions Administrator at 7-3600.
ALLOWABLE TRAVEL EXPENSES REQUIREMENTS & RESTRICTIONS

The requirements for the following allowable travel expenses and restrictions will apply to University staff, students, and non-employees traveling for the University. Travel Arrangements for non-employees must follow the same procedures and restrictions as University staff when using the Departmental Travel Card for their travel transactions. All transactions must comply with the University’s Travel Policy and procedures. Allowable travel expenses include:

Airfare (Domestic and Foreign):

Airfare may be ordered through an on-line travel website (Travelocity, Expedia, etc.), directly through the airline website or a travel agency. The Cardholder should select the lowest fare that meets the travel’s schedule.

Hotel Accommodations (Domestic and Foreign):

Instructions for reservations and payment of hotel transaction

When making a reservation for a hotel room, the Cardholder should contact the hotel’s business office to verify that they will accept a third party charge for the room cost. This means that the traveler or the group leader will not present the credit card to be charged when they check in, but the cost of the room(s) will be charged to the Departmental Travel Card that will be on file with the hotel for this transaction. The Cardholder should inform the hotel that their card should be charged the cost of the room plus sales tax (only if the hotel is outside the State of Florida) and additional costs may be included such as internet or phone transactions. Hotel rates for stays within the State of Florida are exempt from Florida State sales tax and a copy of the University’s tax exempt form must be faxed or e-mailed to the hotel. Any other special taxes or fees or another State’s sales tax can be paid on the Departmental Travel Card.

To confirm this agreement with the hotel, the Cardholder may use the Vendor Agreement for Hotel Services, which is located on the Procurement Services Website. This form should be completed, signed by the Cardholder and faxed to the hotel representative for their signature. When signed by the hotel representative, it should be faxed back to the Cardholder. A copy of the signed form should be provided to the traveler or the group leader to present when they check into the hotel. The form should be retained by the Cardholder and included as supporting documentation for the travel.

The Departmental Cardholder/Travel Liaison should instruct the traveler or group leader that any additional charges to the room such as room service, mini bar, meals, movie rentals, personal phone calls or any other personal services will not be authorized on the Departmental Travel Card and must be paid by the traveler when they check out. It will be the traveler or the group leader’s responsibility to present the paid hotel folio to the Cardholder upon their return to the University.

For additional information regarding hotel room rates, refer to the University’s Travel Policy and Procedures.
Registration Fees (Domestic and Foreign):

Fees for workshops, conferences, seminars and conventions may be paid with the Departmental Travel Card. The Cardholder must include the registration form and/or conference brochure stating the amount of the registration fee and what is included (meals, lodging, etc.) as part of the documentation for the transaction. A copy of the conference, convention, workshop, seminar or meeting agenda must be submitted with the Expense Report.

Car Rentals:

The rental of a vehicle may be paid for with the Departmental Travel card, but the Cardholder must be traveling with the group. Most Car Rental Companies will only accept reservations when the Cardholder will be signing for the vehicle, therefore, the Departmental Travel Card will not be able to be used as the primary method for making arrangements for car rentals. Car rentals can be made by the traveler by using the FIU T&E Card, a personal credit card or the traveler may request a cash advance.

The University will reimburse travelers for the rental of a compact car or the most economical class available for rental if a compact car is not available. With supervisory approval prior to the travel taking place, the University will reimburse travelers for the rental of a larger size car when:

- The automobile is shared with other travelers, resulting in a savings to the University;
- The circumstances would necessitate a larger size vehicle, such as a physical or medical condition; or
- The nature of the travel is such that it would be reasonable to expect additional passengers, such as travel for development and fundraising purposes.

Car Rentals may be arranged through the State of Florida Contract with AVIS Corporation. To make a reservation, please call (800) 338-8211 or visit AVIS.com and indicate the contract # AWD #A113400. The pricing for the car rentals can be found at the following website: [http://dms.myflorida.com/content/download/55955/236443/file/518-020-10-1](http://dms.myflorida.com/content/download/55955/236443/file/518-020-10-1).

