



Travel Card Guidelines

Responsible Office: University Procurement Services

Required Guidelines Approver: CPO

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2.0 Guidelines Statement

The card is an alternative procurement channel to facilitate travel and business-related expenses. The travel card is meant for the cardholder's needs only and not to be used for other's expenses. University Procurement Services reserves the right to revoke card privileges for uses that are non-compliant with published user guidelines, policies, and procedures. The University Travel Card is a *corporate-liability Visa card*, meaning that it is directly billed to and paid for by the university and allocated to the department through a Concur Expense Report. The cardholder's personal credit is not affiliated with the card. The Travel Card eliminates the need for cash advances and the financial burden on the traveler.

Permission for special cases when group student travel is accompanying cardholder will be reviewed by University Card Services.

When using the Travel Card, the following applies:

- The Travel Card must be used when incurring travel and business expenses funded through the University.

- Full-Time faculty and staff (paid through the University's payroll system) who anticipate traveling on behalf of the University are eligible to request the Travel Card with business manager approval;
- The Travel Card may only be used for appropriate and allowable expenses as defined in the University [Travel Card Guidelines](#) (in addition to [University Procurement Policy and Travel & Expense Policy](#) and any other school/departmental policies, if applicable);
- The Cardholder or Delegate must review card charges in the Concur Expense system in a timely manner and notify Bank of America and the Card Administrator immediately should any fraudulent changes be detected.
- Approvers have oversight of a cardholder's access to and use of the Travel Card; this includes the application process, reviewing and approving card charges for compliance, and ensuring that charges are reconciled in a timely manner.
- Personal charges are **not** allowed on the Travel Card.
- Cardholders must complete card training before a card can be issued. Any exception to training requirements must be approved by the CPO or Card Administrator.
- Cardholder and/or Approver must notify the Card Administrator in advance (or as soon as possible) whenever a cardholder is terminated or transferred to a different department.

3.0 Benefits

Using the university Travel Card automates the approval process and improves before and after-the-fact reporting on university travel destinations and suppliers. Improved reporting helps the University to locate travelers in the event of an emergency and strengthens the University's negotiating position for improved pricing and services with travel suppliers. The Travel Card is tax-exempt, in the cases that Rutgers is exempt ([Sales and Use Tax Guidelines](#)), as it is a payment issued directly from Rutgers University. The Travel Card is an additional payment tool, but all travel must be booked through the university travel agency/booking tool. For more information, please see [Booking Travel](#).

These Guidelines and related procedures are designed to ensure that expenses on the Travel Card are subject to appropriate review and approval, are reported and posted to the University's books and records accurately and timely, and that processes are in place to prevent misuse of the card, and that fraudulent charges are detected and reported timely.

4.0 Definitions

“Ancillary” Personal Expenses	“Ancillary” personal expenses are personal expenses incurred when making a purchase that is primarily for Rutgers University business purposes, and the personal portion of the expense cannot be easily separated from the business portion when incurring the expense. As an example, a hotel folio that includes a meal charge which should be reimbursed as per diem is an example of ancillary personal expenses.
University Funds	Any funds that are directly provided and administered by the University (e.g., endowment funds, gifts, general budget funds, and discretionary funds provided from university sources).

5.0 Who Should Know these Guidelines?

Cardholders, Expense delegates, Finance approvers, Departmental Financial Administrators, Accounts Payable, Travel Department, and Internal Audit should understand these guidelines. Departments are responsible for compliance with these guidelines and University Procurement Services is responsible for the management of the card program and guidelines.

6.0 Responsibilities and Roles

A. Schools and Business Units

Schools and Business Units have an important role in monitoring overall compliance with university policies and the Travel Card guidelines to ensure that travel and business expenses (including those charged to the card) are reasonable in nature. These responsibilities include confirming that assigned finance approvers set in Concur Expense are appropriate based on the employee’s role and assigned duties.

Schools and Business Units may impose more (not less) stringent controls over travel and business expenses than those required by these guidelines and are responsible for communicating and implementing any additional controls.

