



# TRAVEL & EXPENSE (T&E) CARD PROGRAM HANDBOOK

This handbook will provide details of the UNC-Chapel Hill T&E Card Program, including roles and responsibilities, general information, card security, purchasing guidelines and reconciliation.

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## 1. INTRODUCTION

The purpose of the UNC-Chapel Hill Travel and Expense Card (T&E) Program is to reduce the necessity for employees to incur business travel or meetings/events expenses, using personal funds, as well as the number of cash advances issued. In addition, the T&E Card Program allows for better tracking of expense data which enables the University to leverage its spending power to obtain new and better contracts/pricing. The University will remit payment directly to the bank for all expenses placed on the card. Employees entrusted with carrying a T&E Card are responsible for ensuring all expenses are reconciled within a reasonable time by submitting an expense report. Accountholders are responsible for repaying all non-reimbursable charges directly to the University.

The UNC-Chapel Hill T&E Card Program is managed by Procurement Services and Materials Management, which is a unit within Finance and Operations. The card is issued by Bank of America Merrill Lynch (BAML) and is widely accepted by vendors that support Visa credit card purchases. It is important to read the following information carefully, as Accountholders, Business Managers, and Department Heads are responsible for adhering to the established policies and procedures.

## 2. BENEFITS OF THE TRAVEL AND EXPENSE (T&E) CARD

### 2.1 BENEFITS TO ACCOUNTHOLDER

- Reduces the employee's financial burden by minimizing out-of-pocket expenses.
- Lessens the need for cash advances.
- Integrates directly with Concur Expense which reduces data entry.
- Does not affect the Accountholder's personal credit history.
- Provides convenience, security, and flexibility to pay for allowable expenses.

### 2.2 BENEFITS TO UNC-CHAPEL HILL

- Increased visibility to spend data which will support future negotiations with travel suppliers to secure lower prices and enhanced services.
- Significantly reduces the likelihood of expense fraud.
- Reduces the administrative burden of employee reimbursements.

## 3. ROLES AND RESPONSIBILITIES

University employees and management play key roles in the support of the T&E Card Program. A summary of each role and its responsibilities follows:

### 3.1 ACCOUNTHOLDER

- Completes mandatory training administered by the Travel Card office prior to the issuance of a T&E Card.
- Ensures compliant use of the T&E Card according to university policies, purchasing guidelines, and the T&E Card Program Handbook.
- Always maintains the T&E Card in a secure location.
- Never allows anyone else use of the T&E Card assigned to them.
- Ensures transactions are not split to circumvent spending limits or University guidelines.
- Initiates reconciliation of T&E Card transactions within Concur Expense.
- Ensures NC Sales and Use Tax is not charged on applicable purchases.
- Clarifies transaction item description or business purpose of expense.
- Ensures each transaction has a valid receipt and that the receipt clearly states vendor name, date of purchase, item description, and total amount of purchase.
- Contacts BAML and the Program Administrator immediately if their card has been lost or stolen.

### 3.2 BUSINESS MANAGER/DEPARTMENT HEAD

- Provides fiscal oversight and management of business operations within his or her department.
- Reviews and Approves all T&E Card applications, ensuring that credit limits are reasonable based on intended travel/business expense needs of the Accountholder.
- Provides oversight for the use of T&E Cards for Accountholders in his or her department, taking appropriate action with departmental staff when necessary.

### 3.3 PROGRAM ADMINISTRATOR

- Provides T&E Card program management and oversight.
- Assists the University training department in developing effective training tools for users.
- Ensures program compliance and quality assurance.
- Enforces [1506 - Policy on T&E Card Infractions](#).

## 4. GENERAL INFORMATION

The T&E Card is a Chip and PIN enabled corporate Visa credit card, issued to UNC-Chapel Hill through BAML. The card is to be used for UNC-Chapel Hill business travel or meetings/events expenses only. Personal use of the T&E Card by an employee is strictly prohibited. The embedded microchip provides improved fraud protection and increases global acceptance. For most transactions at chip-enabled merchants, Accountholders will be asked to enter their 4-digit PIN; therefore, it is important that Accountholders memorize their PIN before they begin to use their chip card at point of sale.

