Dear Cardholder:

Welcome to the Pacific University Travel Card program. The card is an alternate method for individuals to make travel related arrangements and low dollars purchases of goods by placing the card in the hands of those individuals directly responsible for making purchases. The Travel Card is a VISA product administered by US Bank. In order to receive a card an employee must attend a training session to discuss the Travel Card policies and procedures and complete the Travel Card Cardholder Participation Agreement form.

The primary benefits of the Travel Card are:

- acceptance by any supplier who accepts VISA
- make travel arrangements online
- place orders more conveniently and eliminate reliance on others
- improve accuracy of travel arrangements and purchase of goods
- reduction of paperwork
- monitor spending
- set individual spending limits and receive monthly statements from VISA for each card

We hope you will enjoy the benefits of using your Travel Card.

If you need any assistance please contact Accounts Payable at x2177 or email connolln@pacificu.edu or accountspayable@pacificu.edu.
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Travel Card Cardholder Participation Agreement TC-1
Travel Card Missing Receipt form TC-2
Travel Card Reconciliation form TC-3
US Bank Dispute form TC-4

Rev 11/14/13
Cardholder Responsibilities

Issuance of a Travel Card is a relationship of trust between the cardholder, department and the University. Accounts Payable’s responsibility is to provide quality service and information to cardholders and departments. Cardholders’ responsibilities are outlined below.

Before using the Travel Card, determine if it is the appropriate purchasing method. Generally, the Travel Card can be used for most travel related expenses and purchases of goods up to $24,999.99. **Any purchase of goods exceeding $24,999.99, must be processed via a purchase requisition due to University Policy.**

- The Travel Card must be used strictly for University business. **No personal use of the card is allowed.**
- The approved cardholder is personally responsible for the Travel Card.
- Cardholder will not use the card to purchase restricted items (unauthorized item list on page 3).
- Cardholder **should not** receive cash back for any refund or exchange. Refunds or exchanges **must** be credited to the Travel Card account.
- The Travel Card may be used in person, via mail, telephone, or fax. It may also be used over a secure Internet link.
- Cardholder **must** retain all sales slips, register receipts, invoices and credit invoices.
- Cardholder will reconcile receipts against their monthly Visa statement, approve the statement, and forward it with original receipts to the department administrator.
- Cardholder agrees to follow the policies and procedures established by the University for the use of the Travel Card. Failure to do so may result in revocation of the card use privileges and/or disciplinary actions, including termination of employment.
- Cardholder **must** return the card to Accounts Payable upon leaving Pacific University or transfer to a department where a card is not required.
- Cardholder should report lost, stolen or compromised card immediately to US Bank at (800) 344-5696, their Department Administrator and Accounts Payable at x2177 during normal business hours. On weekend and evenings, cardholder should immediately report a lost or compromised Visa to US Bank. The Department Administrator and Accounts Payable should be notified the next business day.

(Continued on next page)
• Cardholder should keep the Travel Card in a secure location and guard the Travel Card account number from unauthorized use.

Department Administrator Responsibilities

• The Administrator* will establish an internal tracking method for card purchases so that there is an awareness of the outstanding charges on the card.

• The Administrator will make sure that the monthly bank statement is reconciled with original receipts (expense and credits) and forwarded to Accounts Payable by the first working day of each month.

• The Administrator will be responsible for faxing the US Bank Dispute form to the bank and attaching a copy of the form with the reconciliation form.

*Department Administrator is defined as the Budget Officer, Department Chair, or designee.
Unauthorized Purchases

The Travel Card cannot be used for the following types of transactions:

- Air conditioners/heaters (unless approved by Facilities)
- Audio/visual equipment, computer hardware/software & related peripheral equipment (unless approved by UIS)
- Cash advances
- Contracts for:
  - individuals (e.g. consultants)
  - maintenance
  - public works or trades (including carpet installation, building alteration or renovation)
  - real property purchases, leases, or long term rentals
- Firearms or weapons
- Furniture (unless approved by Director of Facilities/Purchasing)
- Gasoline for personal vehicles (card may be used for gasoline for vehicle rentals, BBQ’s and small engines [e.g. lawn movers])
- Gift Certificates exceeding $25.00
- Illegal drugs, narcotics, or controlled substances
- Insurance
- Items for personal use
- Items that will attach to University buildings (e.g. window treatments, signs, bulletin boards)
- Single item equal to or greater than $5,000.00
- Splitting purchases to circumvent the per item transaction limit
- Telecommunications (e.g. phones, unless approved by UIS)
- Temporary employment agencies
- Websites (e.g. E-Bay, Craig’s List)
How to Make a Purchase