B. Cardholders

Each Cardholder must:

- Complete the training video found on the [University Card Services | University Procurement Services \(rutgers.edu\)](https://www.rutgers.edu/university-card-services) website prior to requesting a new card. The training certificate should be saved as it is needed to complete the New Card Request.
- All travel arrangements must be made through our university travel agency. The [Rutgers Travel Online Booking Tool](#) is found through your myRutgers portal. All other travel agency information can be found on the UFA

University Procurement Services [Travel and Expense](#) page.

- Purchases must follow the [University Procurement Policy and Travel & Business Expense Policy](#). Spending should always be consistent with each employee's responsibility for stewardship and safeguarding of university assets. Use of the Travel Card for purchases of certain commodities identified in the "Restrictions and Limitations" section of this guideline is not allowed.
- Retain all original itemized receipts for card charges \$50 or greater in accordance with the [Travel & Business Expense Policy](#) and attach them to the relevant transactions for submission and approval.
- Complete a Card Service Request in Concur Expense for any updates to an existing card (name change, address change, phone number, e-mail change, limit change request, or override).

C. Approver

Each Approver must:

- Provide a review of all New Card Requests and approve accordingly.
- Review and approve all Pcard transactions, business purposes, and receipts to be sure the transactions fall within University Policy.
- Communicate any intended changes in Cardholder employment status to University Card Services in a timely manner.
- Ensure cards are returned and canceled, as part of the standard termination procedures.

D. Card Administrator (through University Procurement Services) will:

- Provide oversight of the Travel Card program for Rutgers University. In the event the Approver or School's business office is unable to provide needed guidance, Cardholders should contact the Card Administrator at cardservices@finance.rutgers.edu.
- Manage and evaluate the Travel Card program, act on unreconciled charges, and serve as a liaison between Rutgers University and Bank of America.
- Create and maintain a list of active Cardholders for distribution to departments/schools as needed.
- Develop, coordinate, and provide training programs for Cardholders, Delegates, and Approvers to ensure that Cardholders, Delegates, and Approvers thoroughly understand, agree to, and abide by all business rules, policies, and procedures that govern the usage of the university's Travel Card.
- Perform audits on Travel Cardholder accounts at any time. These audits do not require advance notice and may be performed by the Card Administrator and/or by Internal Audit. Audits are a combination of a review of statements and meetings with cardholders to review receipts and related documentation.

E. Bank of America will:

- Authorize purchases 24 hours a day, 7 days a week, 365 days a year.
- Issue a temporary credit to the Cardholder's account when notified of a questioned item. This credit will appear on the University's Bank of America statement the month following Bank of America notification. If the dispute is resolved in favor of the University, Bank of America will issue a permanent credit to the account. If the dispute is denied, the temporary credit will reverse and the original charge will be posted back to the account.
- Upon proper authorization, issue a new Travel Card if a card expires, is lost/stolen, or has fraud.

7.0 Travel Card Procedures

A. Cardholder Eligibility

- All potential cardholders must complete an application a New Card Request in Concur Expense.
- Within the limits of these guidelines, University business units determine who is eligible to possess a Pcard. The assigned finance approver must approve the request.
 - Only full-time faculty and staff (paid through the University's payroll system) who anticipate traveling on behalf of the University are eligible to apply for the travel card. ***Students, part-time or temporary employees, and TA/GA's are not eligible to hold a Travel Card.***
- Issuance of a Travel Card requires the Cardholder complete training. Exceptions must be approved by the CPO.

B. Credit Limits

The University Card Request provides credit limit choices. Limits falling in the "Other" category will require business justification.

Monthly limits above \$10,000 must have a valid business justification documented on the Travel Card Application and are subject to review by CPO, and/or Internal Audit.

C. Making a Purchase - Cardholders

Step 1

Activate the card and set up the PIN upon arrival. Activation and PIN creation instructions are sent along with the card. The Card Administrator has no access to the PIN information, so it is important to create a PIN and know it while traveling.

