I. Purpose

The UNCW Travel Card Program provides the permanent employees credit cards that are billed directly billed to the University. These cards may only be used for specified university business travel expenses. The reconciliation of charges to the statements is essential for success of the program.

II. Policy

A. General Use Policy

The Travel Card may only be used for airfare, lodging, registration and rental cars for official university business travel. The Travel Card use is prohibited for personal purchases, even if the intent is to reimburse the University. The Travel Card does not allow the cardholder to receive Cash Advances under any circumstances. The Travel Card may only be used for legitimate travel expenses for the cardholder.

B. Additional Helpful Documents

Each of these documents will assist employees in complying with this policy and links to them are found under Related Links above:

1. Appendix A. Minimum Program Guidelines for Management of the Travel Card within a department;

2. Appendix B. Appropriate and Inappropriate Use of the Travel Card;

3. Travel Card Step-By-Step Guide. Available on the Travel Web site; and

C. Documentation and Review Policy

1. Statement and Receipts

A system of original receipts supporting the monthly credit card statement with a travel authorization is used to document the business purpose served by the expense. The cardholder reviews each statement for accuracy. The card coordinator selects the correct travel authorization number for all transactions and reconciles each charge in the E-Travel System to insure that each expense complies with state, federal or university guidelines. The cardholder, budget authority and grant officer (if grant funds are charged) must sign off on the statement. The reconciled statement with appropriate signatures, original receipts and original bank statement are sent to the Travel Office for compliance auditing.

2. Review, Changes and Posting

The Travel Office is responsible for providing timely means of all bank transactions for departments to review. The Travel Card system enables cardholders and card administrators to be able to review charges on the credit card on a daily basis after charges are posted from the bank. The web-based system provides the means for departments to make required fund and account code changes, and assign a travel authorization with each expense charged to a travel card. Additionally, after the charge has been reconciled by the department, the expenses are posted to the actual travel reimbursement in E-travel.

D. Timeliness of Posting Banner

Charges are posted to Banner after payment is made to the bank and modifications are completed.

E. Cardholder Policies and Responsibilities

1. The Travel Card may be issued only to permanent employees, with the approval of the respective employee’s department head/supervisor and budget authority.

2. Upon completion of the required training, the cardholder is issued the Travel Card. The cardholder (whose name appears on the card) signs a Cardholder Agreement form agreeing to be accountable for all charges made and is responsible for protecting the card to the same degree as he/she would protect their personal credit card.
3. The cardholder must **immediately** notify the bank, department head and Travel office, if his/her Travel Card is lost or stolen, to prevent unauthorized charges.

4. Charges must be for legitimate official university business travel purpose and in accordance with all published guidelines for appropriate use of the Travel Card, including adherence to state contract terms.

5. Cardholders are responsible for understanding and use of proper expense accounts allowed and not allowed with the Travel Card. Cardholders will be financially accountable for items charged other than allowable expenses. Any unallowable charge made must be repaid to the university by the cardholder within **ten** days of the charge or the amount of that charge will be **deducted** from his/her next payroll deposit.

6. Original receipts with required support documents are submitted for each transaction (see supporting documentation requirement and allowable purchase list). It is the responsibility of the cardholder to ensure that receipts are obtained.

7. The cardholder is responsible for timely submission of reconciled statements and receipts.

8. All refunds must be credited to the Travel Card from which the expense was originally made.

9. The cardholder is responsible for resolving disputes with merchants and the bank. Assistance from the Travel Office is available to the cardholder, if needed. After notifying the bank of the dispute, the dispute information must be entered in the travel card system.

10. **Vendor Rebates**

   a. A rebate is defined as a return of all or part of an amount given in payment for a product or service.

   b. No cardholder or university staff will be allowed to profit personally from a rebate. Therefore, all rebates must be returned to the Travel Office to be deposited (credited) the banner fund used for the travel charges.

   c. Preferably, rebate checks should be made payable to the University of North Carolina at Wilmington. If the check is made out to an individual, it must either be restrictively endorsed back to the university with the traveler’s personal check in the amount of the rebate and deposited to the University.
11. Airfare Vouchers

If an airfare is canceled by the cardholder and a voucher is given, it must be used for a future university business purpose travel within a year of the canceled airfare. It cannot be used for future personal airfare.

F. Department Head and Budget Authority Responsibility for Program Management

1. The department head/budget authority is responsible for managing the program within his/her respective department for any cardholders under their authority or use their fund for charging expenses. Responsibilities extend to management for card use including appropriate use of the Travel Card, card limits, sufficient budgets, proper account coding using the Travel System, required documentation, and review and approval of charges within a timely manner.

2. The department head/budget authority approves each card issued for cardholders in the department, establishes the default fund (six-digit university fund) and the monthly card limit. The monthly limit for an individual Travel Card may not exceed $10,000 without the Travel Manager and Controller approvals.