The Travel Card may be used in person, via mail, telephone, fax or secure Internet link. Follow these procedures when using the Travel Card:

1. Call or visit the vendor and identify yourself as a Pacific employee.
2. Ask if the vendor accepts VISA.
3. If the vendor requests a billing address, provide your campus address. Do not give the address of Accounts Payable.
4. Order the desired goods or travel arrangements and confirm the total cost including shipping and handling.
5. Give the vendor the Travel Card number, expiration date and 3 digit code, if required.
6. Specify delivery instructions (if applicable), including the information that must appear on the shipping label (see example below). Tell the vendor that the Travel Card number should not be displayed anywhere on the invoice or outside of the package.

<table>
<thead>
<tr>
<th>Pacific University</th>
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<tbody>
<tr>
<td>ATTN: (fill in cardholder’s name &amp; department)</td>
</tr>
<tr>
<td>2043 College Way</td>
</tr>
<tr>
<td>Forest Grove, OR 97116</td>
</tr>
</tbody>
</table>

*** NOTE: Off campus locations will reflect the individual’s department business address.***
Sales Receipt Requirements

Regardless of the method used for making travel arrangements or obtaining goods, the cardholder must obtain an itemized* receipt for the transaction. If the order is phoned, faxed, mailed or sent over the Internet, the cardholder must advise the merchant verbally or on the written transmittal, that an itemized receipt must be provided with the shipment or faxed to the cardholder. If the transaction is processed on the internet via PayPal, the cardholder must also provide a detail for the charge (e.g. conference registration).

Should the receipt be lost, the cardholder must obtain a duplicate copy from the vendor. If the cardholder is unsuccessful in securing a duplicate copy, he/she must complete a “Pacific University Travel Card Missing Receipt” form for items $50.00 or less (Attachment TC-2). For items greater than $50.00 the US Bank Dispute form may be used referencing #13 (Attachment TC-4).

Original receipts are to be attached to the “Travel Card Reconciliation” form (Attachment TC-3) or appropriate substitute and stapled to the back of the approved US Bank statement. The statement along with the original receipts must be forwarded to Accounts Payable by the appropriate date each month.

If there are excessive instances of lost or missing sales receipts, Travel Card privileges may be revoked.

*Itemized means including, the date, a description of the goods secured, the quantity, the amount, tax and shipping charges (if applicable) and the total. If the merchant’s receipt is not itemized (i.e. merely states “miscellaneous supplies”), the cardholder must write in the required** information.

** Required Information:
- Meal Receipt: purpose and participants
- Airfare: purpose and participants if not referenced (team list)
- Conference: note name, purpose, and date of function
- Gift Certificates/Gifts: receipt, recipient and reason
Bank Card Statement Reconciliation

Reconciliation by the Cardholder

Each month the cardholder will receive a US Bank statement. The statement should arrive around the 23rd of each month. The cardholder statement will include all individual charges and credits for the billing period. Once the bank statement is received, the cardholder must:

- Review the statement for accuracy and verify each line with the merchant receipts/invoices.
- If an item is billed incorrectly or a questionable item (e.g. purchases which the cardholder does not believe he/she made), the cardholder or department administrator must contact US Bank prior to submitting the statement to Accounts Payable:
  - Cardholder completes the US Bank Dispute form; fax the original to US Bank and attach a copy of the form to the bank statement prior to submitting the statement to Accounts Payable
  - Circle the dollar amount of any items that are questionable, defective, or billed incorrectly and note “in dispute”
- If an item purchased is defective, return the item to the merchant for replacement or credit. If the merchant refuses to replace the defective item or fails to issue a credit, the purchase will be considered in dispute and the same procedure for questionable items described above are to be followed.
- Once each line item has been verified or disputed and the total matches the statement, the cardholder or Department Administration must sign on the “Approved by” line. Forward the statement to Accounts Payable with the receipts attached. Receipts smaller than a standard sheet of paper must be taped to a full sheet of paper to make sure they are not lost in transit.

