

Travel and Hospitality Card Program Guide



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IOWA STATE UNIVERSITY TRAVEL & HOSPITALITY CARD PROGRAM
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II. Financial Policy

1. The T&H card is available to all Iowa State University faculty, staff and graduate assistants with the approval of the cardholder's manager and the department's cost center manager. All cardholders must sign and accept the terms and conditions of the Iowa State University Travel and Hospitality Card Program Cardholder Agreement and the Statement of Travel and Hospitality Card Receipt.
 2. Cardholders are expected to use the T&H card for allowable and appropriate business and hospitality expenses only.
 3. The T&H card may **not** be used for the following transactions:
 - Airline tickets purchased from sources **other than** ISU's contracted agencies or directly from an airline (i.e., no third party vendors such as Priceline, Orbitz, Expedia, etc.)
 - First class or business class airfare
 - Non-U.S. flag air carriers*
 - Airport lounges
 - Extra seating
 - Flight, personal or baggage insurance
 - Frequent flyer credits
 - Frequent flyer loyalty
 - Lost baggage
 - Rewards programs
 - Ticket rescheduling fees for personal reasons
 - Lodging through 3rd party marketplaces (e.g., Airbnb/VRBO) unless booked through ISU contracts such as Airbnb for Work**
 - Alcohol (while in travel status)
 - Car accidents
 - Car maintenance, car repairs, car washes, locksmith charges
 - Child care
 - Commuting (gas)
 - Personal entertainment
 - Personal grooming items
 - Personal purchases
 - Pet boarding
 - Spousal or family travel
 - Goods & services which should be purchased using a p-card
- Summary of Unallowable Travel Expenses** may be found at:
<http://www.controller.iastate.edu/travelinformation/unallowableexpenses.htm>
- * Purchases of airfare on a non-U.S. flag air carrier **using Federal funds** must include a Fly America Act Waiver Form.
- ** Airbnb for Work may be found at: <https://iastate.box.com/s/uzj8jnrn6hfx1lm49bvczbsqthtk7jb0>
4. Cardholders are expected to abide by university-wide policies and procedures.
 5. **All purchase transactions processed against the T&H card must be made by the individual to whom the card is issued, with the exception of airline tickets purchased through Concur by an ISU employee assigned as a travel arranger for a cardholder.** The card is to be used only by the named cardholder and is not to be loaned to another ISU employee, or other person. The named cardholder has full liability for any improper charges that result from allowing others to use their card.
 6. At times, University purchases may result in cash or cash-like incentives. The cash and/or incentives are the property of the University and may not be used for personal gain. Examples of such incentives include, but are not limited to: rebates, gift cards, two-for-one purchases and spend rewards. The University recommends that cardholders not participate in these promotional offers. It is the responsibility of the cardholder's department to ensure that any monetary or cash incentive reward received as a result of an Iowa State University purchase becomes the property of the University.
 7. The T&H card may be used for conference registration fees. Fees for optional events such as tours, golf outings and other similar events are considered personal and are not to be charged to the T&H card or a procurement card (p-card).

8. **HOSPITALITY EXPENSES** - The University has authorized use of the T&H card for allowable and appropriate meeting, event, and hospitality expenses **not to exceed the cardholder's authorized single purchase limit**. Hospitality expenses are allowed primarily for those functions with an explicit business purpose which include non-employees. Use of University funds for employee functions is allowable only in accordance with "Expenditures – Allowable, Appropriate, Documented" from the ISU Policy Library: <https://www.policy.iastate.edu/policy/business/expenditures>. (See Appendices Section I – Expenditures – Allowable, Appropriate, Documented.)

Acceptable uses include, but are not limited to:

- Annual staff retreats
- Events for student recruitment/retention
- Meals/hospitality for position interviewees/candidates
- Meals/hospitality for visiting speakers
- Meals/hospitality for visitors/meeting attendees
- Educational development seminars and conference expenses hosted by ISU
- Lodging for non-employees visiting ISU
- Meeting room expenses

While the University recommends ISU Catering for catering needs, a list of other authorized caterers for ISU departments and organizations to select from when holding events at ISU may be found at <https://www.riskmanagement.iastate.edu/vendors>.