Step 2

***Any purchase that has an agreement or contract should go through Marketplace. If only credit card payment is accepted, please reach out to cardservices@finance.rutgers.edu so the agreement or contract can be properly reviewed. **DEPARTMENTS DO NOT HAVE SIGNING RIGHTS!**

Before making any purchase, ensure the purchase is consistent with Procurement Services' policies, the card has sufficient credit available, and that there are sufficient funds in the department budget to support the purchase. If the purchase is related to a sponsored award, verify that the items to be purchased are allowable given the sponsor's policies and the specific terms and conditions of the award.

Step 3

Inform the supplier that the Travel Card will be your payment method. Provide the card account number and expiration date printed on the back of the card. You may also be required to provide the card security code which is located on the back of the card.

Step 4

Original and itemized receipt documentation is required to be uploaded for all card charges of \$50 or greater. All receipts and other required documentation, in accordance with the Travel and Expense Policy (conference agenda, list of attendees, etc) must be attached to the transaction expense and added to an expense report in the Concur Expense system.

To prevent fraudulent activity, please review all receipt documentation prior to upload and submission to ensure that personal and confidential information (i.e., full account numbers) is properly concealed. For example, it would be acceptable to use a black marker to cover all but the last four digits of the credit card account number information.

D. Lost Receipts

If the cardholder has lost a receipt and a duplicate cannot be obtained from the merchant, the cardholder must use the [Lost Receipt Certification Form](#) feature on the Procurement website when completing and reconciling transaction expenses. This should not be abused and is only for one-off situations.

E. Purchases Declined at the Point of Sale

Although the supplier may accept the Travel Card for use, the purchase could be declined at the point of sale. The following are possible reasons for a decline:

- The transaction amount exceeds established limits.
- The transaction amount exceeds the remaining available balance of the total monthly spending limit.
- The cardholder has not activated a newly assigned or renewed card.
- The card has expired or has been terminated.
- The cardholder or the merchant transposed the card account number during the exchange of information. All cardholders should ensure that the merchant has received the correct number to minimize the occurrence of this type of decline at the point of sale.
- The cardholder or merchant enters an incorrect expiration date or CVV code.
- The merchant category code is not included in the permitted MCC list.

Please call the number on the back of the card or reach out to cardservices@finance.rutgers.edu to determine the cause of the decline.

F. Card Renewal

New Travel Cards are automatically reissued to all active cardholders prior to the expiration date. The card expires on the last calendar day of the month listed on the card. The cardholder is required to destroy expired cards upon receiving the new card. If a cardholder does not receive a card before the current one expires, contact Bank of America for assistance or the Card Administrator at cardservices@finance.rutgers.edu. **Cardholders are responsible for activating renewal cards.**

G. Credit Limit Change

Cardholders may request a temporary change in credit limit from the original pre-set limit. Requests for changes in temporary credit limits must be submitted through the Temporary Change of Limit Request in Concur Expense. It is strongly recommended that the Cardholder anticipate spending needs and initiate these requests in advance to allow Card Services time to perform necessary action.

H. Replacement of Worn-Out/Defective Cards

To replace a card that is worn out or defective, the cardholder must contact Bank of America to request a replacement card. Because the requested card will have the same number as the one it is replacing it will be sent ACTIVE to prevent suspending spending.

I. Termination-Cancellation of Card

A card may be terminated or canceled when:

- The cardholder no longer uses the card in 13 months or has no further use for the card.
- The cardholder changes departments.
- The cardholder is no longer employed at Rutgers University.
- The cardholder has not abided by the Travel Card Guidelines.

To close a Cardholder account, a request should be submitted through Concur Expense. When a Cardholder terminates employment with Rutgers University, the Cardholder has an obligation to surrender the Pcard before the termination date and reconcile any available transaction expenses (with appropriate receipt documentation) in the Concur Expense system. The Approver should ensure that all transactions are reconciled with proper documentation prior to the employee's departure.

If Cardholder transfers to a new Business Unit, the cardholder must submit a cancel card request in Concur Expense and, turn in, the card to the finance approver.

A new card request will need to be completed in Concur Expense, cards cannot be transferred to another employee's name and should not be transferred to another department.