### 4.1 CORPORATE LIABILITY

Corporate liability is defined as follows:

- The University is liable for all charges made by University employees.
- The University is not liable for charges made by a terminated employee once notice of termination is provided to BAML.
- The University is not liable for charges made with the T&E Card resulting from card theft or other fraudulent use by third parties not employed by the University.

### 4.2 ACCOUNTHOLDER LIABILITY

The T&E Card does not affect the Accountholder's personal credit history; however, it is the Accountholder's responsibility to ensure the card is used only to make purchases at the request of, and for the legitimate business benefit of UNC-Chapel Hill.

The T&E Card must be used in agreement with policies and procedures established by UNC-Chapel Hill for appropriate travel and business meeting/event transactions. Violations of these requirements may result in revocation of T&E Card privileges and/or disciplinary action, up to and including termination of employment, in accordance with the [1506 - Policy on T&E Card Infractions](#). Employees who are found to have inappropriately used their T&E Card will be required to reimburse UNC-Chapel Hill for all costs associated with such improper use.

### 4.3 ACCOUNTHOLDER ELIGIBILITY

Eligibility for the T&E Card program is limited to full and part-time faculty and staff of The University of North Carolina at Chapel Hill who are 21 years of age and older, with approval from their business unit/department. Students, contractors, consultants, and visiting faculty are not eligible to receive a card. A T&E card application for an eligible employee may be refused at the discretion of the Program Administrator if the employee has committed a past purchasing policy violation.

#### 4.4 CARD ACQUISITION

Employees recommended for participation in the T&E Card Program must complete a card application. The application must be approved and sent to their Access Request Coordinator (ARC) for further processing. Upon ARC approval the request will route to the UNC-Chapel Hill Travel Card Office. To avoid delay, each section of the application must be completed as directed on the form. Incomplete forms will be returned to the requestor for appropriate action.

UNC-Chapel Hill accepts liability for all allowable purchases made with the T&E Card. Therefore, each new Accountholder must complete the Initial Accountholder Training and pass the training quiz before their card is issued, to ensure understanding of T&E Card policies and procedures. Upon receiving notification of successful completion of training, the Program Administrator will contact the Accountholder to schedule a time for them to pick-up their T&E card. It is the responsibility of each Accountholder to activate their card and select a PIN.

#### 4.5 CARD ACTIVATION AND PIN SELECTION

When Accountholders receive a new card, they will need to follow the instructions by calling 888-233-8855 to activate their card and choose their PIN. If an Accountholder receives a replacement or a renewal card and already has a PIN, they will have the option to retain the existing PIN or change to a new PIN.

#### 4.6 GLOBAL CARD ACCESS

Bank of America has developed the Global Card Access website and mobile app to provide Accountholders with a single point of access to self-service tools such as PIN check and Alerts registration.

Global Card Access Registration. All users must self-register for Global Card Access at: <http://www.bofaml.com/globalcardaccess>. After registration is complete, users may access other applications within the portal to which they are authorized.

One-time registration is required to create a username and password, using the following information:

- Account Number
- Expiration Date
- Verification ID (employee PID)
- Name on Card
- Security Code (CVV)

If an Accountholder needs to change or re-set their PIN, eligible Accountholders can call the Global Card Services number on the back of their card (888-449-2273) or login into their Global Card Access account.

For information on changing, expired, resetting, or forgotten passwords please refer to the Global Card Access reference Guide at: [www.bofa.com/globalcardus](http://www.bofa.com/globalcardus).

### 5. T&E CARD SECURITY

Every Accountholder assumes personal responsibility for the protection and proper use of their T&E Card. Follow the guidelines below to ensure card security.