The rates offered through this contract include bodily injury and property damage insurance coverage and collision damage and/or loss of the vehicle is the responsibility of AVIS. The renter will not be required to accept additional Collision Damage insurance. The driver will be required to return the vehicle fully fuel or a refueling service charge will be added to the final bill. If payment is made by using a personal credit card or cash, the Florida sales tax will not be waived and a surcharge of $2 per day will be included in the cost of the rental.

Cars Rentals may be order through other car rental companies, but the pricing for the type of vehicle requested must be equal to or lower than the rates offered under the State of Florida Contract with AVIS. All car rentals must include collision damage insurance. No additional insurances will be paid by the University. Rates should exclude State of Florida sales tax (sales tax in other states will apply).
RESTRICTED TRAVEL EXPENSES

The following travel expenses should not be charged to the Departmental Travel Card:

- Hotel Expenses (movies, mini-bar, room service, personal phone calls & other personal services)
- Business Airfare combined with personal travel
- Individual or Group Meals
- Car Rental for other than compact cars (unless traveling with a group)
- Additional airfare or car rental insurance coverage

Cardholder’s Responsibility for Unauthorized Transactions

The Department Travel Cardholder will be responsible for resolving any transactions that are not authorized or not allowed under the Guidelines and Procedures for the Departmental Travel Card. When an unauthorized transaction(s) is identified, the Cardholder should resolve these charges by one of the following methods:

- Contact the traveler (employee or non-employee) to request that they reimburse the University with a check in the amount of the unauthorized transaction(s);
- Contact the hotel, car rental agency or the provider of the travel services and request a credit to the Departmental Travel Card for the unauthorized charge;
- If the Cardholder has documentation where the hotel, car rental agency or other travel provider agreed not to allow these charges, then the Cardholder can file a Disputed Transaction Form with the Bank of America. (Refer to the Disputed Charges Section of this manual).

If the Cardholder receives a check or cash from a traveler for the unauthorized transactions, they must submit it to the Bursar’s Office for deposit. These documents should also be submitted with the receipts and the Expense Report, which will then be faxed to the Imaging System at 305-348-1355 as part of the review by the Travel Department. Copies of the check and the Bursar’s deposit receipt must be included with the original receipts in the Cardholder’s file held in the department.
Non-Employee and Student Travel

Non-Employee and Individual Student Travel

Prior to making any travel arrangements, a Travel Authorization should be requested for the non-employee (includes candidates, speakers, guest lecturers and other non-employees authorized to travel for the University), individual students and Graduate Assistants and Adjuncts who are not “Active” in the ADP HR Payroll system. The Cardholder will request a Travel Authorization under their Panther ID#, rather than requesting a new Panther ID# for the non-employee or by utilizing the Student’s Panther ID (at the current time, student Panther IDs are not active in the Financial System). On the Travel Authorization form, indicate on the purpose line the traveler’s name and reason for the travel (ex. Speaker for Graduation Ceremony, Candidate for (Position title and Job Number) or the Student’s Panther ID#). Once the TA number is obtained, the travel arrangements can be made by the Cardholder for these individuals.

When expensing these transactions in PantherSoft, the same information included on the TA should be included in the comment field and the full TA# should be listed on the description line. All travel transactions paid with the Departmental Travel Card for non-employees must comply with the University’s Travel Policy and Procedures.

An Expense Report will also be created at the completion of the trip, which will include all expenses paid with the Departmental Travel Card to be marked as “Out-of-Pocket, Non-Reimbursable”. The Expense Report will include any additional reimbursed expenses and will be processed in accordance with the Travel Department procedures.

Group Student Travel

To obtain the Travel Authorization for Student Group Travel when accompanied by a faculty or staff member, the TA should be obtained under the Panther ID# of the faculty or staff member. The student names and Panther ID#s should be listed in the comment section of the TA. All travel transactions paid with the Departmental Travel Card for the students and the staff must comply with the University’s Travel Policy and Procedures. When the Expense Report is created, it will be processed in accordance with the Travel Department Procedures.
Authorization to Waive Departmental Travel Card Procedures

There will be times when this manual does not provide specific guidance for a situation a Cardholder or traveler may encounter. The traveler’s Budget Administrator and supervisor may determine proper guidance for that situation as long as such guidance is consistent with the prevailing principles that no unnecessary cost is to be charged to a University budget, the expenses are reasonable, and the guidance does not contradict any provision within this manual. Cardholders should request an exception to the Departmental Travel Procedures by contacting the Credit Card Solutions Administrator.