3. The Travel Card Administrator retrieves cards and notifies the Travel Office when employees terminate employment, or when cards are no longer needed. If the cardholder changes departments, the change of information form needs to be completed. The department designates the card administrator for the card holders in their department to assist with managing the program.

4. Many of the responsibilities are found in Appendix A: Minimum Program Guidelines for Management of the Travel Card within a Department.

G. Travel Card Administrator Responsibility

1. The Travel Card Administrator is designated by the department head and, particularly in large departments, an integral part in program monitoring. The Travel Card Administrator is required to sign a Card Admin Agreement form.

2. Responsibilities include:

   a. Review accounting information in the Travel Card System. Select the Travel Authorization number for each expense charged to the card. Choose the fund and type of expense for each charge before charges are transferred to Banner.
b. Monitor funds that have expired or no longer valid and request removal from the Travel Card.

c. Act as a liaison to the Travel Office Card Administrator and notify immediately when cards are canceled or when an employee leaves the department or the university.

d. Submit approved credit card statements, all original receipts and original bank statements to Travel Office.

e. Assist Travel, Accounting, plus any other reviewers, including auditors, with examining the Travel Card Program.

H. Travel Office Card Administrator Responsibility

The UNCW Travel Office Card Administrator in Travel is responsible for:

1. Processing new and replacement cards;

2. Providing support and assistance and acts as bank liaison for the card administrator, cardholders, and others; for example, when a statement is not received or when a transaction is denied;

3. Receiving signed statements for all cardholders with activity for the month. Audits support documents for complete and accurate of receipts;

4. Auditing transactions for compliance and appropriateness with state policies and regulations;

5. Downloading of the bank file;

6. Cancellation or suspension of cards as required;

7. Training new program participants;

8. Maintaining access for travel card system; and

9. Monthly reconciliation of University master program, statement audit and payment of bill.

I. Policy Enforcement

1. In order to ensure compliance with the policies and procedures of the program, the following actions will be taken by the Travel Office when infractions are discovered during monthly audits. Depending on the infraction, employees may be subject to additional disciplinary action, up to
and including termination, under other policies and conditions of employment. Penalties are determined by the number of infractions incurred. Infractions will continuously compile for the entire life of the card.

2. Infraction Classifications

Infractions are classified as Regular Severity, High Severity, and Critical Severity. General descriptions of Infractions and action measures are listed below:

a. Regular Severity Infractions
   i. Late statement –less than 30 days
   ii. Missing/Inadequate Receipts
   iii. Additional Supporting Documentation needed
   iv. Audit Exceptions
   v. Not reconciling charges/statement
   vi. Not fixing pending infractions (account codes, etc.)
   vii. Other infractions deemed as Regular Severity Infractions by the Travel Office

b. Regular Severity Infraction Penalties
   i. 1st Offense
      a) Penalty - Freeze Card until infraction is resolved.
      b) Resolution Requirement – Proper Documentation received or adjustment made. Advances or Prepaids will not be issued while the card is frozen.
   ii. 2nd Offense
      a) Penalty – Freeze Card for 30 additional calendar days after resolution has been completed.
      b) Resolution Requirements – Proper Documentation received or adjustment made. Advances or Prepaids will not be issued while the card is frozen.
iii. 3rd Offense

a) Penalty – Freeze Card for 120 additional calendar days after resolution has been completed.

b) Resolution Requirements – Proper Documentation received or adjustment made. Advances or Prepaids will not be issued while the card is frozen.

iv. 4th Offense

Penalty – Revoke Card

c. High Severity Infractions

i. Late Statement – 30 days or more

ii. Split Transaction (to circumvent single transaction limit)

iii. Inappropriate Purchase (i.e.: entertainment, food, gift card/certificates etc.)

iv. Unintentional Personal use

v. Charging expenses that are not for the cardholder

vi. Charging expenses to card when no travel authorization has been created or approved

vii. Failure to comply with State Contract Terms (without explanation)

viii. Other infractions deemed as High Severity Infractions by the Travel Office

d. High Severity Infraction Penalties

i. 1st Offense

a) Penalty – Freeze Card until infraction is resolved.

b) Resolution Requirement – Documents received, repayment of funds, adjustments made. Advances or Prepaids will not be issued while the card is frozen.

ii. 2nd Offense
a) Penalty – Freeze Card for 90 additional calendar days after infraction has been resolved.

b) Resolution Requirement – Documents received repayment of funds, adjustments made. Letter from traveler and budget authority explaining action plan put into place so this infraction will not be repeated. Advances or Prepaids will not be issued while the card is frozen.

iii. 3rd Offense

Penalty – Revoke Card

e. Critical Severity Infractions

iv. Intentional Personal Use

v. Other infractions deemed as Critical Infractions by the Travel Office

f. Critical Severity Infraction Penalty

i. 1st Offense

Penalty – Revoke Card permanently. Notify Division Head and University Police.