#### 5.1 CARD STORAGE

Each T&E Card is assigned to a specific Accountholder, and as such becomes that Accountholder's personal responsibility. The only person entitled to use the card is the person whose name is embossed on the card. Accountholders should never lend their card to another person for any reason. Accountholders should always treat their T&E Card with at least the same level of care as one does their own personal credit cards. The card

should be maintained in a secure location and the card account number carefully guarded. The account number should not be posted, photocopied, left in a conspicuous place, recorded on a payment form for any reason, or sent electronically. **Always speak directly with a merchant representative to communicate T&E Card information for payment.**

## 5.2 CARD USAGE

Purchases charged against University funds that are NOT in accordance with University policy are the responsibility of the Accountholder.

Accountholders who will be traveling overseas should notify the issuing bank to ensure that their T&E Card will not be declined. Foreign currency transactions will incur a currency conversion fee.

## 5.3 ACCOUNTHOLDER EMPLOYMENT CHANGE

If an Accountholder leaves the University, transfers to a new department, or no longer uses their T&E card in the performance of daily job duties, they must complete and submit the T&E Card Account Maintenance Form to immediately update or cancel their account.

New Accountholder training is not required when transferring departments.

Regardless of the type of employment change, the T&E Card remains the property of UNC-Chapel Hill and must be surrendered immediately upon request from an authorized person (such as the Business Manager, Department Head or the Program Administrator).

## 5.4 CARD INACTIVITY

In the event a card is inactive for a significant period of time, the card will be reviewed for possible cancellation by the Business Manager, Department Head, or the Program Administrator.

## 5.5 LOST OR STOLEN CARD

Accountholders are required to immediately report any lost or stolen T&E Card to BAML Global Card Services toll-free at 888-449-2273 (24 hours a day, 365 days a year). The Accountholder must also immediately notify their Program Administrator and Business Manager/Department Head about the lost or stolen card at the first opportunity during normal business hours. It is extremely important to act promptly in the event of a lost or stolen card, to avoid company liability for fraudulent transactions.

Accountholders will no longer be able to use the account number after notifying the bank of a lost or stolen card. BAML will automatically reissue a new card, and the Program Administrator will notify the Accountholder as soon as the new card is received. A T&E card subsequently found after being reported lost should be sent to the Program Administrator.

# 6. T&E CARD GUIDELINES

The T&E Card represents UNC-Chapel Hill's trust in the Accountholder as a responsible employee who will safeguard and protect University assets. The Accountholder assumes the responsibility for proper use of their card.

T&E Card purchasing does not change or alter current purchasing policies and departmental approval processes.

The card serves only as an optional method of payment. Travelers are strongly encouraged to book travel with the University's approved travel agency, World Travel, Inc., via Concur Travel or their designated team of agents, regardless of the method of payment.

## 6.1 SPENDING LIMITS: PER TRANSACTION AND PER MONTH

Each T&E Card has individual established limits on the amount that can be spent per transaction and the amount that can be spent per monthly billing cycle. Spending limits are established by the Accountholder's Business Manager/Department Head based upon an analysis of the department's spending practices. If a monthly and/or per transaction limit increase or decrease is needed after spending limits have been established, Accountholder's must submit an approved T&E Card Account Maintenance Form to [travelcard@unc.edu](mailto:travelcard@unc.edu).

## 6.2 CARD RESTRICTIONS

All T&E Cards issued by the University contain blocked vendors against the purchase of certain commodities unless an exception has been requested and approved. Attempts to process transactions for these blocked commodities will result in a declined transaction. If an attempted purchase is declined, Accountholders can log into Global Card Access and check their account authorization log for additional information. Three (3) consecutive card declines may result in a hold placed on the T&E Card.

To request the temporary removal of a restriction, Accountholders should send an email to their Business Manager, copying the Program Administrator. The email should include the following information:

- The Accountholder's first and last name.
- Last 4 digits of the account
- A business justification for exception.
- The date the restriction should be replaced.

