

## University Paid Travel and Meal Card

The information in this section applies only to the users of the NEW university-paid travel and meal card. These cards are being issued in conjunction with the roll-out of Concur, the university's new travel system. You will be invited to apply for a new travel and meal card if you meet the eligibility requirements (defined in this section) when your unit is enrolled in Concur. The new travel and meal cards will *not* be issued to any individual in advance of his/her unit being on-boarded in Concur.

### Introduction

A "travel and meal card," also referred to as the T&M card, is a university liability credit card that is issued in an employee's name. The card is used for the payment of travel-related business expenses, including locally hosted business meals. The bill for all charges on T&M cards is paid centrally by the university. Cardholders will not make any payments to the issuing bank.

Charges to the T&M cards are automatically uploaded to the university's travel expense system, Concur. Cardholders are required to complete expense reports within Concur in a timely fashion, in compliance with University Policy 3.3, Travel Expenses for Concur Users. Completing the expense report allows transactions on the travel card to be charged against one or more unit accounts.

All charges to the T&M card must be for business purposes only and in full compliance with other university policies, particularly University Policy 3.3, Travel Expenses for Concur Users and 3.14, Business Expenses. The cardholder is responsible for providing supporting documentation and an explanation of business purpose for all charges to the T&M card.

◆ **Caution:** Failure to use the T&M card in compliance with university policy, including the terms outlined in this manual, can result in the suspension or revocation of the T&M card and possible disciplinary action. Fraudulent use of the T&M card can result in employee termination, expulsion from school (for students), and criminal charges.

### Eligibility

Cornell University faculty and staff members are eligible to apply for a T&M card if the applicant has NOT incurred a write-off (i.e. reached 180 days past due) on a personal liability corporate travel card AND his/her position at the university requires any of the following:

1. Business travel at least twice per year
2. Booking of visitor travel
3. Hosting of business meals

### Use of the Card

The T&M card may be used for travel-related expenses such as airfare, hotel, hosted meals, registration fees, and incidental supply needs that may arise during travel, for example, replacement of a traveler's lost laptop power cord. See University Policy 3.3, Travel Expenses for Concur Users, for specific details on the types of expenses allowed by the university during business travel.

◆ **Caution:** The T&M card is NOT intended for use as a procurement tool for non-travel goods and services. The card must never be used for services requiring a contract, such as catering.

It is recommended that travelers use personal funds for individual meals while traveling and avoid using the T&M card; this will limit the traveler's risk of exceeding the per diem allowance and having to return funds to the university.

Hosted meals, including those held locally, may be paid for with the T&M card. When an individual does not have a T&M card, it is also acceptable to utilize a pcard for local meals.

The travel card holder may also utilize his/her card for the payment of travel expenses for other university travelers, including guests. The cardholder is still subject to the requirements outlined below in "Documentation and Expense Report Requirements."

◆ **Note:** The T&M card is not to be used for personal purchases; however, it is understood that there are limited circumstances when this may occur. For example, a spouse attends a hosted business meal and it is impractical to separate the bill. Under this type of circumstance, the cardholder will be allowed to reimburse the university.

## Applying

Applications for T&M cards will be supplied only to those individuals specifically authorized by their unit and in conjunction with the rollout of Concur.

## Cash Advance Requests

Travelers in need of a cash advance will make the request through Concur. T&M cards are not issued with the cash access feature enabled (i.e., you cannot obtain cash via an ATM).

## Documentation and Expense Report Requirements

Cornell requires that all cardholders submit documentation for all purchases on their T&M card. Sufficient documentary evidence is necessary in order to comply with university policies, sound business practices, and the requirements of external and internal reviewers.

Cardholders are required to ensure that documentation supporting each transaction on the T&M card is stored electronically within Concur and associated with the appropriate expense report. Cardholders must retain original documentation for 60 days after their expense reports have been submitted.

See University Policy 3.3, Travel Expenses for Concur Users for details on documentation requirements for travel. Further information on Concur, including creation of expense reports, can be found at <http://www.blogs.cornell.edu/travel/training-and-guides/>.

## Policy Violations

Failure to use the T&M card in compliance with university policy, including the terms outlined in this manual, can result in the suspension or revocation of the T&M card and possible disciplinary action. Fraudulent use of the T&M card can result in employee termination, expulsion from school (for students), and criminal charges.