The Credit Card Solutions Administrator or designee has authority to grant exceptions or to waive restrictions for use of the FIU Credit Card.

Cancellation of Travel

When travel arrangements must be cancelled, the Cardholder should notify the hotel to cancel the reservations as soon as possible to avoid being charged a cancellation fee. Airline ticket cancellations should be done according to the policies of the company where the tickets were purchased from. Airline tickets may not be fully refunded or a partial credit may only be available to the ticket holder for use at a later date. Car rentals must be cancelled as soon as possible. The Cardholder should also contact the organization to cancel the registration and to arrange for a credit to be issued against the original card charged for the cost of the registration fee.

Use of the Departmental Travel Card for Internet Travel Purchases

The Departmental Travel Card may be used to place travel orders over the Internet. The Cardholder must protect their Departmental Travel Card information. When using the web for purchases, the Cardholder should:

- Use good judgment. Do not use the Departmental Travel Card if you would not use your own personal credit card at the Internet site.
- Always select vendors who have secure Internet sites. Look for the closed lock symbol usually found in the lower right hand portion of the screen or a site address/URL that starts with “https://”.
- Before completing the transaction, the Cardholder should make a print screen of the information which can be used as a receipt or use the confirmation email to serve as the receipt/invoice for this transaction. This document should be signed and dated by the Cardholder and submitted to the Departmental Travel Card Approver as documentation of the transaction.
**Declined Transactions**

If a Departmental Travel Card transaction is declined, the Cardholder may contact the Bank of America Customer Services by calling the number listed on the back of the card (1-888-449-2273). The Cardholder should request information on why the transaction was declined. The Bank’s Customer Service Representative will be able to provide a reason, but they will not be able to resolve the cause of the problem and they will direct the Cardholder to contact the Credit Card Solutions Team.

The most common reasons that a transaction is declined include:
- Exceeding the single or monthly transaction limits.
- The merchant falls under a restricted merchant category code. Certain vendor types have been restricted from use by the FIU Cardholders due to the type of items or services being sold.
- There is no record of the decline which indicates that there is a problem with the data connection between the merchant and the Bank of America.

If a transaction declines, the Cardholder can also contact the Credit Card Solutions Team at (305) 348-2161 for assistance with clearing the transaction. Members of the Credit Card Solutions Team have the authority to authorize credit limit changes for Cardholders and temporarily lift the blocked on restricted merchant category codes. Cardholders will make these requests by sending an e-mail to their Director, Dean or VP for approval and then forwarding that email to the Credit Card Solutions team member. This email should include the reason for the request, the vendor name, amount of the transaction, description of the purchase and when the transaction will be completed.

**State of Florida Sales Tax Exemption**

All transactions made within the State of Florida are exempt from the State of Florida Sales, Use and Occupancy tax. A copy of the University’s Certificate of Exemption is issued with the Departmental Travel Card and a copy is also available on the Controller’s Website at [http://finance.fiu.edu/controller](http://finance.fiu.edu/controller), under Tax Certificates.

If the vendor will not deduct the sales tax or will not honor the tax exemption without additional paperwork, the Cardholder may continue with the purchase, but should note on the receipt that they requested that the sales tax not be charged and that the vendor refused. This documents that an attempt was made to not have the sales tax charged.
Misuse of the Departmental Travel Card

Any Cardholder, who knowingly and willingly makes purchases or attempts to make purchases that violate State laws, Florida International University policies and/or Departmental Travel Card guidelines and procedures, assists another employee in such purchases, or fails to report the violation, may be subject to disciplinary action in accordance with the Departmental Travel Cardholder Agreement. Such abuse includes, but is not limited to, falsification of records, fraud and theft, or using the Departmental Travel Card for personal gain.

Misuse of Departmental Travel Card privileges may also include, but is not limited to:

- Non-compliance with the Departmental Travel Procedures or University Travel Policy and Procedures
- Delays in approving transactions
- Splitting transactions to avoid the single transaction limit
- Failing to submit Departmental Travel Card receipts
- Bank Statements, Record Retention and Card Security Issues
- Continued use of the Replacement Receipt form
- Failure to resolve any unauthorized charges
- Failure to sign and date receipts

The Departmental Travel Card transactions are reviewed by the Credit Card Solutions Administrator, as well as by the Credit Card Solutions Senior Accountant. In addition, the transaction files for the Cardholder may be reviewed by the Credit Card Solutions Team without notice; therefore, all Cardholder files must be kept up to date.