Accountholders should be aware there may be additional restrictions placed on their T&E Card as determined by the Accountholder's department/unit.

## 6.3 ALLOWABLE AND NON-ALLOWABLE PURCHASES

The T&E Card allows for a more efficient payment processes needed during the normal course of business. Please refer to [1505.2 – Procedures on Using a T&E Card](#) for a list of Allowable and Non-Allowable T&E Card expenses.

If there are any questions about a purchase, please contact the Program Administrator.

## 6.4 SPLIT TRANSACTIONS

A split transaction occurs when an Accountholder splits a purchase to stay within the per-transaction or per-monthly billing cycle dollar limits of their card. **Split transactions are strictly prohibited.** Care should be taken by the Accountholder to avoid the appearance of such.

## 6.5 SALES TAX EXEMPTION

The University of North Carolina at Chapel Hill is exempt from North Carolina Sales & Use Tax for qualifying purchases. It is the Accountholder's responsibility to claim this exemption whenever using their T&E Card, by providing the University's tax exemption letter. The University will not accept liability for such overpayments. It is the Accountholder's responsibility to contact the vendor to recover all tax incorrectly charged, and forward tax reimbursement to the Departmental Business Manager.

Accountholders should be aware that the University is NOT exempt from:

- Prepared food and beverage taxes levied and administered by various local governments in the State.
- Lodging taxes.
- Highway use taxes paid on the purchase, lease, or rental of motor vehicles.



## 7. MAKING A PURCHASE

This section addresses the application of general guidelines for T&E Card transactions.

### 7.1 AIR TRAVEL

Airfare should be booked through the University's approved Travel Agencies listed below. These agencies allow University travelers to take advantage of the University's discounts with our preferred travel partners. The University strongly discourages booking flights outside of the approved travel agencies.

- World Travel, Inc. (via Concur Travel or live agent)
- Anthony Travel (for Athletics travel only)

For additional information on travel agencies, please visit the [Travel Services website](#).

### 7.2 VEHICLE RENTAL

University travelers are encouraged to use a state-owned vehicle, or a vehicle leased through a state contract. If a state-owned/leased vehicle is not available, travelers may rent a vehicle through the state's term contract with EHI Direct. The Accountholder's T&E Card should be provided for payment instead of direct billing the cost of the rental to the funding department paying out of pocket and submitting for reimbursement.

Travelers should choose the most economical means for refueling the rental vehicle, including self-refueling before returning it to the rental agency. In addition, rental insurance should only be purchased for international vehicle rentals.

For questions or assistance contact the EHI Direct Help Desk at 855-573-0012.

### 7.3 LODGING/HOTEL

University travelers are expected to seek lodging that is safe, comfortable, and reasonably priced. Hotel lodging should be for standard rooms and may only be booked if the location is 35+ miles from UNC-Chapel Hill. If the lodging expense exceeds the allowable university rates, the traveler must provide a justification for the excess cost with their transaction reconciliation.

Reimbursement for lodging in a non-commercial establishment that is being rented out by a third party (e.g. Airbnb, Vrbo etc.) is not authorized without prior approval. Requests for third-party lodging must provide evidence of savings to the University and complete [Finance Form 1501.6.1f – Non-Hotel Lodging Authorization Request](#).

For additional information for allowable travel expenses, please review [1501.7 – Procedure on Travel Expenses and Reimbursements](#).

### 7.4 BUSINESS MEALS AND ENTERTAINMENT EXPENSES

Business meals and entertainment expenses must always have at least two people in attendance and be for a legitimate business purpose. When a small group is present (eight or fewer individuals), a complete list of

attendees must be provided. Expenses which exceed \$5,000.00 must be vetted and approved by Purchasing prior to being paid for on the T&E Card. Business meals and entertainment expenses are only allowable on certain fund sources. For more information, please review [1263 - Policy on University-Related Business Entertainment Expenses](#).

