Departmental Travel Card

(Departmental Travel)

Office of the Controller
What’s in your wallet?

NOT THIS CARD!
The Departmental Card is designed to provide University faculty and staff the ability to place orders for supplies and services, as well as travel related expenses for the department.

Depending on the Cardholder’s needs, the Cardholder may apply for the Departmental Card for the following:

- Commodities Only (i.e. Office Supplies, Printing Services, etc.)
- **Departmental Travel Only** (i.e. Airfare, Hotel, etc.)
- Dual Use (both Commodities and Departmental Travel)
Who is Eligible?

The Departmental Card is issued to University staff responsible for making purchases and travel arrangements on behalf of their departments or programs. The Cardholder must understand the Departmental Card policies and procedures, and must provide documentation for all transactions.

<table>
<thead>
<tr>
<th>Eligible</th>
<th>Non-Eligible</th>
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</thead>
<tbody>
<tr>
<td>Full-time A&amp;P employee</td>
<td>Part-time staff</td>
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<tr>
<td>Full-time USPS employee</td>
<td>Students</td>
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<tr>
<td>Full-time Faculty employee</td>
<td>Research Assistants</td>
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<td>Non-University Employees</td>
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Application & Training Process

- Applicant must submit a completed Cardholder Application form.

- The Credit Card Solutions Team will notify the applicant of upcoming training sessions. The dates and times of the training session are available through the Office of the Controller’s website.

- Applicant must attend the required training session.

- Applicant must complete and sign the Cardholder Agreement.

- The Credit Card will be ordered after the application, agreement, and training session are completed by the applicant.

- The Credit Card will arrive to the Cardholder’s campus address within 7-10 business days.
Card Limits and Controls

Departmental Card (Travel) Standard Limits:

- $10,000 monthly credit limit
  - Billing cycle runs from the 1ST of the month to the last day of the month.
- $5,000 single transaction limit
  - “Per Transaction” does not mean “Daily Limit”.

These are initial limits, and are subject to reduction or increase, based on usage as determined by the Credit Solutions Team.
Do You Need a Credit Increase?

All temporary and permanent increases must include a justification and approval from the Cardholder’s Business Unit Approver.

- For Temporary Increases, utilize the “Temporary Account Maintenance Request” form:

- For Permanent Increases, utilize the “Departmental Card Application”:

Forms can be found at: http://finance.fiu.edu/controller

Office of the Controller
Acceptable Purchases (Travel)

Prior to making any travel arrangements for University staff, students or non-employees, an **approved Travel Authorization (TA) must be in place.** No charges are to be made without an approved TA number.

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

- Airfare (Domestic & Foreign)
- Hotel (Domestic & Foreign)
- Registration Fees (Domestic & Foreign)
- Car Rental (only if the Cardholder is traveling with the group, as AVIS does not allow third party charges.)

Manuals can be found at: [http://finance.fiu.edu/controller](http://finance.fiu.edu/controller)
Declined Transactions

The most common reasons that a transaction is declined include:

- Exceeding the single or monthly transaction limits.
- Data connection error between the merchant and the Bank.
- The merchant falls under the Blocked Merchant Category (i.e., liquor stores, ATM machines, flower shops, etc.)

Need a temporary lift of the merchant block or a temporary increase? Utilize the Temporary Account Maintenance Request form.

Forms can be found at: http://finance.fiu.edu/controller
Restricted Purchases (Travel)

The following travel expenses are restricted:

- Hotel Expenses
  - Movies
  - Mini-Bar
  - Room Service
  - Personal Phone Calls
  - Other personal services

- Business Airfare combined with personal travel

- Car Rental for other than compact cars (unless traveling with group)

- Additional airfare or car rental insurance coverage

- Commodities (i.e., Office Supplies, Printing Services, etc.)
Internet Purchases

✓ Use good judgment. Do not use your Departmental 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 that starts with “https://”.

✓ Before completing the transaction, the Cardholder should make a print screen of the information or use the confirmation email to serve as the receipt.

Never allow a vendor to keep or store your card number or cardholder information.
State of Florida Sales Tax Exemption

All transactions made within the State of Florida are exempt from the State of Florida Sales and Use Tax.

- The Cardholder should inform the vendor that the purchase is tax-exempt before the transaction is completed.

- 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 an attempt was made to not have the sales tax charged.

Forms can be found at: [http://finance.fiu.edu/controller](http://finance.fiu.edu/controller)
Misuse of the Departmental Card

Any Cardholder, who knowingly and willingly makes purchases or attempts to make purchases that violate State Laws, FIU Policies, Travel Policies and Procedures, assists another employee in such purchases, or fails to report the violation, may be subject to disciplinary action in accordance with the Cardholder Agreement.