Examples of policy violations that may result in the suspension of the T&M card include, but are not limited to:

1. Failure to supply documentation for charges to the card
2. Failure to complete expense reports within Concur in a timely fashion
3. Payment of personal expenses with the T&M card beyond what may be considered reasonable, as described under "Use of the Card"
4. Failure to reimburse Cornell in a timely fashion for any charge to the T&M card that has been identified as personal
5. Use of the card for business expenses that were not related to travel or locally hosted business meals, as described under "Use of the Card"
6. Lending/sharing your card

Since travel expense reports are reviewed by the KFS Org Manager (a position that is generally within the unit), each KFS Org Manager is responsible for reporting all policy violations to the appropriate BSC Director. A request for suspension will be sent to Card Programs by the BSC Director, or their designee, and the card will remain suspended until such time as the violation has been corrected, i.e., documentation is submitted, expense report completed, repayment of personal expense is made.

If it is necessary to suspend a T&M card more than once in any 12 month period, the BSC Director will notify the SFG/SBG member. If/when the SFG/SBG member is satisfied that the cardholder understands the requirements of using a T&M card, he/she will submit a request to Card Programs to reinstate the card.

### **Errors on Your Card: Disputing a Charge/Reporting Fraud**

Cardholders will receive a monthly statement from the issuing bank - this is not a bill. Cardholders will NOT make a payment to the issuing bank. Cardholders should review all expenses on the monthly statement for accuracy.

If a cardholder has authorized a vendor to charge his or her T&M card and the resulting charge is incorrect, the cardholder should first contact the vendor and attempt to resolve the error. Some examples of common "errors" are: incorrect dollar amount, duplicate charge, or credit not received. If the error is not resolved by contacting the vendor, the following steps will be taken:

1. The cardholder will contact the issuing bank to initiate a charge dispute.
2. The issuing bank will provide the cardholder with the appropriate charge dispute form.
3. The cardholder will complete the charge dispute form and fax it back to the financial institution within 60 days of the statement date on which the error appeared.
4. The financial institution must acknowledge the charge dispute within 30 days of receipt of the form.
5. Within 90 days of receipt of the form, the financial institution will correct the error or provide an explanation as to why the charge is correct.

◆ **Caution:** If the cardholder has not authorized a vendor to charge the T&M card, then the cardholder must assume that an unauthorized party has obtained his or her card number and must contact the financial institution **immediately**. The card account will be shut down and a new T&M card, with a new account number, will be mailed to the cardholder. The financial institution may also request that the cardholder confirm the fraudulent use of the card by completing an affidavit of fraud form, which the financial institution will mail to the cardholder.

### **Lost or Stolen Cards**

If a T&M card is lost or stolen, the cardholder must contact the financial institution **immediately** to ensure that fraudulent use of the card does not occur. The financial institution will shut down the travel card account and will mail a new card, with a new account number, to the cardholder.

### **Cardholders Change of Status**

If a cardholder is on any type of university leave that extends beyond 30 days or is for an unknown duration, that individual's card must be suspended. The individual's supervisor will inform the BSC of the date that the cardholder's leave will start. Suspending the T&M card will prevent unauthorized use of the account during a time when the cardholder is not available to dispute the charge. See Account Closures and Other Changes to T&M Cards for further details on suspending an account.

### **Purchases Rejected By Vendors**

If a purchase is declined at the point of sale, the cardholder may call the financial institution or his/her BSC to obtain the reason. If a card is accidentally destroyed or is damaged and cannot be used, the cardholder will contact the financial institution to request a replacement card.

## Buying Manual

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### Account Closures and Other Changes to T&M Cards

Representatives of the cardholder's BSC will utilize the Credit Card Update form to request name or address changes, account suspensions and closures. The form may be found on the Procurement website at <https://www.dfa.cornell.edu/procurement/buyers/credit-cards/procurement-card/forms>.

◆ **Note:** When a T&M card is lost or stolen, and the financial institution subsequently issues a new credit card with a new account number; a Credit Card Update form does **not** need to be submitted. (See "Lost or Stolen Cards" above.)

### Expiring Cards

A T&M card near its expiration date will automatically be replaced by the financial institution, no later than 7 days prior to the end of the month in which the card expires. If a replacement for the expiring card has not been received within 7 days of the end of the month in which the card will expire, the cardholder will contact the financial institution.

### Inactive Cards

An unused and potentially unmonitored credit card account creates the opportunity for fraudulent use by unauthorized parties; therefore, Credit Card Programs will close any T&M account that is not used at least once in any one year period. Unused cards will be identified at least monthly and Credit Card Programs will notify the cardholder of the account closure.

BSC Directors should close any T&M card that is not routinely used at least once per year and/or where the cardholder no longer meets the eligibility requirements outlined in this document. To facilitate the review of cards, each January, Credit Card Programs will supply BSC Directors with an annual report of card usage. It is the responsibility of each BSC Director to review this information with Unit Managers to ensure that all cardholders continue to meet minimum eligibility requirements. The BSC Director will notify any cardholder whose account is to be closed and then submit the closure request to Credit Card Programs.