## 8. RECONCILING T&E CARD

Reconciliation of T&E card purchases must be completed in a timely manner not to exceed 30 days from the posting date of the transaction or from the last day of travel. All transactions made with the University T&E Card are subject to audit to verify that card transactions are authorized and that no fraudulent or personal use of the card has occurred. Accountholders in violation of compliance may have card privileges suspended or permanently revoked and could face additional disciplinary actions up to and including termination of employment. Disciplinary action will be enforced at the discretion of the Business Manager and/or Department Head, based on the severity of the violation. Refer to [1506 - Policy on T&E Card Infractions](#) for more information.

### 8.1 TRANSACTION RECONCILIATION

T&E Card transactions are imported nightly into Concur Expense and will appear in the Accountholder's available expenses list, usually within 2-4 days of the transaction. International transactions may take longer to appear. Concur will send a notification to the Accountholder when new transactions are available to reconcile. It is a violation of T&E Card Policy to disable this notification.

It is a best practice to reconcile expenses either on a monthly expense report (for non-overnight travel expenses) or on an expense report by trip (for travel-related expenses). Any personal expenses incurred on the T&E Card must be processed as a personal transaction in Concur.

The UNC-Chapel Hill Concur step-by-step guide provides instructions on several common tasks for the reconciliation process. The step by step guide is available on the [Travel Services website](#).

### 8.2 RECEIPT/DOCUMENT RETENTION

As purchases are made, Accountholders must retain their original receipts and other supporting documentation. A receipt is a written acknowledgement that the vendor has been paid for providing goods and services. Itemized receipts are required for all transactions.

To be a valid receipt it must show: the name of the vendor, date of the transaction, final amount due, and confirmation of payment in full. Please see additional receipt requirements below:

- **Airfare** – Must include name of traveler and airline, ticket number, class of transportation, travel dates, amount, and form of payment.
- **Hotel** – An itemized receipt showing room rate, tax, and other items. (Express checkout bill that shows amount due is not a valid receipt because it does not show the bill was paid)
- **Rental Car** – An itemized receipt showing the breakdown of cost, i.e. size of vehicle, daily rate, tax, concession fees, city surcharges etc. (contract for rental car is not a valid receipt because it only shows estimated charges)
- **Business Meal/Entertainment** – Must include the itemized receipt as well as the credit card receipt showing the name of the establishment, date of the transaction, list of all items purchased, tax, tip, and form of payment.

It is best practice to immediately convert paper documentation to electronic format to expedite the reconciliation process. Accountholders may also leverage the Concur Mobile App to capture receipt images as well as email receipts to Concur from a verified emailed address.

### 8.3 INTERNATIONAL TRANSACTION FEE

Transactions made in a foreign currency incur a fee of approximately 1.00% of the total transaction amount, also known as an International Transaction Fee. These fees will appear in Concur as a separate expense, for which there is no receipt. International transactions fees should be reconciled in the same expense report as the foreign currency transactions with which they were incurred. Best practice is for users to upload the original transaction receipt and select “International Transaction Fee (T&E Card Only)” as the Expense Type.

### 8.4 LOST RECEIPTS

If the Accountholder has lost a receipt and a duplicate receipt cannot be obtained from the merchant, the Accountholder may use the “Missing Receipt Affidavit” feature in Concur Expense when completing and submitting an expense report. **Missing Receipt Affidavits are not allowed for Airline tickets, lodging cost, car rentals, and/or Conference Registration fees.**

### 8.5 TRANSACTION DISPUTES

If there is a discrepancy with a transaction, it is imperative the issue is addressed immediately with the merchant and/or the Program Administrator. If the Accountholder believes the supplier has charged them incorrectly or there are problems with services rendered, they must first contact the merchant and try to correct the error.

If the error involved an overcharge and the merchant agrees, a credit adjustment should be requested and applied.