Consequences for the Misuse of the Departmental Travel Card

If the Cardholder violates the Departmental Travel Card guidelines and procedures, steps will be taken to correct the violations. The Cardholder’s VP, Dean or Director will be notified of the violations and requested to discuss the matter with the Cardholder. If the violations continue, the Cardholder will lose Departmental Travel Card privileges, pending retraining. If these corrective actions do not resolve the situation and the Cardholder continues to violate Departmental Travel Card guidelines and/or procedures, the Cardholder’s privileges will be permanently revoked.

If it is found that a transaction was not for University business, the Cardholder will be required to reimburse FIU for the full amount of any inappropriate transaction. If the reimbursement does not occur, this amount may be deducted from the Cardholder’s salary warrant.

If it is determined that a violation is documented regarding use of the Departmental Travel Card for personal gain or that records were falsified, the Cardholder will be subject to disciplinary action, which may include termination.
Cardholder Transfers within the University

If a Cardholder transfers to another department within the University, they are required to turn in their Departmental Travel Card for cancellation. The Cardholder will need to take the following actions prior to any departmental transfer:

- Turn in all receipts for outstanding purchases to their Departmental Travel Card Approver.
- Discontinue the use of the Departmental Travel Card at least one week prior to the change.
- Notify the Credit Card Solutions Team of the change and return the Departmental Travel Card for cancellation. Utilize the Credit Card Cancellation Form, which is located at the Credit Card Solutions Website.

Termination of Employment

When a Cardholder terminates their employment with the University, they will need to:

- Stop using the Departmental Travel Card, immediately or at a minimum two weeks prior to the last working date and notify the Credit Card Solutions Administrator.
- Turn in all receipts of outstanding transactions to the Departmental Travel Approver.
- Complete the Credit Card Cancellation Form: Cut the Departmental Travel Card in half and attach the pieces to the Form; obtain Supervisor, VP, Dean, Director, or Department Chair signature, and mail it to the Credit Card Solutions Team.
- The Cardholder’s Approver should also send an e-mail to the Credit Card Solutions Administrator when a Cardholder leaves the University.

Renewal Cards

The initial Departmental Travel Card will be issued to the Cardholder for a period of three (3) years. Approximately one month prior to the Departmental Travel Card’s expiration date, the Bank will mail a new Departmental Travel Card to the Cardholder at their Campus address on file. It is therefore important to notify the Credit Card Solutions Team when the Cardholder relocates to another building or room number. After the initial three (3) year period, the Departmental Travel Card will be renewed every two (2) years.
**Bank Statements**

The Cardholder will be mailed the Departmental Travel Card statement from the Bank of America by the 15th of each month, if any transactions were made during the billing cycle. The statement should be reviewed by the Cardholder for accuracy of all transactions authorized. The original or a copy of the Bank Statement must be submitted by Cardholder to the Departmental Travel Card Approver for reconciliation against transaction documents previously filed by the Cardholder. The original Bank statement should be filed with the supporting receipts in the Cardholder’s Departmental Travel Card files.

**Disputed Charges**

The Cardholder should attempt to resolve any disputes or billing errors directly with the vendor. In all cases, the vendor should issue a credit to the Departmental Travel Card account. If an agreement cannot be reached with the vendor, the Cardholder should complete the Commercial Card Claims Statement of Disputed Transaction form, which is located on the Procurement Services website, and fax it to 1-888-678-6046 to file the dispute. This must be done within 60 days of the billing close date in order to be accepted by Bank of America. Most Departmental Travel Card issues can be resolved using this process. If you are unable to obtain an acceptable resolution, the Cardholder or their Approver should contact a member of the Credit Card Solutions Team.

