

Travel Card FAQs

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GENERAL QUESTIONS

1. What are the benefits of the Travel Card?

- University expenses are handled separately not commingled with personal funds.
- Electronic submission of expenses via eBERF from any web-enabled computer.
- Charges are not tied to a single account. When reconciling charges in an eBERF, submitters can indicate which accounts need to be charged.
- Approvers have the ability to review charges for approvals before they are charged to their accounts.
- Ability to track the status of an eBERF reimbursement request as it moves through the approval loop.
- Lower out of pocket expenses for cardholder: UM sends payments directly to US Bank for all approved charges.
- Payments are made directly to U.S. Bank on behalf of the employee, for all approved expenses.
- Cardholder will save time and paperwork when using the card for travel and entertainment purchases.
- Expedited reimbursements.
- The U.S. Bank Travel MasterCard is accepted at over 19 million merchant locations worldwide.

2. Is there a credit check when applying for the Travel Card?

No. Your social security number will be collected on the application, but the card will be issued based on the University of Miami's credit. The Travel Card activities will not appear on your credit report.

3. What is the credit limit for the Travel Card?

Each card is issued with a \$5,000 credit limit. If you need to adjust your limit, email a request to [Sean Sadler](#), the Corporate Cards Office Manager, with the following information:

- Documentation supporting the number of reimbursements submitted in the past year
- Documentation supporting the total dollar amount reimbursed in the past year
- An anticipated monthly expenditure amount

APPLICATION QUESTIONS

4. How do I apply for the Travel Card?

The Travel Card application process is available at:

http://www.miami.edu/finance/index.php/travelcard/travel_card_application/.

5. Can the applicant designate another person to attend eBERF training on their behalf?

It depends. The only person required to attend the eBERF & Travel Card training session is the person responsible for submitting the eBERFs. If the applicant will submit their own eBERFs, the answer is **no**. The applicant will need to attend the training. However, if the applicant has someone who will submit their reimbursements on their behalf, then the answer is **yes**. The applicant's submitter, aka designee, would be the one who needs to attend the training session.

6. How do I set up a Travel Card designee?

The only time a Travel Card designee can be set up, is if the applicant has someone who will submit their reimbursements on their behalf. The designee's full name needs to be included on the applicant's Travel Card application (step 3) in the **Optional 1** field. The applicant must also send an email to the Corporate Cards Office with verbiage indicating the selection of a Travel Card designee. The exact instructions, along with the email verbiage, will be sent to the applicant from the Corporate Cards Office. It is included in the same email that contains the link to U.S. Bank's online application.

Note: Selecting a designee during the application process will **not** give them access to the applicant's Travel Card charges in UMeNET. The information is collected solely for application purposes. After the applicant receives and uses their Travel Card, they need to login to UMeNET and complete the following instructions:

https://umshare.miami.edu/web/wda/accountspayable/Disbursement/Assign_Travel_Card_Charge_View_upgrade.pdf. After this is entered, the designee will be able to access all current and future Travel Card charges in UMeNET.

7. Where is the Travel Card Agreement & Release eForm located?

The Travel Card Agreement & Release eForm is the second step in the Travel Card application process.

1. Log into UMeNET (<https://enet.miami.edu>) with your caneID and caneID password.
2. Click Create on the actions toolbar and select Travel Card Agreement eForm. If you don't see this option, click the arrow button and then select the *More...* option to view all UMeNET document types.

After your supervisor approves this submitted eForm, it will be automatically sent to the Corporate Cards Office. At that time their office will email the application instructions to the applicant.

8. How long does it take to receive the Travel Card?

After the application has been processed, the Travel Card will be mailed within 7 – 10 business days. It will be sent to the home address to be included on the application. You will know when your application is processed because you will receive a Welcome Email from the Ariba system.

APPROPRIATE CARD USAGE QUESTIONS

9. What can I purchase using my Travel Card?

The Travel Card is intended to be used only for University-approved expenses related to travel and entertainment. It is not a replacement for the PCard program or for existing University payment methods like Purchase Requisitions and eChecks. Typical Travel Card charges incurred for UM business include:

1. Airline Expense
2. Hotel/Lodging Expense
3. Meals
 - Using the Travel Card to pay for your trip meals means you are no longer eligible to request the Per Diem Meal Allowance. You will need to keep track of your original itemized receipts because you will be reimbursed for Actual Meals.
4. Transportation Expense
5. Automobile Rentals
6. Entertainment Expense
 - excluding catering
7. Incidental Travel Expenses e.g. business-related telephone calls, baggage handling, and parking
8. Membership Registration
9. Subscription
10. Meeting Subsistence

The Travel Card is not a means of personal credit. No personal expenses of any kind should be charged to the Travel Card. The Corporate Cards Office is auditing all charges and any misuse of the Travel Card program will be reported to Human Resources for disciplinary action.

