



CORPORATE CARD SERVICES

Travel Card FAQs

GENERAL QUESTIONS

1. Who can obtain a Travel Card?

The Travel Card is intended for University of Miami full-time staff and faculty. It is not extended to non-employees or students.

2. Do I need to register my Travel Card account on-line?

Yes. It is recommended that cardholders register their account online to be able to view and track expenses. This is a great way to review the transactions to be sure all charges are valid. In case fraud is detected, you can immediately notify U.S. Bank at 1-800-344-5696, then Corporate Card Services via email to travelcard.ap@miami.edu.

To register for online account:

- A. Visit U.S. Bank website, Access Online, <https://access.usbank.com>, at the U.S. Bank homepage
- B. Click on Register Online - Organization Short Name: **umiami**
- C. On Account Number field, type in the entire card number and choose the month and year for Account Expiration Date
- D. Select *Send a Code*, U.S. Bank will use the email address on file to send your passcode.
- E. You will be prompted to create a User ID, Password and choose your security questions as your login credential.

3. What are the benefits of the Travel Card?

- A. Electronic submission of expenses via Workday from any web-enabled computer.
- B. Charges are not tied to an account. When reconciling charges in an expense report, submitters must indicate which accounts need to be charged.
- C. Approvers have the ability to review charges for approvals before they are final approved to their accounts.
- D. Ability to track the status of an expense report as it moves through the approval loop.
- E. No out of pocket expenses for cardholder: UM sends payments directly to the bank for all charges on a weekly basis.
- F. Cardholder will save time and paperwork when using the card for travel and entertainment purchases.
- G. The U.S. Bank Travel MasterCard is accepted at over 19 million merchant locations worldwide.

4. Is there a credit check when applying for the Travel Card?

No. The Travel Card is a Corporate Liability card. Hence all cards will be issued based on the University of Miami's credit.



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5. What is the spending limit and billing cycle for the Travel Card?

Each card is issued with a \$5,000 spending limit, with a virtual limit of up to \$10,000 that covers airline, transportation and accommodation only (once you've exhausted the \$5,000 spending limit, the virtual limits will kick in).

To request for a limit increase, the cardholder's supervisor may submit a request by emailing travelcard.ap@miami.edu with the following information:

- A. Provide a detailed business purpose.
- B. Amount and duration
- C. Include support documentation such as invoice, flyer or itinerary.

The billing cycle ends on the 6th of each month, unless it falls on a weekend (Saturday or Sunday), then the cycle end date will be the following business day. Thus, at the beginning of a new cycle, the spending limit will refresh at \$5,000 (or to existing limit).

APPLICATION QUESTIONS

6. How do I apply for the Travel Card?

The Travel Card Application process is available at [Corporate Card Services](#) website. Click on Travel.

Card, then review Travel Card Application instructions to get started.

7. Where is the Travel Card Use Agreement form located?

The [Travel Card Use Agreement form](#) can be found under the Travel Card website. The form should be return to travelcard.ap@miami.edu.

8. How long does it take to receive the Travel Card?

Once approved by the Corporate Card Services Manager, it will take 7-10 business days to receive it at address listed on the application, typically the home address.

APPROPRIATE CARD USAGE QUESTIONS

9. What can I purchase using my Travel Card?

The Travel Card is intended to be used for University business related travel and entertainment. It is not a replacement for the PCard program or for existing University payment methods like Purchase Requisitions and eChecks. Typical Travel Card charges incurred for UM business include:

- A. Airline Expense
- B. Hotel/Lodging Expense



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- C. Meals (*Using the Travel Card to pay for your trip meals means you are no longer eligible to request the Per Diem Meal allowance. You will need to keep track of your original itemized receipts because you will be reimbursed for Actual Meals.)
- D. Transportation Expense
- E. Automobile Rentals
- F. Entertainment Expense (*Excluding catering)
- G. Incidental Travel Expenses e.g. business-related telephone calls, baggage handling, gratuities and parking
- H. Membership Registration
- I. Subscription
- J. Meeting Subsistence
- K. Gift Cards for Research Participants (*Prior approval needed by Disbursements, then Corporate Card Services.)

* INTERNAL REVENUE SERVICE (IRS) REQUIREMENTS - The University must report annually to the Internal Revenue Service (IRS) incentive payments made to each study participant when the total of all payments received by the participant from all University sources total \$600.00 or more in any calendar year. To facilitate this reporting, an IRS form W-9 must be requested from each study participant.

10. Can I use the Travel Card to pay for personal expenses?

No. The Travel Card is intended solely for University-related travel and entertainment expenses. All charges are reviewed and audited by Disbursements Dept. for compliance purposes. Misuses of the Travel Card will be reported to Human Resources and disciplinary action may follow. **Note, the cardholder is personally responsible for repaying the University of Miami for all non-reimbursable Travel Card charges. This is highlighted in the Travel Card Use Agreement.**

11. Who is responsible for submitting payments to U.S. Bank?

The University of Miami Treasury Dept. is responsible for making all payments to the bank on a weekly basis.

12. Can a cardholder charge something to their travel card on behalf of another employee?

Yes, but as a cardholder, you are ultimately held responsible for reconciling charges and scanning in all receipts into Workday.

RECONCILIATION QUESTIONS

13. When do I need to submit the expense report to reconcile my Travel Card charges?



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As soon as the charges appear in Workday, you should start the reconciliation process to avoid a delay in the approval process. The best practice is to sign onto Workday at least once each week and check for expenses. Once an expense report is submitted, you will need to monitor the process to be sure it gets fully approved. All transactions must be reconciled and fully approved within 60 days from the posting date. Beyond 60 days past due, the account will be suspended until all past due transactions have cleared and an email from the supervisor will be required to reinstate an account.