With regard to purchase of alcoholic beverages, please refer to University policy.

9. **TRAVEL EXPENSES** - The University has authorized the use of the T&H card for allowable and appropriate business travel expenses **not to exceed the cardholder's authorized single purchase limit** (see Section V - Using the T&H card).

A **Summary of Allowable Travel Expenses** may be found at <http://www.controller.iastate.edu/travelinformation/allowableexpenses.htm> (See also Appendices Section I – Summary of Allowable Travel Expenses).

10. Purchases must be for the use and benefit of the University. **NO PERSONAL PURCHASES ARE ALLOWED**. If any portion of a T&H card transaction is determined to be a personal purchase, that amount will be deducted from any reimbursement claimed by the cardholder by using the personal expense checkbox when completing the expense report. If the total reimbursement is a negative total, the amount will be charged to the cardholder's U-Bill after seven days.
11. It is the cardholder's responsibility, within thirty days of the transaction posting to Workday, to attach legible, itemized receipts when required (see Section VI – Proof of purchase documentation), and enter the business purpose, Worktag(s) and transaction description information to the expense report in Workday, OR to provide that information to their procurement and expense specialist (PES) at finance_delivery@iastate.edu. Failure to enter or provide this information within thirty days of the post date will be grounds for suspension of card privileges. Incomplete transactions that reach sixty days past the post date to Workday may be moved to the cardholder's U-Bill. Cardholders who have extenuating circumstances or supplier issues that preclude them from completing the expense report may not be subject to late transaction penalties if they contact Procurement Services (515-294-7024 or cardservices@iastate.edu) for assistance. (see Section VII – Creating an Expense Report.)
12. The cardholder shall provide documentation regarding the business purpose of all T&H card hospitality transactions, including beginning and ending dates, location, event type, and names of participants. This information is required for compliance with IRS regulations and must be provided when completing the expense report.

13. It is the cardholder's responsibility to report a lost or stolen card immediately to:
 - The **ISU Card Services Team at 515-294-7024** (during business hours) **or**
 - **U.S. Bank at 800-344-5696** (outside normal business hours, on weekends or holidays) **and**
 - The **ISU Police** at 515-294-4428.
14. It is the cardholder's responsibility to request exemption of sales tax through the proper use of the University's sales tax exemption number: 1-85000775M. Although some travel expenses (e.g., airline tickets, hotel rooms) are not exempt from tax, many hospitality expenses (e.g., restaurant meals, refreshments for events), are tax exempt.
15. The cardholder's procurement and expense specialists (PES) are responsible for ensuring that the proper University Worktag and spend category combinations are assigned to T&H card transactions when completing the expense report. Any Worktag may be used when completing the expense report, with the exception of Campus Organization Worktags.
16. It is the cardholder's responsibility to attempt to resolve a discrepancy with a supplier within ten (10) days of receipt of purchase. If a resolution is not possible, the cardholder must contact the card services team (515-294-7024 or cardservices@iastate.edu) with supporting information within thirty (30) days of the transaction post date.
17. Violating any of the T&H card program policies may result in the immediate termination of the privilege to use the T&H card. Non-adherence to any of the procedures enumerated in the Agreement, the Program Guide, or the Statement of Travel & Hospitality Card Receipt will result in revocation of individual cardholder privileges and may result in revocation of all division or departmental T&H cards. An e-mail reminder/warning regarding policy violations will be sent directly the cardholder by Procurement Services and/or Controller's Department. Three violations by a cardholder may result in permanent suspension of card privileges.
- 18. Fraudulent use of the T&H card will result in disciplinary action in accordance with the policies of Iowa State University Human Resources.**

III. Credit limits and restrictions

The T&H card program simplifies the procurement process by facilitating point-of-sale and online procurement. Procurement responsibility is delegated to the cardholder's department, enabling an authorized cardholder to place an order directly with a supplier. The T&H card program provides enhanced control for all transactions by producing immediate decisions on three (3) specific authorization criteria as explained below.