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

- Allowing another individual to use the card or card number
- Failure to submit receipts
- Delays in approving transactions
- Non-Compliance with the Purchasing Policies & Procedures, and Travel Policies & Procedures
- Splitting transactions to avoid the single transaction limit
- Falsification of Records
- Fraud and Theft
- Using the card for personal gain
Consequences for Misuse

- If the Cardholder violates the Departmental Card guidelines and procedures, steps will be taken to correct the violations. If violation continues, the card will be revoked.

- If purchases were not for University business, the Cardholder will be required to reimburse the University for the full amount of any inappropriate transaction. If reimbursement does not occur, this amount may be deducted from the Cardholder’s salary warrant.

- If the Cardholder uses the card for personal gain, or falsifies records, the Cardholder will be subject to disciplinary action, which may include termination.
Cardholder Transfers within University

If a Cardholder transfers to another department within the University, they are not required to cancel their card unless the new department will not approve the individual for a card.

The following steps must be completed for a Cardholder transfer:

- Complete & submit an updated Cardholder Application.
- Submit all receipts from the previous department to the Approver.
- Discontinue the use of the card temporarily.
- If the new department will not approve the individual’s continuation as a Cardholder, notify the Credit Card Solutions Team and return the card using the Card Cancellation Form.

Forms can be found at: http://finance.fiu.edu/controller
Termination of Employment

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

- Stop using the Card, immediately or at a minimum of two weeks prior to their last working date.
- Notify the Credit Card Solutions Team.
- Complete the Card Cancellation Form.

Forms can be found at: http://finance.fiu.edu/controller
Renewal Cards & Bank Statements

- The initial Departmental Card will be issued for a period of three (3) years.

- One month prior to the expiration date, the Bank will mail a new card to the Cardholder at their campus address.

- If any transactions were made during the billing cycle, a bank statement will be sent to the Cardholder’s campus address by the 10th of the month.

- The cardholder will be able to log onto the PaymentNet system to view their electronic statement. (http://www.paymentnet.jpmorgan.com)

- The original or copy of the Bank Statement must be submitted by the Cardholder to their Approver for reconciliation, and should be filed with the supporting receipts in the Cardholder’s file.

- **IMPORTANT:** Notify the Credit Card Solutions Team of any changes regarding the Cardholder’s campus address.
Disputed Charges

✓ The Cardholder should attempt to resolve any disputes or billing errors directly with the vendor first. Usually, the vendor will issue a credit to the card for the incorrect charge.

✓ If an agreement cannot be reached with the vendor, the Cardholder should complete the formal Dispute Process in the PaymentNet system. Please refer to page 43 of the Departmental Card Manual for detailed instructions on this process.

✓ The Cardholder will be liable for all charges incurred if a fraudulent transaction is not disputed within 5 days following the end of the billing cycle in which the disputed transaction occurred.

Forms can be found at: http://finance.fiu.edu/controller
Receipt / Invoice Requirements

Receipts may be a:
- cash register receipt
- fax confirmation
- E-mail
- completed Web order form
- completed mail order form
- company invoice

Cardholder must always:
- sign & date all receipts
- submit all original receipts to their Approver within three (3) days of receipt of items.
The Cardholder must provide to their Approver the following documents:

✓ Copy of the approver Travel Authorization
✓ Original airline ticket or e-ticket
✓ Original Hotel Folio
✓ Car Rental receipt
✓ Receipts for additional travel related transactions
✓ Copy of the Expense Report submitted to the Travel Department
✓ Copy of any additional documentation required by the University, stating the purpose of the travel.
Processing of Transactions

✓ Card charges are electronically received from the Bank to PantherSoft Financials on the first business day following the 1st of each month.

✓ Cardholders must provide signed and dated receipts and bank statements to their Approvers for reconciliation.

✓ Approver must review and approve all transactions within ten (10) business days from the day the charged post.

✓ All documentation must be maintained for five (5) fiscal years for audit purposes.

✓ Upon completion of a travel transaction, an Expense Report must be created. The Expense Report and supporting documentation must be scanned to Fax Imaging - (305) 348-1355.
Missing Receipts

- If a Cardholder loses a receipt or invoice, they should attempt to obtain a copy of the receipt from the vendor.

- If the receipt or invoice cannot be obtained, the Cardholder must complete and submit the Replacement Receipt form.

- The Replacement Receipt form will NOT be accepted for a missing Hotel Folio.

- Continued use of the Replacement Receipt form will not be acceptable.

- Submission of more than three (3) Replacement Receipt forms will be considered misuse under the Card Program.

Forms can be found at: http://finance.fiu.edu/controller
Card Security

- Under no circumstances will the Departmental Card or card number be given or loaned out to another person.

- Each Cardholder is responsible for the security of the card assigned to them.

- Any Cardholder sharing their card information or allowing another individual to use their card may have their card cancelled.

- Report lost or stolen credit cards, or fraudulent transactions to the Bank: (800) 270-7760.
Credit Card Solutions Contacts

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
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Website:  http://finance.fiu.edu/controller
PantherSoft Financials: (305) 348-7200
Travel Department:  (305) 348-4041
Questions ?