All disputed transactions must be expensed in the PantherSoft System even if the credit has not been received prior to the end of the monthly billing cycle. When the credit is received, it should be expensed to the same Department ID # as the original transaction when it is posted in the PantherSoft System. Since all transactions must be expensed in the PantherSoft System prior to the close of the month, it is in the Cardholder’s best interest to file the Statement of Disputed Transactions form as quickly as possible to ensure that credits are posted as quickly as possible to the Cardholder’s Departmental Travel Card.

**Missing Receipts**

If the Cardholder loses a receipt or invoice for a transaction, they should attempt to obtain a copy of the receipt from the vendor. If the receipt or invoice cannot be obtained through other means, then the Cardholder must complete and submit a Replacement Receipt Form, which is located on the Procurement Services Website, to their Departmental Travel Card Approver. This Replacement Receipt Form must contain a detailed description and pricing of all items received and it must be signed by the Cardholder’s supervisor. A Replacement Receipt Form will not be accepted for a missing Hotel Folio, the Cardholder must contact the hotel for a copy. The continued use of the Replacement Receipt Forms will not be acceptable. Submission of more than three (3) Replacement Receipts during a billing period will be seen as misuse under the Departmental Travel Card Program.
PROCESSING DEPARTMENTAL TRAVEL TRANSACTIONS

Documentation Required for the Travel Card File

The Cardholder must provide to their Approver the following supporting documents:

- A copy of the approved Travel Authorization
- The original airline ticket (or e-Ticket) signed and dated by the Cardholder and the traveler (if not the Cardholder)
- The original Hotel Folio reflecting paid status, signed and dated by the Cardholder and the traveler (The Cardholder will be required to sign and date the Hotel Folio for all travelers)
- The receipt for any car rental
- The receipts for any additional travel related transactions
- A copy of the Expense Report submitted to the Travel Department
- A copy of any additional documentation required by the University, stating the purpose of the travel

All receipts must be clear and legible. The Cardholder should provide any additional documentation available to support the transaction, which can include a brief description of the purpose of the travel, a list of the travelers, conference brochures, meeting/conference agendas, or any additional information regarding the travel. This information should be presented with the signed and dated receipts to the Departmental Travel Card Approver within three (3) business days after completion of the trip.
Processing of Transactions

Departmental Travel Card charges are electronically received by the University from Bank of America on the first business day following the 4th of each month and are posted to the PantherSoft Travel module. These transactions will be available for the Departmental Travel Cardholder and their Reconciler for review on the date of posting. By the time these transactions are uploaded from the Bank, the Vendor has already received payment from VISA for these transactions therefore, it is necessary that all transactions are expensed by the Departmental Travel Card Approver in PantherSoft.

The Departmental Travel Card Approver must have signed and dated receipts or invoices for all Cardholder transactions prior to approving the transactions in PantherSoft. The Cardholder or Reconciler must expense all transactions within ten (10) days of being posted. All outstanding transactions in PantherSoft must be reconciled and posted to the Departmental ID and approved within the ten (10) days of being posted. Cardholders may act as a Reconciler for their Departmental Travel Card transactions, but may not be the Approver for these transactions.

The Reconciler or Approver must review all of the Cardholder’s transactions to ensure compliance with the Departmental Travel Card Manual and the Departmental Travel Card Approver’s Guide. If the Reconciler or Approver identifies any problems or issues, they should report this to the Credit Card Solutions Administrator or the Credit Card Solutions Senior Accountant for review.

All of the Departmental Travel Card files should be maintained by the Departmental Travel Card Reconciler or Approver in an orderly manner. This documentation should include all original signed and dated invoices, copies of the bank statement and other documents that are required to support the transaction for each Cardholder for a period of five (5) fiscal years for audit purposes.

Fax Imaging – Expense Reports

Upon completion of the travel, an Expense Report must be created listing all travel-related expenses including all charges to the Departmental Travel Card. Once the Expense Report is completed, a copy must be printed and used as the cover sheet to be faxed with all of the receipts and supporting documents to a fax imaging system at 305-348-1355. All of the travel related documents will be scanned and included as on-line documentation for the travel and will be available for review by the Travel Department as part of the audit process. Before faxing any documents, the Cardholder must mark out any bar coding on the receipts using a black marker or pen, or fold over the edges to ensure that the documents are scanned properly. The Cardholder must indicate on all receipts which card was used to pay for the transaction (ex. “Departmental Travel Card”, “T&E Card”, or personal credit card).
DEPARTMENTAL TRAVEL CARD SECURITY

Use of a Departmental Travel Card is limited to the Cardholder whose name appears on the face of the card. Under no circumstances should the Departmental Travel Card be given or loaned out to another person. If a Cardholder is absent for a period of time, the department should request issuance of a Departmental Travel Card to another qualified staff member, either temporarily or permanently. Any Cardholder sharing their Departmental Travel Card information or allowing another individual to use their Departmental Travel Card for purchases may have their Departmental Travel Card cancelled.