When a purchase authorization is requested by a supplier at the point-of-sale or online, the Visa system validates the transaction against pre-set limits established by Procurement Services in conjunction with the cardholder's department. All transactions are approved or declined based on the following T&H card authorization criteria:

- Single purchase limit, **not to exceed** \$4,900.
- Spending limit per monthly cycle, up to \$15,000.
- Approved merchant commodity codes.

The maximum standard limits for the ISU T&H card are shown above. Departments may request lower limits for cardholders, and under special circumstances, departments may request higher limits. Requests for limit changes may be temporary or permanent, and must be requested by the cardholder through the Create Request task in Workday. Cardholders may search 'card' in the Request Type box and

select “*Card Change Request – All Types*” to complete the request. All card change requests route to the cardholder’s manager and cost center manager for approval. Requests for limits exceeding the maximum standard limits, and all special requests, also route to the University’s chief procurement officer, or designee, for approval. It is recommended that cardholders anticipate spending needs and make limit change requests at least five (5) business days prior to the anticipated purchase.

When setting card limits, keep in mind the monthly cycle runs from the 12th of the month to the 11th of the following month. However, if the 11th falls on a weekend or holiday, the cycle will end on the following business day.

IV. Application process

Cardholders are required to complete the Iowa State University T&H card program online application and attend an orientation session to obtain a T&H card.

T&H card applications may be submitted by the applicant through the **Create Request** task in Workday (<https://www.procurement.iastate.edu/card-services/procurement-card/how>).

- Navigate to the task by searching **Create Request** from the Workday Landing Page.
- Search ‘**card**’ in the Request Type box, press enter, and select Card Application – Travel and Hospitality Card (T&H).

The T&H card is available to all Iowa State University faculty, staff and graduate assistants with the approval of cardholder’s manager and the department’s cost center manager. Hourly employees are not eligible to have a T&H card.

Each new T&H card ordered will be sent directly to Procurement Services, to be distributed to the cardholder at or after attendance at cardholder orientation. Cardholders will be provided with specific information needed to activate their corporate card during cardholder orientation. Cardholders may enroll in **Travel & Hospitality Card Orientation** sessions through Learn@ISU.

The cardholder’s personal credit history will in no way be affected by the ISU T&H card.

Cardholders who transfer to a different university department will have their T&H card cancelled with the bank. To obtain another card, the cardholder will need to initiate a new T&H card application, to be approved by their new manager and cost center manager.

V. Using the T&H card

The T&H card program provides another option to the existing procurement procedures regarding transactions for travel and hospitality expenses valued at \$4,900 or less. **No single purchase is to exceed the cardholder’s single purchase limit.** Making multiple transactions to the same supplier to bypass a card’s single purchase limit is a violation of the Cardholder Agreement and Statement of Receipt, signed by the cardholder. Any evidence that a cardholder has used these or other means to bypass the single purchase limit may result in the loss of T&H card privileges.

Purchases of T&H card restricted commodities, and purchases of more than \$4,900 (or the cardholder’s single purchase limit), should continue to be processed in accordance with established procurement/disbursement policies and procedures. Methods of procuring items that cannot be

purchased with a T&H card might include creating catalog requisitions (cyBUY) or non-catalog requisitions (resulting in a purchase order). Additional information about procurement procedures may be found at the procurement services web site, <https://www.procurement.iastate.edu/resources/payment-and-procurement-methods>.