If the merchant disagrees an adjustment is warranted, the Accountholder has sixty (60) days from the statement close date to initiate a dispute with BAML. The Accountholder should also notify the Program Administrator in writing, providing details of their attempts to correct the problem. The Program Administrator will assist in every way possible to resolve the dispute.

UNC-Chapel Hill pays all charges as billed on each statement, including those with a dispute status. If a dispute is declared valid by BAML, the bank will issue a credit and consider the dispute resolved. Although BAML acts as the arbitrator in any dispute, the Accountholder should never assume a dispute will resolve in the University’s favor.

### 8.6 FRAUDULENT CHARGES

Accountholders must immediately report a fraudulent charge (e.g., a charge not initiated by the Accountholder) to BAML Fraud Department at 1-866-500-8262 and to the Program Administrator. Cards with active fraud transactions must be closed and a new account activated. The bank will only transfer valid charges to the new account and the Accountholder will not be held liable for any fraud charges.

## 9. T&E CARD INFRACTIONS

### 9.1 T&E CARD MISUSE AND ABUSE

Accountholders who misuse or abuse T&E Card funds will receive a UNC-CH T&E Card Misuse/Abuse Notification.

- **Misuse** is the intentional or unintentional violation of T&E Card policies and procedures for work-related gain. Three or more T&E Card misuse violations within a 12-month or audit review period will result in suspension of T&E Card privileges.
- **Abuse** is the intentional or unintentional violation of T&E card policies and procedures for personal gain. Abuse violations are cause for immediate cancellation of the Accountholder’s T&E Card.

If an Accountholder suspects fraud or abuse, they may anonymously report such incident to Internal Audit using the [Anonymous Report of Abuse](#) online form.

## 9.2 ACCOUNTHOLDER INFRACTIONS

General descriptions of Accountholder infractions include:

- Failure to reconcile transactions within 30 days from the post date of the transaction or end of trip, whichever is later. Account may be suspended until all outstanding transactions are reconciled.
- Failure to provide a valid business justification for purchase (i.e. reason for purchase).
- Failure to immediately report loss or theft of a card upon discovery.
- Splitting transactions to circumvent transaction limits.
- Failure to supply valid receipt, invoice, or other support documentation.
- Using T&E Card to purchase non-allowable items per the T&E Card policy, or misuse of any temporary exception to T&E Card restrictions.
- Other infractions warranting disciplinary actions, as deemed appropriate by the T&E Card Program Administrator or the Accountholder's Business Manager or Department Head.

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### 1<sup>ST</sup> OFFENSE

T&E Card suspended until ALL the Accountholder's transactions have been reconciled and approved.

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### 2<sup>ND</sup> OFFENSE

T&E Card suspended until ALL the Accountholder's transactions have been reconciled and approved and then may remain suspended for an additional 30 days.

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### 3<sup>RD</sup> OFFENSE

Card suspended for 90 days or card cancellation.

**\*Infractions will be tracked on a rolling 12-month basis. The T&E Card office reserves the right to reduce or escalate corrective actions at their sole discretion.**

## 9.3 CRIMINAL ACTIVITY

Personal purchase made intentionally

1. Immediate revocation of T&E Card. The Accountholder, Direct Supervisor, Campus Unit Lead, and Dean or Department Head will receive an email notification.
2. Department Head or Dean is responsible for taking appropriate disciplinary action after consulting with Human Resources, up to and including termination of employment.