14. Where and how do I reconcile a Travel Card charge in Workday?

- A. At the Homepage in Workday
- B. under Applications, click on Expenses Worklet
- C. under Actions, click Create Expense Report, scroll down to bottom of page, transactions will appear there (if any)
- D. Normally, once a transaction is affected, within 3 to 4 business days, the transaction will appear in Workday.
- E. If a transaction has posted to the bank but still does not appear in Workday two weeks after the charge was made, please contact the Corporate Card Services at 305-284-2417. The Workday Team will be contacted by Corporate Card Services to further assist in resolving any Workday issues.
- F. To learn how to reconcile a charge: tip sheets are now available within Workday! Click on the orange *Need Help?* icon, and select the *Tip Sheet* category or start typing in the search field. If the *Need Help? WalkMe* button doesn't appear in Workday, please contact the UMIT Service Desk at: 305-284-6565 or help@miami.edu.

Helpful Tips: When using the UM Travel Card, you can verify charges brought in correctly by looking at the "Company Paid" column at the top right of an expense report and for the credit card symbol on the line of an expense. Transaction information is already populated, and you cannot edit the transaction amount.

You will never have to create an expense report from scratch, this is only for submitting a personal reimbursement (when a personal card was used).

Helpful Tips: You should already have your receipts uploaded to your computer prior to pulling a transaction(s) into an expense report. It's also a good idea to write down the expense report (ER number), in case you have to go back to complete the expense report or print the expense report once completed to be used for future reference.



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15. Why can't I see the Charges when I try to reconcile for another person?

For cardholders, access to view their transactions in Workday is automatic.

Access in Workday is not available to everyone, a way to test if someone has access:

- A. At the Homepage in Workday, type in the cardholder's name on the search bar
- B. Click on Actions button, under Expenses, hover the mouse to your right-hand side, if you see the option – Create Expense Report for Worker, means you have access to see transactions for the cardholder.
- C. If this option is not available, on the Workday homepage, click UM Quicklinks, and select Security Roles then Security Form, and download: **Workday Finance Security Role Request Form – Initiator & Reviewer Roles**. The role needed is **Department Expense Data Entry Specialist**. **If you need access, complete the form and email it back to the WD IT as instructed on the form.**

16. What instructions do I give another person access, in Workday to my Travel Card charges?

Same answer as stated in number 17 above.

17. What to do if an expense report was denied or sent back?

A reason is always provided if an expense report is denied or sent back. You will need to review and provide the needed information and re-submit. However, if you are unclear as to what is needed, reach out directly to the individual that either denied or sent the document back. The best practice is to frequently sign on to Workday. At the Homepage, a notification will appear in your Inbox (if any).

SPECIAL RECONCILIATION QUESTIONS

18. There are fraudulent charges on my Travel Card account, but I'm receiving the Past Due Transactions email from Workday. What should I do?

- A. Once fraud is reported and documented by the bank, within 3-4 business days, you should see a provisional credit coming through to your account.
- B. A couple days later, the credit should appear in Workday. At that point, you will pull both transactions, the charge and credit into an expense report to reconcile them, as this is the only way to remove them from the system. You may use a bank statement to show the charge and credit as support documentation.
- C. A cardholder can expect to receive a Fraud Affidavit Form from the Fraud Department at U.S. Bank within 7-10 business days via regular mail after fraud is reported. This form



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must be signed and mailed or faxed as instructed on the form to the Fraud Department in order for the credits to be finalized. **We recommend faxing the signed form to (866) 636-1618**, in case it gets lost in the mail.

In order to avoid a late reconciliation, if the credit has not come through in Workday, proceed to reconcile the fraud charge by providing an explanation and include a Fraud Affidavit Form as support documentation. Be sure to keep record of the expense report number (ER#). At a later date, when the credit comes in, you will need to reconcile the credit transaction and refer back to the original expense report number and include a Fraud Affidavit Form as support documentation.

19. One of my previous charges was credited back to my Travel Card. The credit charge loaded into Workday, do I still need to reconcile this credit on an expense report?

Yes. All charges (including credits) must be reconciled and fully approved. It's a good idea to maintain a record of expense reports, so you can always refer back to the original expense report to be used as support documentation.

20. A charge was made in error or canceled, the vendor issued a credit to cancel the charge. Do I still need to reconcile the charge and credit transactions if it will be zeroed out?

Yes. You will need to pull both transactions into an expense report and once it is fully approved, the transactions will clear from Workday.

21. What is the proper procedure to follow when disputing a Travel Card charge and what should I do if my Travel Card was lost/stolen?

If your bank statement contains an unidentifiable or fraudulent charge or you suspect that your Travel Card was compromised, please contact U.S. Bank first, then Corporate Card Services. U.S. Bank Customer Service toll-free number can be found on the back of the Travel Card, they are available 24/7.

In the event that a Travel Card is lost or stolen, cardholders should immediately call U.S. Bank at (800) 344-5696 and if outside of the U.S., call (701) 461-2010 (collect) and request cancellation and reissue of Travel Card. Also notify the Corporate Cards Services at 305-284-2417 or travelcard.ap@miami.edu, immediately thereafter.



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22. **A charge was reconciled incorrectly as an out of pocket expense, even though the charge was made from the UM Travel Card; as a result, the cardholder received the reimbursement as a direct deposit to their personal account.**

Contact the Director of Corporate Card Services at (305) 284-5115.