Travel Card Training

UNIVERSITY CARD PROGRAM GUIDELINES
Agenda

- Card Program Basics
- Travel Card Usage
  - Restricted Purchases
  - Preferred Agencies
  - Documentation
  - Verification
- Card Compliance
- Card Requests and Access
- Contacts and Resources
- Questions
Updated University Card Program

Purchasing Cards (PCards)

- Card issued to authorized employees to make allowable purchases of goods and services on behalf of the university
  - HAZMAT cards are a subset of PCards used only to purchase hazardous materials. This program is monitored by Environmental Health & Safety

Travel Cards

- Departmental and/or individual cards issued by the university designed to simplify and streamline the process of paying for university travel expenses
Travel Cards

- **Individual Card**
  - Travel Card held by a specific individual with the purpose of booking individual travel and paying for individual travel related expenses

- **Departmental Card**
  - Travel Card held by a department administrator for purposes of arranging travel on behalf of department employees or non-employees traveling on behalf of the university
Purchasing Cards (PCards)

- Issued for purchases of allowable goods and services
- Card usage managed by card setup restrictions and formalized program guidance
- Cards requested via Online Forms System
- Training required
- Reviewed for compliance with all applicable policies including the Procurement Manual and University Card Program Guidelines
Travel Cards

- Issued for allowable travel-related purchases without need for exceptions, such as:
  - Airfare
  - Car rental
  - Hotel reservations
- Department or individual card
- Cardholders designated by ALG member in conjunction with Procurement Services
- Cards requested via Online Forms System
- Training required
- Reviewed for compliance with Procurement Manual, University Card Program Guidelines and Business and Travel Expense (BTE) Policy
Travel Card Usage
Travel Card Limits

- Single purchase limits for individual Travel Cards are typically capped at $3,000

- Monthly purchase limit can be determined by department
  - Department can determine monthly limits for Individual and Designated Departmental cards
  - Verifying transactions does not refresh cycle limit
Travel Card Setup Restrictions

• Cards are not set up for cash advances

• Merchant Category Codes (MCC)
  • 4-digit MCC assigned to a vendor when they are set up to accept credit cards
  • Categorizes the type of good/service provided
  • If restricted, purchase declines
  • Some restricted MCCs include, but are not limited to:
    ✗ Doctors
    ✗ Real Estate
    ✗ Insurance Services
    ✗ Chemicals and Allied Products

☞ List of restricted MCCs available at http://www.cmu.edu/finance/controller/pcard/index.html
Procurement Manual Restrictions and Reminders

- The Procurement Manual outlines the procedures related to all types of procurements on behalf of the university.
  - Contains the University Card Program Guidelines
  - Explains special procurement categories

- Making a purchase that is not allowed per the Procurement Manual and/or its University Card Program Guidelines will result in an instance of non-compliance.

- All purchases must also be in compliance with all university policies including but not limited to the Business and Travel Expense Policy.
Restricted Purchases

✗ Personal Purchases

✗ Sharing of cards, account numbers, expiration date or security features
  • Cardholder is responsible for all transactions on the card
  • Protect your card at all times

• Procurement Manual Section 5 University Card Program Guidelines
Procurement Manual Restrictions and Reminders

✗ Non-travel related purchases
  • Procurement Manual Section 5.0 University Card Program Guidelines

✗ Purchases of goods or services while traveling
  • Procurement Manual Section 5.0 University Card Program Guidelines

✗ Employee personal moves or relocation
  • Procurement Manual Section 6.3.2 Employee Moving or Relocation
Federal and Sponsored Funds

Buyers should always understand the source of funding for the purchase and the purchasing requirements and restrictions of the organization or entity that funds the purchase

- Federal funds
- Sponsored funds

When purchasing with federal or sponsored funds the purchase must be allowable by that grant

- Restrictions may apply even if university policy says it's allowable
  - Alcohol and entertainment expenses are prohibited by federal funds, and some sponsors may prohibit alcohol as a business expense
  - Purchases may be require prior authorization by the contracting officer

Contact Sponsored Projects Accounting (SPA) for questions regarding sponsored funds

- Procurement Manual Section 7.5 *Contracting Roles and Responsibilities*
Travel Related Purchases

✓ Travel-related purchases
  • Airfare
  • Lodging
  • Car rental and ground transportation
  • Actual meal costs or travel-related business meals
  • Wi-Fi costs while traveling
  • Parking
  • Group travel arrangements
  • Conference registration

! Using a card to pay for meals while traveling opts the traveler into selecting actuals for the entirety of the trip.