(Continued on next page)
Late submission of your reconciled card statement will result in card purchases being charged to a department default account. The cardholder will be required to submit the reconciled statement with the appropriate account numbers as soon as possible. Repeated late submissions of reconciled card statements will result in the cancellation of card privileges.

Reconciliation by the Department Administrator

- Establish a date by which all cardholders under his/her authority must submit their statements and receipts to the administrator.
- Review monthly charges made by the cardholder(s) to make sure they are appropriate and that prohibited items were not purchased.
- Apply the appropriate account number(s) on the Travel Card Reconciliation form (or appropriate substitute) against which payment will be made. If the entire statement is to be charged to a single account number, then indicate this on the “Account Number” line of the Travel Card Reconciliation form.
- If multiple account numbers are to be used on a statement write each desired account number next to the appropriate dollar amount. **Only one dollar amount may be entered per account number on the reconciliation form.** If multiple transactions are assigned to one account #, enter the aggregate total next to the account number.
- Sign the Travel Card Reconciliation form when reconciled with the cardholder’s monthly bank statement.
- Forward the signed Travel Card Reconciliation and Cardholders’ bank statements along with receipts and US Bank Dispute form (if applicable) to Accounts Payable no later than the first working day of each month.
Billing Cycle

The billing cycle for the Travel Card is from the 19th to the 18th of each month. Charges and credits made during this period should appear on the bank statement, which is generally received by the 23rd of each month. A credit card statement will be mailed directly to the Cardholder by US Bank. Reconciled bank credit card statements are to be submitted to Accounts Payable no later than the first working day of each month for timely payment to meet the credit card requirements.

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<tr>
<th>Billing Cycle</th>
<th>19th to 18th of each month</th>
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<tr>
<td>Approx date</td>
<td>23rd of each month</td>
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<tr>
<td>Statements will be received</td>
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</tbody>
</table>

**Deadline for Cardholder**
submit reconciled statement and original receipts to Department Administrator
Each department to establish this date

**Deadline for Department Administrator**
submit statement with original receipts to Accounts Payable
First working day of each month

Fiscal Year Cutoff

All charges through the June 18th billing period of each year will be paid from the current fiscal year. All charges and credits made after June 18th (charges that appear on statements that arrive in July and thereafter) will be paid from new fiscal year funds.
Key Contacts

US Bank Corporate Card Services  
c/o US Bancorp Service Center Inc  
PO Box 6344  
Fargo, ND  58125-6344  

Report lost, compromised or stolen cards

Customer Services (800) 344-5696  
Dispute Department fax (701) 461-3463  

Report disputed or questioned items/charges on statement

Accounts Payable  
Nancy Connolly x2177  
connolln@pacificu.edu  
accountspayable@pacificu.edu

Contact for questions regarding Travel Card policies and procedures
Frequently Asked Questions

- **WHAT IF A CARDHOLDER LEAVES PACIFIC?**

  The cardholder must submit the card to Accounts Payable when leaving Pacific or transferring to a department where a Travel Card is not required. Cardholder must email Accounts Payable at accountspayable@pacificu.edu immediately upon a status change so that the current Travel Card Cardholder Agreement can be updated as required.

- **UNDER WHAT CIRCUMSTANCES MIGHT A TRANSACTION USING THE CARD BE DECLINED?**

  The purchase will be declined if: the cardholder has exceeded the designated transaction limit or monthly credit limit; or the cardholder attempts to use the card for an unauthorized purchase category.

- **WHO DO I CALL IF MY TRAVEL CARD IS LOST, COMPROMISED OR STOLEN?**

  Report lost, compromised or stolen cards immediately to US Bank Corporate Card Services at (800) 344-5696 and Accounts Payable at x2177. Also notify your Department Administrator.

- **I WOULD LIKE TO PURCHASE AN ITEM THAT COSTS $5,500. IS IT ACCEPTABLE TO SPLIT THE CHARGES TO STAY WITHIN THE $5,000.00 PER-PURCHASE GUIDELINE?**

  A cardholder should **never split charges** in order to avoid exceeding the transaction limits because of the capitalization policy adopted by the university. Disregard of this policy will result in the loss of using the Travel Card.