Each Cardholder is responsible for the security of the Departmental Travel Card assigned to them. All precautions should be used to maintain confidentiality of all information relating to the card, such as the cardholder account number and expiration date. The Departmental Travel Card number should never be left in a conspicuous place, shared with anyone else, or e-mailed.

Lost or Stolen Departmental Travel Card

Report a lost or stolen Departmental Travel Cards as soon as possible to Bank of America at the toll-free number 1-888-449-2273. The Cardholder should be prepared to provide the following information to the Bank representative: the Departmental Travel Card number, Campus address and telephone number and a brief summary of what happened. The Cardholder is responsible for supplying any information necessary to minimize the liability for a lost or stolen card. The Cardholder should closely monitor their Bank Statement to ensure no fraudulent charges are posted. Notify the Credit Card Solutions Administrator to confirm that the card has been cancelled.

Lost or stolen cards reported by telephone are cancelled immediately. A replacement card will be issued and mailed to the Cardholder’s Campus address within seven to ten working days after being reported.
Fraudulent or Unauthorized Transactions

These are transactions which might appear on the Cardholder’s account as the result of the Departmental Travel Card information being acquired and orders being placed without the Cardholder’s knowledge. Once the Cardholder is aware of these charges, they must notify the Bank of America Customer Service Department at 1-800-300-3084 to inform them that their Departmental Travel Card has been compromised. The Bank will issue credits for all charges that the Cardholder identifies as being a fraudulent transaction. It is very important for the Cardholder and their Approver to review all transactions in a timely manner and to notify the Bank as soon as they become aware of these types of transactions.

When the Bank is notified that a Departmental Travel Card has been compromised, the card will be cancelled and a new card will be sent to the Cardholder’s Campus address within seven to ten working days. It is very important that the Cardholder confirms their mailing address when contacting the Bank to ensure that the new Departmental Travel Card is sent to the correct address.

If a replacement card is needed in less than the seven to ten working days, the Cardholder should notify the Credit Card Solutions Administrator at (305) 348-1250 of any fraudulent charges. Arrangements will be made to cancel the Departmental Travel Card and the new card can be sent by Federal Express with next day delivery to the Cardholder’s Campus address.

Contact with the Bank of America Fraud Department

The Bank of America continuously reviews Cardholder transactions to spot potential fraudulent use of the Departmental Travel Card. These may be multiple uses of the card from an unusual source, several one dollar transactions to test the access to the card or internet transactions where the expiration date does not match. In these instances, someone from the Bank of America’s Fraud Department will attempt to contact the Cardholder about any suspicious charge and until they are able to speak to the Cardholder or to the Credit Card Solutions Administrator to resolve the issues, the Departmental Travel Card will be placed in a hold status. Once in this status, the card cannot be used for additional transactions.

When contacted by the Fraud Department, the individual calling will identify them self and will state that they are calling regarding the Departmental Travel Card account and will provide the last four digits of the Departmental Travel Card account number. The Cardholder will be questioned about the charges, and if the transactions were placed by the Cardholder, the transactions will be authorized by the Bank and the hold on the Departmental Travel Card will be removed. If the Cardholder has no knowledge of the transactions, then the Bank will begin the process of cancelling the Departmental Travel Card. The Bank will send a new Departmental Travel Card and issue credits for all of the fraudulent transactions. When a new Departmental Travel Card is issued under these circumstances, the new Departmental Travel Card will be sent by Federal Express to the Cardholder’s Campus address.
Chapter 2: Travel Liaison / Reconciler / Approver Information

TRAVEL LIASON: VALIDATING DEPARTMENTAL TRAVEL TRANSACTIONS

Basic Navigation and Reconciliation of Charges in PantherSoft 9.0

The Departmental Travel Liaison will be responsible to review and manage travel transactions before they can be approved in the system. On the first business day after the 4th of each month, your transactions will load into the Purchasing module of PantherSoft 9.0.