Please be certain to follow these procedures when using the T&H card:

- Identify if the purchase is appropriate for the T&H card. Check the list of allowable/unallowable expenses at <http://www.controller.iastate.edu/travelinformation/allowableexpenses.htm>; <http://www.controller.iastate.edu/travelinformation/unallowableexpenses.htm>; <http://www.controller.iastate.edu/accounting/allowability.htm>.
- Determine if your transaction total is less than your authorized single purchase limit. If not, the transaction must be processed in accordance with established procurement/disbursement policies and procedures, and the card may not be utilized.
- Contact the supplier and:
 - **If applicable** (e.g., for hospitality purchases) - State that you are from Iowa State University, and you will be making a Visa purchase. **EMPHASIZE THAT THE UNIVERSITY IS SALES TAX EXEMPT!**
 - If the supplier requests the University's sales tax exempt number, please provide the appropriate number: **Sales Tax: 1-85000775M**
 - If the supplier requests a University sales tax exempt certificate, request a form at <https://www.procurement.iastate.edu/resources/salestax/tax-exempt-form>.
 - Make the purchase.
 - Give supplier the T&H card number and expiration date, and Card Verification Value (CVV), if requested. VISA guidelines prohibit suppliers from requiring cardholders to complete a document that includes the cardholder's name, full card number, expiration date and CVV number.
 - Give supplier your name, the department name, and complete delivery address. (Please provide complete shipping address, including building name, room number, and street address to insure proper delivery.) If the supplier asks for the statement or billing address, it is generally your office address. Contact the card services help desk at 515-294-7024 or cardservices@iastate.edu for specific information.
- Make sure that the appropriate departmental personnel are aware of your purchase, and that you have followed all departmental procedures, including University record retention/documentation requirements found at <https://records.policy.iastate.edu/>. Federal records disposition schedules will take precedence over the University Records Retention Policy and Schedule.
- **A legible, itemized transaction receipt must be retained for ALL of the following T&H card charges, as part of the purchase transaction documentation, as noted in Section VI :**
 - Transactions exceeding \$75
 - Airfare
 - Lodging
 - Hospitality and Group meals
 - Purchases on behalf of another

- **In case of refunds, the cardholder is responsible for coordinating the refund directly with the supplier and for contacting the card services team with any unresolved issues.**

VI. Proof of purchase documentation

The T&H card program facilitates point-of-sale purchases, giving authorized cardholders the ability to make specific travel and hospitality purchases directly from a supplier. It is the responsibility of each cardholder and their procurement and expense specialists to attach legible, itemized receipts to T&H card transactions when required (e.g., airfare, lodging, hospitality, purchases made on behalf of another person, and transactions exceeding \$75), when processing the expense report in Workday. Documentation **MUST** support an authorized (acceptable) business purpose for all transactions made with the T&H card.

Supporting documentation might include the following:

- Final hotel folio
- Meal receipts (for hospitality meals and travel meals exceeding \$75: per diem rates apply to travel meals of \$75 or less, so no receipt is required)
- Parking receipts
- Property Receipt Form (RPF) or Research Participant Receipt Form (RPRF) signed by recipients of any property or gift cards purchased (see <http://www.controller.iastate.edu/controller/rprf.htm>).
- Registration form or confirmation
- Certificate of lost receipt (<https://www.procurement.iastate.edu/card-services/procurement-card/forms>).

Gifts/Gift Card Documentation – a Property Receipt Form (RPF) or Research Participant Receipt Form (RPRF) is required as documentation for all gifts/gift cards distributed, regardless of cost, even if under \$75.

Documentation should be retained in accordance with the University Records Retention Guidance and Schedule found at <https://records.policy.iastate.edu/>. Federal contracts may require the application of federal records disposition schedules. In such cases, the federal records disposition schedules will take precedence over the University Records Retention Policy and Schedule.

Transactions will be subject to audit by Procurement Services, Controller’s Department, Internal Audit and/or State of Iowa Auditors.

VII. Creating an expense report

Workday receives daily electronic transmissions from the bank containing posted T&H card transactions. All T&H card transactions transmitted from the bank must be reconciled through an expense report. The cardholder will receive an e-mail and Workday notification every Monday, identifying T&H card transactions that have not been processed on an expense report.