- **IF I HAVE A QUESTION ABOUT WHICH OBJECT CODE TO USE FOR A TRANSACTION, WHOM DO I CALL?**

  Contact Accounts Payable at x2177 about this or other questions regarding the use of the card.
WHAT SHOULD I DO IF I LOSE A RECEIPT?

You must attempt to obtain a receipt from the vendor.

- **Hotel/Motel/Bed & Breakfast**: the detail folio is required.
- **Grants**: items charged to a grant must have a receipt to fulfill grant requirements.
- **Receipts $50.00 or less**: if unable to secure a copy you must complete and sign the Travel Card Missing Receipt form. Forward to your Department Administrator for their approval and signature. Attach the form to your statement.
- **Meal/taxi receipts more than $50.00**: you may complete and fax the US Bank Dispute form, checking #13: I am not disputing this charge, however, I need a copy for my records. Complete a description of the charge in #14 (e.g. lunch at Pizza Schmizza with seminar speaker – Jane Doe). Attach a copy of the dispute form to your statement prior to submission to Accounts Payable.
- **All other missing receipts**: contact the Accounts Payable Cardholder Administrator for instructions.

HOW IS PROGRAM COMPLIANCE VERIFIED?

Accounts Payable will conduct a monthly post-transaction audit review. Additionally, departments should have their own procedures to monitor compliance. Misuse or abuse of the Travel Card procedures will result in the loss of the Card privileges.

WHAT HAPPENS IF I DON’T FOLLOW THE TIME LINES FOR CARD PAYMENT?

If your reconciled card statement is not returned by the date required, the card charges will be charged to a department default account. Repeated late reconciled statement submissions will result in the cancellation of card privileges.

WHAT IF I DON’T RECEIVE MY CARD STATEMENT?

If you don’t receive your card statement at the regularly scheduled date, call Accounts Payable and request a copy of your statement.
Travel Card
Cardholder Participation Agreement

Cardholder __________________________________________________

Department _________________________________   Extension __________

Department Administrator ________________________________________

I hereby acknowledge receipt of the Travel Card User Manual and agree to comply with the Travel Card Program policies and procedures.

I further agree to only use the card for authorized University travel and purchases and will not use the card for personal purchases nor loan the card to other persons. I understand the following items may NOT be purchased with the credit card.

- Air conditioners/heaters (unless approved by Facilities)
- Audio/visual equipment, computer hardware/software & related peripheral equipment (unless approved by UIS)
- Cash advances
- Contracts for:
  - individuals (e.g. consultants)
  - maintenance
  - public works or trades (including: carpet installation, building alteration/renovation)
  - real property purchases, leases, or long term rentals
- Firearms or weapons
- Furniture (unless approved by Facilities Director/Purchasing)
- Gasoline for personal vehicles (card may be used for gasoline for vehicle rentals, BBQ’s and small engines [e.g. lawn mowers])
- Gift certificates exceeding $25.00
- Illegal drugs, narcotics or controlled substances
- Insurance
- Items for personal use
- Items that attach to University buildings (e.g. window treatments, signs, bulletin boards)
- Single item equal to or greater than $5,000.00
- Splitting purchases to circumvent the per item transaction limit
- Telecommunications (e.g. phones, unless approved by UIS)
- Temporary employment agencies
- Websites (e.g. E-Bay, Craig’s List)
As holder of this credit card, I agree to accept the responsibility for the protection and proper use of the card as stated in the Cardholder Responsibilities section of the Travel Card Manual. If the card is lost, compromised or stolen, I will report such occurrence to US Bank, my Department Administrator, and Accounts Payable. Upon receipt of the monthly bank statement I will verify the accuracy of the charges and forward the statement along with supporting itemized receipts to my Department Administrator. If there is a disputed charge on the statement, I understand it is my obligation to contact US Bank for resolution.

I further understand that my card privileges may be revoked for improper use of the card or non-adherence to the Travel Card policies and procedures. Should I terminate employment with the University, or transfer to a department where a card is not required, I will return the card to Accounts Payable.