Once Departmental Travel Card charges are loaded, you will have ten (10) business days to complete the reconciliation process and for your Approver to finalize the expensing of all transactions.

You can use the Procurement Card Transactions page to review, manage, and mark as “verified” those Departmental Travel Card transactions loaded by the Load Statement Process.
1) Click on “View All” to review all pending charges.

2) Click on the “show All Columns” icon to enter the valid TA Number.

3) In the “Description” field, enter the Travel Authorization number for the traveler. Please enter TA followed by the 10 digit number. See above sample: TA0000012345.

**NOTE:** If there is information automatically populated in this field, highlight and delete and replace with the TA information.
4) To review additional information for each transaction, click on the “Line Details” icon.

5) Click on the “show all columns” icon to open and review additional transaction details, including (when available): Additional Merchant contact information, airline ticket information and other 3rd tier information.

6) After reviewing the transaction details, click the “Return” button to proceed with the verification process.
7) Click on “Distribution” icon to update the accounting information for each charge in the “Account Distribution page.”

8) **Note 1:** The funding source (Dept and/or Project ID) should be the same as the source authorized on the Travel Authorization (TA)

**Note 2:** Update the Travel Account # to reflect the actual purchase using the table below:
9) When the accounting has been updated, click on the “refresh” button and the “OK,” located at the bottom of the page to return to the Procurement Transaction page.

10) When all charges have been processed, click on the “Select All” button located at the bottom of the page, this will check the select box for all expenses on the page.

11) When all boxes are selected, click “Validate Budget” button. The status will update from Not Chkd to Valid for all charges.

12) Click the “Save” button.

13) When all of the charges have been reconciled, click on the “Notify” button to notify your designated approver that all of the monthly travel charges are ready to be finalized.
14) Enter your approvers email address in the “To: “ field

Enter the description: <Statement Date> charges ready for Approval in the “Subject” field.

15) Click “OK” button to send notification.

16) Provide All signed, original receipts to your designated Approver to complete the verification process.

After your Approver has completed the approval process, he or she will return these documents to you for creating the expense report after the trip is completed and for record retention.

**APPROVER: APPROVING DEPARTMENTAL TRAVEL TRANSACTIONS FOR YOUR TRAVEL LIASON**

**Basic Navigation and Approval of Verified Charges in PantherSoft 9.0**

The Approver for the Departmental Travel Cardholder/Liaison will be responsible to review the transactions verified by the Travel Liaison before they can be approved in the system. On the first business day after the 4th of each month, the Travel Card transactions will load into the Purchasing module of PantherSoft 9.0.

Once the charges are loaded, your Departmental Travel Cardholder/Liaison will have ten (10) business days to complete the reconciliation process and for you to approve the expensing of all transactions.

The Departmental Travel Cardholder/Liaison should have already updated the accounting and entered a TA for all charges, indicating that they have processed each transaction for the following:

- Entering the correct TA Number;
- Reviewed all accounting for accuracy (both funding source and travel account #), transaction date and total amount;
- Reviewed the transaction for compliance with University Travel policy;
- Validated the budget.

When the Departmental Travel Cardholder/Liaison has completed the verification process, you will be notified via email that the activity is ready for final Approval. The Travel Liaison will also provide you with the original, signed and dated receipts and back-up documentation for your review.

After all transactions have been approved, you will return these documents to the Travel Liaison for Expense Report preparation after completion of the travel and for record retention.
1) We recommend that you review steps 1-8 of the verification process. As the Approver, you will be required to review the information applied to each transaction for accounting/processing accuracy and overall university compliance. You will have access to correct, add or update any information pertaining to the charges, prior to marking “Approved.”

2) After reviewing all charges and making any updates/adjustments, click on the “Select All” button located at the bottom of the page. This will check the select box for all expenses on the page.

3) To finalize the Approval process, click the “Approve” button. All charges will update from Staged to Approved.

4) Click the “Save” button.

5) Return all documents to your Travel Liaison.
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