8.0 Unreconciled Charges / Timely Report Submissions / Personal Charges

Unreconciled Charges

All card transactions are required to be added to an expense report in Concur Expense on a monthly basis. For any charges that are not reconciled in Concur Expense,

Within 30 days of transaction date	Cardholder will be notified via Concur Expense.
Within 60 days of transaction date	Card will be suspended.

Transactions not reconciled within 60 days will be reviewed by University Travel and Card Services, and the Cardholder's card will be placed on "hold" status until charges are reconciled. "Hold" status means that new charges cannot be made using the card until the hold is released.

Personal Expenses Charged to the Travel Card

Personal expenses are not allowed on the Travel Card.

* The only exception is for “ancillary” personal expenses (*See Definitions*).

Personal/Unallowable Expenses Charged by Employee

Transactions amounts may be identified for additional review by the University Card Services or University auditors during an after-the-fact audit or review. If charges originally treated as university expenses appear not to have been valid business expenses, University Card Services will immediately notify the Cardholder and the Approver to verify or resolve the finding. In the event the review establishes that the charges are not valid University expenses, and the employee agrees with this determination, the employee may be asked to authorize reimbursement to the University. In the event, the review establishes that the charges are not valid University expenses, and the employee does not agree with the determination, the matter will escalate to the Business Unit’s finance department and the card will be suspended until reimbursement is completed.

9.0 Repayment Methods

If it is determined that funds are owed to the University, charges determined not to be valid during an audit or review as described in Section 8.0 of this Guidelines, **and the employee agrees that these funds are owed**, the employee will make a reimbursement payment by personal check (payable to Rutgers University) sent to Attn: Card Services, 33 Knightsbridge Rd., first floor, Piscataway, NJ 08846 listing the transaction number(s) in the memo. The card may be suspended until funds are received.

10.0 Typical Travel Card Purchases

Typical Purchases Made by Cardholders

The Travel Card is meant for the travel and business needs of the cardholder only. This card should not be used for the travel or business needs of any other employees or guests.

Common examples of approved items for purchase using the Travel Card:

- Abstract fees
- Accommodations
- Baggage fees
- Car Rental
- Conference registration fees for cardholder
- Passport/visa fees (if needed for Rutgers University travel)
- Business-hosted meals (requires a list of attendees, business purpose, and itemized receipt)
- Business Expenses
- Licenses
- Meals (Personal meals must stay within the appropriate [Per Diem](#) rate permitted by Travel and Expense.)
- Memberships
- Printing while traveling
- Subscriptions

This is not a complete list of allowable uses for the Travel Card

Purchases that are prohibited with the Travel Card include, but are not limited to:

- Purchases that are against University Procurement Policy. Transaction Approvers and Cardholders should contact the Card Administrator if there are questions about what purchases may be prohibited.
- **Some additional expenses that are prohibited with the Travel Card:**
 - Additional Domestic Car Rental Insurance
 - Airline, Rail, and Car Rental upgrade fees
 - Cellular Phone Charges/Bills
 - Charter Buses (without prior approval from Sourcing & Procurement)
 - Computers or digital goods
 - Frequent Flyer Mileage fees
 - Gift Cards/Gift Certificates
 - Hotel entertainment and/or personal entertainment (including fitness room)
 - In-Flight Movie Purchases
 - Legal fees
 - Lost/Stolen Property Replacement
 - Newspapers and Magazines not related to Rutgers University business
 - Personal Auto Repairs
 - Personal EZ Pass
 - Personal purchases
 - Purchase from any of the university's punch-out suppliers participating in RU Marketplace catalog
 - Taxi Voucher Booklets
 - Toiletries
 - Trip Protection/Trip Cancellation Insurance

11.0 Lost or Stolen Cards, Fraudulent or Disputed Transactions

A. Lost or Stolen Cards

To limit potential risk to the University, action must be taken immediately to report lost or stolen cards as well as any unauthorized or unidentifiable charges. It is imperative that the cardholder take immediate action by following these steps:

1. Contact Bank of America

The cardholder should contact Bank of America immediately for cancellation of the card account whether the card is lost or stolen. Bank of America representatives are available 24 hours a day, 7 days a week by calling 888-449-2273. Only the cardholder and card administrator have authorization rights to call the bank.