• Procurement Manual Section 5 University Card Program Guidelines
Travel Card Usage

Whenever possible, cards should be used with preferred travel suppliers

Travel Agencies
- Direct Travel
- Egencia Travel
- People’s Travel
- CTS International

Car Rental
- Enterprise Rent-a-Car
- National Car Rental
- Hertz Car Rental

Hotel
- Wyndham Hotel Group
- Club Quarters Hotels
- Walnut Capital Corporate Housing

CMU Travel Information Page: https://www.cmu.edu/finance/procurementservices/travel-portal-procurement/index.html
Travel Card Usage

Use of Preferred Travel Agencies encouraged with Travel Cards

Benefits include:

• Compliance with BTE Policy
• Access to university contracted relationships and pricing
• Better university negotiated terms
• Increased safety and tracking
Concur Setup

User Registration

Welcome to Concur!
Registering for your account is quick and easy. Please fill in the information requested below to continue.

Your account will be created under the Carnegie Mellon University account. If this is incorrect, please contact your administrator for the correct registration URL.

Please fill out all fields. Typically, your Concur Login should be the same as the first part of your email address (before the "@"").

Account Information

Concur Login * marykc

Contact Information

Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

First Name * Mary
Middle Name Katharine
Last Name * Taylor
Org. Unit/Division * CMU
Work Email Address * marykc@andrew.cmu.edu
Work Phone * 412-268-4851
Home Phone

Carnegie Mellon University
Finance Division
## Concur Setup

### Home Address

<table>
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<td>City</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>United States of America</td>
</tr>
<tr>
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</tr>
<tr>
<td>Postal Code</td>
<td></td>
</tr>
</tbody>
</table>

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### Configuration Settings

- **Time Zone**: (UTC-05:00) Eastern Time (US & Canada)
- **Date Format**: M/D/Y

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*marked fields are mandatory*

Please remember to review and update your travel profile before attempting to arrange travel. This can be done by clicking on **My Travel Profile** from the Travel Home page.

If you have any difficulties registering, please contact Direct Travel Support at 800-466-7801 for assistance.
Concur Setup

Concur User Registration

Welcome to Concur!
Carnegie Mellon University
Please review the results of creating your Concur account below.

Registration Submitted
Your registration has been submitted for approval. Once approved, you'll receive an email at maryko@andrew.cmu.edu with instructions for logging in.
Your login name is: maryko@andrew.cmu.edu

- Procurement Services is then notified and will approve the new account.
- Charging instructions and approvers can be entered once the account is approved.
Concur Booking

TRIP SEARCH

ALERTS

COMPANY NOTES

If you are experiencing an issue with Concur or require assistance, please contact the Concur Support Desk at 800-999-7939 or email to onlinetoolsupport@ct.com.

If you need to change or cancel a reservation, contact the Carnegie Mellon University Travel Team at 412-722-1462 or 800-466-7801.

MY TRIPS (0)

You currently have no upcoming trips.
Egencia Setup

Request an Egencia User Account

Complete the information below and select 'Submit user account request' at the bottom of this page to complete the user account sign up process.

Provide traveler information

<table>
<thead>
<tr>
<th>First name: *</th>
<th>Middle name:</th>
<th>Last name: *</th>
</tr>
</thead>
</table>

Tip: Make sure this name matches the user's passport or driver's license to avoid travel delays.

Egencia user name: (5-60 characters) *
For example, john@abc.com

Supply email address

We'll use this address to confirm your travel purchases or notify you of a reservation change.

