

## Frequently Asked Questions

### Q. When will the charges be available in AggieTravel?

A. Normally, transactions import into AggieTravel two business days after posting to the account. Account activity may be reviewed at US Bank's website <https://access.usbank.com>.

### Q. How do I change my department on the card?

A. Ensure all charges on your account have been paid and submit an updated application to [travelhelp@ucdavis.edu](mailto:travelhelp@ucdavis.edu).

### Q. What if my card is lost, stolen, or used in an unauthorized fashion?

A. Call US Bank at 800-344-5696 to report your card lost, stolen, or report unauthorized transactions.

### Q. How do I cancel my card?

A. The cardholder or account manager may cancel the Travel card by emailing the last four digits the card number, along with your name and reason for cancellation, to [travelhelp@ucdavis.edu](mailto:travelhelp@ucdavis.edu). The card must be destroyed.

## Resources

Travel and Entertainment Website:

[http://afs.ucdavis.edu/our\\_services/travel-entertainment/index.html](http://afs.ucdavis.edu/our_services/travel-entertainment/index.html)

Travel Card Website:

[http://afs.ucdavis.edu/our\\_services/travel-entertainment/te-visa/index.html](http://afs.ucdavis.edu/our_services/travel-entertainment/te-visa/index.html)

Travel Policy:

<http://policy.ucop.edu/doc/3420365/BFB-G-28>

Entertainment Policy:

<http://policy.ucop.edu/doc/3420364/BFB-BUS-79>

AggieTravel Website:

<http://afs.ucdavis.edu/systems/aggie-travel/index.html>

US Bank Website:

<https://access.usbank.com>

Travel Card Help Desk E-mail:

[travelhelp@ucdavis.edu](mailto:travelhelp@ucdavis.edu)

# UC Davis

# Travel Visa<sup>®</sup> Card

# Program

This brochure is an overview of the UC Davis Travel Visa<sup>®</sup> Card (Travel card) Program. It is not a substitute for policy. On the back of this pamphlet, you will find links to policy and other resources that should be consulted in case of questions.

## Card Benefits

The Travel Card is an effective payment tool for travel and entertainment expenses, providing the following benefits:

- Convenient payments (including prepayments) to vendors who accept Visa<sup>®</sup>
- Access to cash advances
- Online account reconciliation

## Program Overview

Eligibility is based on employment status, not personal credit history. Permanent, temporary, and contracted employees may apply for a Travel card. Please note the Travel card is set as contingent liability. The University will issue payment to US Bank only for approved expenses not previously reimbursed.

### The Application Process

Visit our website to apply for a Travel card. After completing the application online and agreeing to the terms, forward the signed application to the Department Head for his/her signature. Lastly, email the fully executed application to [travelhelp@ucdavis.edu](mailto:travelhelp@ucdavis.edu) and allow 7 – 10 business days for processing and 10 business days for US Bank to mail the card to your address. (Rush processing and delivery is available upon request. Please include “RUSH” on the subject line of the email.)

### The Approval and Payment Process

Travel card transactions import into AggieTravel, the expense application, for reconciliation. Cardholders must assign imported charges to an expense report and submit for approval in a timely manner. The account manager (fiscal officer), department reviewer, and accounts payable department review expense reports to confirm appropriateness. After expenses are approved, the University issues payment to US Bank on behalf of cardholders.

## Use It For ...

- Airfare
- Lodging
- Cash Advances
- Meals
- Ground Transportation
- Registration Fees
- Business Meetings
- Donor Relations
- Programmatic Activities
- Recruitment
- On-the-Job Meals
- Morale Building Activities

### Do Not Use It For...

- Services, other than those specified above
- Office Supplies
- Furniture
- Repairs
- Utilities
- Personal Use

## Cardholder Responsibilities

Cardholders must comply with all applicable University policies and procedures. This includes any limitations, exclusions, and restrictions imposed by the University of California Policy G-28 and Bus-79 (links to policy listed on the back of pamphlet).

### Managing the Account

Cardholders are responsible for timely payments to US Bank by submitting expense reports within 30 days of the transaction date. Cardholders are also responsible for late fees and inadvertently incurred personal charges. These type of charges must be assigned to an expense report, marked as personal, and paid to US Bank directly.

Accounting and Financial Services oversees the Travel card program and may contact cardholders and their department to resolve delinquent accounts and to ensure travel and entertainment policies are being followed.

### Training

Cardholders are strongly encouraged to attend travel, entertainment policy, and expense reporting classes, which are available through the UC Learning Center. To register, visit [lms.ucdavis.edu](https://lms.ucdavis.edu). Additional Travel Card resources are listed on the back of this pamphlet.