Cardholders may create and route their own expense reports in Workday, or request that a procurement and expense specialist (PES) do so on their behalf by e-mailing finance_delivery@iastate.edu.

1. *If the cardholder is completing the expense report, the job aid may be found at:*

Create Expense Report Job Aid: <https://iastate.app.box.com/v/create-exp-report>

2. *If* the cardholder is requesting a PES complete the expense report on their behalf, the cardholder will need to send the request to finance_delivery@iastate.edu, with the information required to process the expense report. Required information would include a legible, itemized receipt and a business purpose, at a minimum, but may also include funding Worktags.
3. Other than the PES, employees cannot create an expense report in Workday on behalf of another employee.
4. Expense reports may include both reimbursable items (e.g., mileage), as well as T&H card transactions (non-reimbursable).
5. Approval routing for expense reports is as follows:
 - *If* submitted by the cardholder, routes to the PES for review.
 - If submitted by PES on behalf of cardholder, routes to cardholder for review.
 - After cardholder and PES review, routes to cost center manager(s) associated with the Worktag(s) for approval.
 - *If* the expense report contains grant Worktags, it also routes to grants finance specialist for review.

Cardholders may review their incomplete T&H card transactions via the report ***My Expense Transactions*** in Workday. If the cardholder fails to enter the expense report information, or to provide that information to a PES so that transactions may be completed within thirty days of the post-date to Workday, it will be grounds for suspension of card privileges. Suspended cards may be reinstated when all outstanding transactions are completed. The cardholder, or Improved Service Delivery (ISD) team supervisor, should notify the Director of Procurement Services and the cardholder's cost center manager when all outstanding transactions have been completed, so card privileges may be reinstated. If a cardholder has had two previous card suspensions for any reason, including overdue transactions, they may permanently lose their card privileges.

If a cardholder has incomplete transactions that equal or exceed sixty days past the post date to Workday, and communication to the cardholder from Finance Delivery/Procurement Services does not resolve the overdue transactions, or the cardholder does not respond, transactions will be **posted** to the cardholder's U-Bill. Transactions that post to the cardholder's U-Bill may only be reversed with the permission of the Senior Vice President for Operations and Finance, or their designee. Cardholders who have extenuating circumstances or supplier issues that preclude them from completing the expense report may not be subject to late transaction penalties if they contact Procurement Services (515-294-7024 or cardservices@iastate.edu) for assistance.

Keep in mind that the supplier is paid on the transaction post date, and the University's credit card charges are paid by electronic fund transfer regardless of incorrect totals or disputed charges. Do not ignore notifications for T&H card transactions not yet expensed, as disputed transactions or cases of fraudulent activity must be identified to U.S. Bank within 60 days (see Section IX - Transaction discrepancies, disputes, and fraud). Fraudulent charges and their corresponding credits should be processed on the same expense report.

VIII. Segregation of duties

An appropriate segregation of duties requires that at least two people are substantially involved in a transaction. Substantial involvement means that a person other than the cardholder is reviewing card transactions for appropriateness, allowability, funding source, and business purpose.

In Workday, segregation of duties is accomplished in the following ways:

- A PES may process an expense report on behalf of the cardholder.
- An expense report processed by the cardholder routes to a PES for review.
- A submitted expense report routes to a cost center manager for review and approval. If the cost center manager is the cardholder, the expense report routes to their manager for review and approval.

IX. Transaction discrepancies, disputes, and fraud

Unauthorized transactions to unknown suppliers should be reported to the card services team immediately. If transactions are determined to be fraudulent, the card services team will notify U.S. Bank fraud prevention.

For unrecognized or incorrect transactions, the cardholder should first seek resolution with the supplier. If resolution cannot be achieved with the supplier, the cardholder shall contact the card services team, within 30 days of the post date, with supporting information. The card services team will investigate the transaction, and, if appropriate, initiate a dispute through U.S. Bank. Once the charge is disputed, U.S. Bank will request documentation from the supplier. If the supplier fails to provide suitable documentation supporting the charge, the disputed amount will be credited back to the cardholder's account.