2. Notify the Card Administrator of the Cancelled Account

The Cardholder should also contact the Card Administrator and inform the Approver.

B. Unidentifiable or Fraudulent Charges

Unidentifiable and fraudulent charges are charges that result from the unauthorized use of the card account number by a party who gains access to the card account number or establishes a counterfeit representation of a card account. If your statement contains an unidentifiable or fraudulent charge, contact Bank of America immediately. The bank will only refund fraud or disputes notified to them within 60 days of the transaction. Transactions over 60 days will be the responsibility of the department.

12.0 Compliance with Policy; Violations and Consequences

Violation of these Guidelines will be investigated and may result in one or more of the following actions:

- Written warning
- Mandatory attendance at additional training classes
- Cancellation of Travel Card
- Revocation of approver signatory rights (Approvers only)
- Disciplinary action
- Termination
- Civil and/or criminal prosecution
- Seeking restitution for lost funds

The Card Administrator and/or Internal Audit regularly review Travel Card transactions, both through central electronic records and through in-person audits and have the authority to investigate and determine whether a Guidelines violation has occurred. Major violations may be referred to the University's Human Resources Office for further review. Guidelines violations include but are not limited to:

- Purchase of items for personal use
- Sharing the Travel Card or card number with another person
- Use of the Travel Card by a suspended or terminated employee
- Receiving cash back from any refund, return, or exchange
- Purchase of items defined in Restrictions and Limitations
- Failure to take immediate action regarding lost/misplaced cards, including disputed charges
- Failure to return the Travel Card when reassigned, terminated, or upon request of the Card Administrator
- Failure to reconcile receipts and accounting information
- Failure to appropriately review expense reports containing card transactions in Concur Expense. (Approvers only).

A. Lending or Sharing Travel Cards is Strictly Prohibited

The only person authorized to use a Travel Card is the person whose name appears on the face of the card.

B. Fraudulent and Personal Use

Personal charges or fraudulent use of the Travel Card are a major violation of the established policies and procedures.

The Travel Card must be used solely for the purposes of Rutgers University and may not be used for any personal purposes. The fraudulent or intentional personal use of the Travel Card is serious and will result in disciplinary action. Disciplinary action may include suspension or termination of card privileges and could include other actions up to and including termination and/or legal action. The University reserves the right to seek restitution for any inappropriate charges made with the Travel Card. Should inappropriate charges be identified by University Card Services, Internal Audit, or Bank of America, Card Services will follow up with the Cardholder and the respective department/school immediately. Depending on the outcome, the employee may be asked to authorize reimbursement to the University. If there is an activity that *appears* fraudulent, the card will immediately be placed on “hold” status; if there is evidence of *actual* fraudulent activity, the card will be canceled.

Should a Cardholder inadvertently make a personal purchase with the Travel Card, he or she must immediately (1) notify Transaction Approver, (2) notify the Card Administrator. The employee will owe the University the funds. See Section 9.0 for additional detail about the repayment process.

13.0 Related or Affected Policies

Rutgers University Travel and Business Expense Policy 40.4.1:

<https://procurementservices.rutgers.edu/policies>

Rutgers University Procurement and Payment Policy 20.1.11:

<https://procurementservices.rutgers.edu/policies>

Rutgers University Code of Ethical Conduct:

<https://uec.rutgers.edu/policies/ethics-code-of-conduct/>

14.0 Tools & References

[New Card Request](#)

[Update Existing Card Request](#)

[Cancel Card Request](#)

[University Card Training Videos](#)

15.0 Contacts	
Name	Email
University Travel and Card Services	cardservices@finance.rutgers.edu
University Procurement Services Help Desk	Procurement Help Desk Intake Form
Bank of America Customer Service (24 hours)	888-449-2273
Bank of America Fraud Department (24 hours)	866-500-8262
Works Technical Help Desk (7am-9pm ET Mon.-Fri)	CommCardTHD@bankofamerica.com or 888-715-1000 option 2, then option 4