Current email address: *

☑️ Receive our monthly traveler newsletter featuring business travel news and tips. See a sample
Egencia Setup

- Procurement Services is notified once registration is complete and will approve the new account.
Local Hotels and Ground Transport

- Local hotels are permissible if being booked for incoming guests in the local area
- Local ground transport is permissible if being booked for incoming guests in the local area

- Procurement Manual Section 5 University Card Program Guidelines
Travel Card Usage

General Card Usage

• All purchases of $75 or more require an itemized receipt

• Purchase justifications must have all necessary information so that anyone in the approval path and those monitoring compliance can understand that this was a legitimate business-related travel expense
Receipt Requirements

Transactions $75 or more must have an *itemized* receipt

- Receipt MUST include:
  - Supplier name
  - Date of purchase
  - Reference the credit card
  - Amount of the transaction
  - Items purchased (itemization)

- Acceptable forms of receipts:
  - Credit card slips
  - Cash register receipts
  - Web order/confirmation emails
  - Other sales records

Retain all original documentation relating to your PCard purchases in accordance with the [Financial Records Retention](#) policy and your departmental processes.
Receipt Requirements

If a receipt is lost or the one given does not meet receipt requirements:

• Contact supplier for a copy
• If copy cannot be obtained, complete the CMU Missing Receipt Form for transactions $75 and over
  • Available at https://www.cmu.edu/finance/forms/files/missing_rcpt.pdf
  • Scan/attach completed form to the verification report
Sample Receipts
Business Meals

Business Meal Requirements

- Primary purpose of the meeting is to conduct business
- There is a need to meet over a meal because one or more employees are unavailable during normal working hours
- Expense justification must include names and affiliations of attendees, or number of attendees (if more than 5), and the business purpose
Travel Card Usage

Reviewing Transactions

Electronic Memo Bank Statement

- Cardholder receives monthly statement from activepay.notices@pncactivepay.com
- Should be reviewed to ensure all transactions are legitimate
- Notify the PCard Help Desk at pcrdhelp@andrew.cmu.edu of any unrecognized transactions immediately
Verification

• Purchases will be verified through the IE Procurement Card module in Oracle

• Travel Card purchases must be verified within 30 days

• Cardholders may delegate ability to create verification report in Oracle but retain responsibility for ensuring purchases are verified in a timely manner
Business Purpose and Justification

• Who was involved in the expense?

• What does the expense represent?

• When did the expense occur (if other than the date on the receipt)?

• Where did the expense occur?

• Why or How does the expense relate to university business?
Business Purpose and Justifications

• Travel for Business Meetings and Project Work
  • Include what the meeting or project was for, why it was held in the travel location (unless sensitivity is an issue in identifying specific locations), what topics did the meeting cover, how is related to CMU business, etc.

• Research
  • Include a short description of the research or at least the field of research, in order to relate the expense to CMU business. Simply using the broad term “research” in a justification is not sufficient.
Business Purpose and Justifications

• Conferences
  • Include what was gained from attendance and how attendance relates to CMU work. For example, to present research, to network, for professional development, to serve as a seminar or conference speaker, to gain further knowledge of a research field, professional interest, or academic area, for collaboration, etc.
Sample Justifications

• Example 1 - Conference Registration
  • Registration for Amanda Perkins to attend the National Association of College and University Business Officers (NACUBO) annual meeting in New York, NY on April 3, 2019 for professional development and networking.

• Example 2 – Airfare
  • Purchased airfare from PIT – NYC (LaGuardia) for Amanda Perkins to attend the NACUBO annual meeting in New York, NY. Depart April 2 – Return April 4.
Travel Card Compliance
Travel Card Compliance

The university is committed to ensuring compliance with all applicable card policies and procedures.

Possible Consequences of Non-Compliance:

For the University
• Jeopardizes future funding
• Penalties against university
• Externally imposed policy and processes requirements

For the Employee
• Suspension of buyer responsibilities
• Termination of employment
• Legal and financial penalties

• Procurement Manual Section 5 University Card Program Guidelines
Travel Card Compliance

Carnegie Mellon’s card compliance program is designed to encourage overall compliance with the university’s policies, procedures and requirements.

- Each instance of non-compliance will result in a strike to the cardholder
- Infractions are weighted equally
- Some violation categories as outlined in the University Card Program Guidelines:
  - Prohibited or restricted purchases
  - Personal Purchases
  - Lack of expense substantiation or justification
  - Transaction not verified in 30 days
  - Split Purchases/Limit Circumvention
  - Missing Gift/Prize/Award Forms

- Procurement Manual Section 5 *University Card Program Guidelines*
Three Strikes Approach

Each instance of non-compliance results in a strike being assessed to the cardholder.