If the reconciled card statement is not returned to Accounts Payable by the 1st working day of the month the card balance will be charged to department default account

- - - - - - - - 7547.

I understand that the reconciled card statement must still be returned to Accounts Payable within 2 weeks of return to campus.

Signature _______________________________ Date _________
Cardholder

Signature _______________________________ Date _________
Department Administrator
Travel Card
Missing Receipt

I, ____________________________, have either not received or misplaced a Travel Card receipt totaling $ _____________.

This expense was on behalf of Pacific University.

This form is submitted in lieu of the original receipt.

Reference # ___________________________ Date: ____________________

Supplier: ___________________________ Amount: _________________

Items Purchased:   ______________________________________________
                    ______________________________________________
                    ______________________________________________

I certify that the amounts shown above were expended for Pacific University business purposes.

____________________________________             __________
Cardholder Signature                                                   Date

____________________________________             ___________
Department Administrator/Chairman                          Date
Travel Card Reconciliation
US Bank VISA

Month: _____________________________________

Department: __________________________ Name: __________________________

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<tr>
<th>Account Number: (One line per account #)</th>
<th>Approved Amount</th>
<th>Disputed Amount</th>
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<tr>
<td>(Disputed Vendor Name)</td>
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</table>

Approved Total (A)                      Disputed Total (B)

Statement Total (A + B)

Approved by: __________________________ Date: __________________

Please be sure itemized receipts are attached in statement line item order.
Merchant Name: Dispute Amount: Post Date: Transaction Amount:

I have examined the charges made to my account and I am disputing the above item for one of the following reasons:

1. _____ The sales receipt amount was increased from $__________ to $________.
2. _____ I did not authorize nor did I participate in the transaction.
3. _____ Although I did participate in a transaction with the merchant, I was billed for _______ transactions totaling $__________ that I did not engage in, nor did anyone authorized to use my card. I do have my credit card in my possession. Enclosed is a copy of my authorized sales slip.
4. _____ I did participate in the transaction. However, I paid for the transaction using another form of payment. (Describe form of payment: ______________________________________________. Enclosed is a copy of my form of payment (i.e. canceled check, other credit card statement, cash receipt, etc.)
5. _____ I did not receive $________ from an ATM located at ________________________.
6. _____ I have not received the merchandise which was to have been shipped to me. The expected delivery date was __________ (MM/DD/YY). I contacted the merchant ________________ (MM/DD/YY) and requested that my account be credited. I spoke with ________________ (name).
7. _____ Merchandise was shipped to me which arrived damaged and/or defective (circle one) on ________________ (MM/DD/YY). I returned it on ________________ (MM/DD/YY). I contacted the merchant on ________________ (MM/DD/YY) and requested that my account be credited. I spoke with ________________ (name). Enclosed is an explanation of how the merchandise was damaged or defective.
8. _____ I notified the merchant on ________________ (MM/DD/YY) at ___am/pm to cancel the pre-authorized order/reservation. Cancellation #____________________ (required). Reason for cancellation: ________________________________ ________________________________________. Person I spoke to: ______________________________________________.
9. _____ I have returned/canceled (circle one) the merchandise on ________________ (MM/DD/YY) because _____________________________________________________________. Enclosed is documentation showing proof of return or cancellation.
10. _____ The attached credit slip was listed as a charge on my statement.
11. _____ I was issued a credit slip for $________ on ________________ (MM/DD/YY), which has not been posted to my account.
12. _____ The charge in question was a single transaction (sale #1), but was billed twice to my statement. I did not authorize the second transaction.

<table>
<thead>
<tr>
<th>Sale #</th>
<th>Amount</th>
<th>Ref. #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale #1</td>
<td>$_______</td>
<td>Ref. # ____________________________</td>
</tr>
<tr>
<td>Sale #2</td>
<td>$_______</td>
<td>Ref # ____________________________</td>
</tr>
</tbody>
</table>
13. _____ I am not disputing this charge, however, I need a copy for my records.
14. _____ Other, please explain: ________________________________________________________________

Visa Card #: ____________________________________________
Cardholder Name: ________________________________________
Cardholder’s Signature: ____________________________________
Date signed: ____________________ Daytime Phone /Fax #: ____________________

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