Transactions sixty (60) days past the cycle date (see Section III) cannot be reported as fraudulent or be disputed with U.S. Bank, and will be the responsibility of the cardholder's department.

X. Reporting a lost or stolen card

If a T&H card is lost or stolen, the cardholder MUST IMMEDIATELY:

- **CONTACT THE CARD SERVICES TEAM** at 515-294-7024 during business hours, **or**
- **CONTACT U.S. BANK** at 800-344-5696 after business hours, on weekends or holidays and then notify the card services team at cardservices@iastate.edu.
- **CONTACT ISU POLICE** at 515-294-4428.

The cardholder's department has full liability for any charges to the card, prior to the time it is reported lost or stolen. Should you need emergency assistance from Visa that U.S. Bank is unable to provide, Visa may be contacted at 1-800-847-2911.

XI. Employee transfer or termination

The employee or employing department must immediately notify the card services team (515-294-7024 or cardservices@iastate.edu) upon learning of cardholder terminations or transfers. The card services team will notify U.S. Bank to terminate card privileges on the cardholder's last day of employment (or earlier, if requested), thereby protecting the University through Visa's Liability Waiver Program. Failure to notify U.S. Bank within two (2) days of learning of an employment status change voids this protection. The employing department is responsible for destroying and discarding the T&H card once the cardholder leaves the University/department. **Do NOT send active T&H cards through campus mail.**

Cardholders who transfer to a different university department will have their T&H card cancelled with the bank. To obtain another card, the cardholder will need to initiate a new T&H card application, to be approved by their new manager and cost center manager.

XII. Sales Tax Exemption

Iowa State University (ISU), as a state educational institution, is exempt from paying state sales tax or local option sales tax on goods, services and supplies purchased in or shipped to the state of Iowa. The states listed in the following table also grant tax exempt status to Iowa State University for goods or services purchased while in their state. As indicated in the table, a form or copy of a letter is usually required.

To request an Iowa sales tax exempt certificate complete the form located at:
<https://www.procurement.iastate.edu/resources/salestax/tax-exempt-form>.

Iowa State University is tax exempt in many states, forms for states other than Iowa are available at:
<https://www.procurement.iastate.edu/resources/salestax>.

XIII. Additional resources

Procurement Services

“How Do I Buy...”: <https://www.procurement.iastate.edu/resources/commodities>

Procurement & Payment Methods: <https://www.procurement.iastate.edu/resources/payment-and-procurement-methods>

Staff List /Commodity Assignments: <https://www.procurement.iastate.edu/about/staff>

Which card should I use?: <https://www.procurement.iastate.edu/card-services/which-card-should-i-use>

University Policy Manual

Records Retention: <https://www.policy.iastate.edu/policy/records>

Controller’s Department

Allowability & Appropriateness : <http://www.controller.iastate.edu/accounting/allowability.pdf>

Contracts and Grants Expenditures – Allowability & Appropriateness:
<https://www.policy.iastate.edu/policy/contractsgrants/expenditures>

Expenditures Involving Foundation Funds: <https://www.policy.iastate.edu/policy/foundation>

Gift Certificates: <http://www.controller.iastate.edu/accounting/giftcertificates.htm>

Research Participant Payment Process: <http://www.controller.iastate.edu/controller/rprf.htm>

Summary of Allowable Travel Expenses: <https://www.policy.iastate.edu/travel/authorization>

Communication Technology

Communication Technology Allowance: <https://www.policy.iastate.edu/policy/communicationtech>

Office of University Counsel

Conflict of Interest/Gifts: <https://www.policy.iastate.edu/policy/gifts>

Trademark Licensing Office

Trademark Management— <https://www.policy.iastate.edu/policy/trademark>