- Strikes are cumulative per cardholder (not per card)
- Once a cardholder receives three strikes, the cardholder is subject to a 30-day card suspension term
  - Consequences escalate for any subsequent suspension terms

During the suspension period:
- Cardholders must resolve any outstanding issues and verify any outstanding charges
- Cardholder must successfully complete online Travel Card Refresher Training
- Card Request Form can be used to request reinstatement of the card after the suspension has passed
- Strikes reset to zero after suspension period

- Procurement Manual Section 5 University Card Program Guidelines
Automatic and Permanent Suspensions

Some violations are serious and result in the automatic and permanent suspension of card privileges.

- The university reserves the right to suspend or deny card access for any employee at any time.
- Potential automatic and permanent suspension could result if the card was used intentionally to defraud the university.
- Departments can determine if they wish to take any further disciplinary or legal action.

- Procurement Manual Section 5 University Card Program Guidelines
Travel Card Requests and Access
Online Forms System Updates

- Travel Cards can be requested using the Card Request Form (formerly the Purchasing Card Request Form)
  - Also used to request card closure or to cards like changing approver, default charge string, etc.

- The Card Exception/Limit Change Form (formerly the Purchasing Card Exception Request Form) is used to request an exception to the University Card Program Guidelines or a limit change.
Online Forms System Updates

• The Cardholder Agreement Form will now be completed in the Online Forms System.

• All cardholders will be required to complete a new Cardholder Agreement via the Online Forms System prior to obtaining a new Purchasing, HAZMAT or Travel Card.
  • Existing cardholders were notified of the updated form and are required to complete an updated agreement
Card Changes

• Requests must be submitted through the Online Forms System
  • Temporary or permanent limit changes
  • Policy exceptions
  • Default charge string changes

! No changes can be made without your ALG member’s approval
  • ALG member and Procurement Services must approve policy exceptions

• Once you receive an email that the form is complete, the change or exception has been recorded

• Attach the approval email to the PRC for policy exceptions

☞ Online Forms System: https://fsg-web-prod.as.cmu.edu/prod/ofsf/main.php
Training Requirements

If you will be verifying your own transactions, two additional online e-learning courses are required:

- CMU Finance Fundamentals:
  ➥ [https://www.cmu.edu/finance/training/e-learning/cmu-finance-fundamentals.html](https://www.cmu.edu/finance/training/e-learning/cmu-finance-fundamentals.html)

- Oracle Internet Expenses – Procurement Card Application:
  ➥ [https://www.cmu.edu/finance/training/e-learning/p-card.html](https://www.cmu.edu/finance/training/e-learning/p-card.html)

- Once both courses are complete request the USA-IE Procurement Card responsibility via the Core Access Request Form in the Online Forms System

- If you have a verifier, that person should request delegate access via the Delegate Access Request Form also in the Online Forms System

! Core Access or Delegate Access requests should be completed prior to making your first purchase
Contacts and Resources
PCard Help

✉️ pcrdhlp@andrew.cmu.edu
📞 412-268-4666

• Available Monday – Friday, 8:30 a.m. to 5:00 p.m.
  • Administers the process of enrolling, suspending and closing all card accounts
  • Processes changes to limits or any change to cards
  • Submits Billing Inquiry form to PNC Bank and monitors dispute
  • Manages requests for exceptions to policies and maintain records of approved exceptions
  • Troubleshoots Oracle issues
  • Processes delegate access requests
PNC Bank

📞 1-800-685-4039

- Available 24 hours a day, 7 days a week
  - Report lost/stolen cards if Help Desk is not available
  - Questions about declines
  - Available balance inquiries
## Additional Contacts

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<tr>
<th>Procurement Services</th>
<th>Taxation Department</th>
<th>University Contracts Office</th>
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<td><a href="mailto:TaxDept@andrew.cmu.edu">TaxDept@andrew.cmu.edu</a> &lt;br&gt;www.cmu.edu/finance/taxation</td>
<td>University-&lt;br&gt;<a href="mailto:contracts@andrew.cmu.edu">contracts@andrew.cmu.edu</a> &lt;br&gt;<a href="http://www.cmu.edu/contracts/">http://www.cmu.edu/contracts/</a></td>
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### Purchasing Resources

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Questions