**Any Accountholder who intentionally makes a personal purchase on their University issued T&E Card has committed theft of state property. Appropriate disciplinary actions could include but may not be limited to immediate card revocation without eligibility for future T&E Card use, and possible termination of employment. The University reserves the right to pursue criminal charges against any Accountholder suspected of unlawful activity.**

## APPENDIX I: T & E CARD PROGRAM CONTACTS

### UNC-CHAPEL HILL T&E CARD OFFICE

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#### TRAVEL AND PAYMENT CARD SERVICES MANAGER

Rebecca R. Spanos, CPCP

[rspanos@email.unc.edu](mailto:rspanos@email.unc.edu)

919-843-9027

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#### TRAVEL CARD PROGRAM MANAGER

(vacant)

### BANK OF AMERICA MERRILL LYNCH (BAML) CORPORATE CARD SERVICES

Card Activation: toll-free 888-233-8855

Global Card Services: 888-449-2273, Outside the U. S. call collect at 602-379-8753

Following are frequently asked questions about the UNC-Chapel Hill T&E Card Program. For complete understanding, users are advised to read the T&E Card Program Handbook in its entirety.

**1. How long should I keep original receipts and T&E Card statements?**

Receipts must be uploaded into Concur Expense, which will be the system of record for all receipts. Once receipts have been uploaded and verified, original hard copy receipts do not need to be maintained.

**2. What can I do if my T&E Card is lost or stolen?**

Call Bank of America at 1-888-449-2273 immediately, and then notify the Travel Card Office.

**3. What should I do if I switch departments and need a T&E Card for my new department? Should I keep the T&E Card from my old department?**

A new card should not be required, but the Accountholder will need approval from their new Business Manager and/or Department head to maintain their existing card and the Travel Card Office should be notified.

**4. How long does it take to get a T&E Card?**

Upon receipt of an approved application, and confirmation of training completion, it will take approximately 10 business days for the card to arrive and be ready for pickup.

**5. Who should I contact if there is a suspicious transaction to my T&E Card account?**

The Accountholder must notify the Travel Card Office or Bank of America fraud department at 1-866-500-8262 as soon as possible.

**6. Is alcohol allowed on the T&E Card?**

Yes, as long as the funding source is appropriate per [1263 - Policy on University-Related Business Entertainment Expenses](#).

**7. How should I pay for my conference registration?**

T&E Card Accountholders should pay for their conference registrations on their card. Non-T&E Card Accountholders should coordinate with their department to pay for the registration on a department P-Card.

**8. Will University affiliates be able to apply and receive a T&E card?**

That will depend on the affiliate's status with the University. Only University employees are eligible to apply for a T&E Card.

**9. Can I continue to book travel on my personal credit cards so that I can earn points, miles, etc..?**

T&E Card Accountholders should use their card for all allowable purchases. North Carolina State Policy requires that any benefits earned by a state employee while traveling on state business, are the property of the State and should be used by the employee on future state business trips. In addition, travel bookings paid for out-of-pocket cannot be reimbursed until the completion of the trip, per state policy.

**10. Will all business travelers receive their own T&E Card?**

This will be up to departments/business units to decide, as long as the traveler is a university employee and at least 21 years of age. If the traveler meets these requirements and travels at least 1-2 times per year or incurs frequent meeting expenses, they are encouraged to apply for and receive a T&E Card.

**11. Can we request a departmental T&E Card so that different people may use it?**

No, departmental T&E Cards are not an option at this time. Departments may still book airfare through the direct-bill process and pay for conference registrations on a department P-Card.

**12. Can the T&E Card be used for student group travel?**

Yes, as long as the Accountholder is traveling with the student group.

**13. How will the T&E Card work for departments that book travel for guests?**

The T&E Card will not change the process of booking guest travel at this time. Further information will be available at a later date.

**14. Who can approve my T&E Card transactions in Concur Expense?**

Approvers will be assigned to the Expense Report in Concur based on the department which the report is being funded from.

**15. Can I split allocations if my travel/transactions are being paid for by other departments?**

Yes, allocations may be split in Concur by transaction or by the total report. Approvers will be assigned to the report, or a portion of the report, based on the department(s) which the report is being funded from.

APPENDIX III: REVISION HISTORY

REVISION DATE	APPROVED BY	REVISION DETAILS
10/14/21	R. Spanos	Updated hyperlinks and contact information