10. Can I use the Travel Card to pay for personal expenses?

No. The Travel Card is intended solely for University-related travel and entertainment expenses. All charges will be audited by the Corporate Cards Office. Misuses of the Travel Card will be reported to Human Resources and disciplinary action may follow.

PAYMENT QUESTIONS

11. Who is responsible for submitting payments to U.S. Bank each month: the cardholder or UM?

The Travel Card is set up to be Personal Liability/Corporate Pay **on approved expenses**. The University of Miami will take care of sending payments directly to U.S. Bank on behalf of the cardholder for all charges that are reconciled and approved in an eBERF. Here is how the program works from start to finish:

1. Each night U.S. Bank sends a file to UM containing charges that have posted to a UM account.
2. UM loads these charges into UMeNET/Ariba. Cardholders will receive an email whenever new charges have loaded.
3. The cardholders or their designees will log into UMeNET/Ariba to reconcile these charges in eBERFs.
4. After an eBERF has been submitted, it will go through the approval process.
5. Once fully approved, **UM will send payment for all approved charges** directly to U.S. Bank to be applied to the cardholder's account. Payments are not made daily. Instead, they will be made monthly based on the [Travel Card Cycle Schedule](#).

UM does not send payments for charges that are unreconciled, denied, or that have had their amounts adjusted by approvers. It becomes the cardholder's responsibility to send payments for these charges directly to U.S. Bank to be received and posted before the billing due date.

12. Can you provide scenarios where UM will not make payment to U.S. Bank for the cardholder?

- A \$50 charge is reconciled in an eBERF but one of the approvers adjusts the amount to only approve \$30.
 - UM will send only a \$30 payment to U.S. Bank.
 - The cardholder must send the remaining \$20 to the bank before the due date.
- A \$40 charge is reconciled in an eBERF, but an approver denies the entire charge.
 - UM will not send any payment to U.S. Bank.
 - The cardholder must send a \$40 payment to U.S. Bank before the billing due date.
- A \$70 charge is **never** reconciled in an eBERF.
 - UM will not make payment to US Bank until the charge is reconciled in a fully approved eBERF.
 - The cardholder must send a \$70 payment to U.S. Bank before the billing due date.

RECONCILIATION QUESTIONS

13. When do I need to submit the eBERFs reconciling my Travel Card charges?

To ensure payment by UM is made by the appropriate due date, Travel Card charges need to be reconciled in eBERFs in a timely fashion. A [Travel Card Cycle Schedule](#) has been created to outline when the Travel Card eBERFs need to be in the Disbursements/Sponsored Programs Office for approval. The schedule makes this determination based on the Posting Date of your charges.

14. How do I reconcile a Travel Card charge in an eBERF?

The steps on how to reconcile Travel Card Charges are found here:

https://umshare.miami.edu/web/wda/accountspayable/Disbursement/Reconcile_Travel_Card_Charges_upgrade.pdf.

15. Why can't I see the Charges tab when I try to reconcile charges for another person?

First, make sure that you have the cardholder's name listed in the Payee field.

If you already have the cardholder listed as the Payee and you still do not see the Charges tab, the cardholder has not assigned you as a Charge Viewer yet. For security reasons, UMeNET will give only the cardholders initial access to their Travel Card charges. If cardholders need others to access and reconcile their charges, the cardholders need to log into UMeNET and complete the steps to Assign a Travel Card Viewer:

https://umshare.miami.edu/web/wda/accountspayable/Disbursement/Assign_Travel_Card_Charge_Viewer_upgrade.pdf.

Note: The Charges tab will only appear if the cardholder has pending charges waiting to be reconciled.

16. What instructions do I follow to give another person access to my Travel Card charges?

For security reasons, UMeNET will give only the cardholders initial access to their Travel Card charges. Before others can view and reconcile your charges on your behalf, you need to log into UMeNET and complete the steps to Assign a Travel Card Viewer:

https://umshare.miami.edu/web/wda/accountspayable/Disbursement/Assign_Travel_Card_Charge_Viewer_upgrade.pdf.

17. One of my Travel Card charges was denied in eBERF. What do I need to do to make sure my full balance gets paid?

The University of Miami will send payment only for approved Travel Card charges. Any adjusted or denied charges become the cardholder's responsibility. You would need to submit payment to U.S. Bank for the charge amount to be received before the billing due date. U.S. Bank can receive payments in two ways:

1. Check sent by regular mail and using the paper statement that is sent each month.
2. Online using the [Access Online](#) website.

SPECIAL RECONCILIATION QUESTIONS

18. Are there any special instructions I should follow when reconciling advanced airfare purchases for non-employees?

Yes. Click on the following link to view these special instructions: [click here](#)

19. There are fraudulent charges on my Travel Card account, but I'm receiving the Overdue Charge email from Ariba. What should I do?

It is the Corporate Cards Office policy that regardless of the circumstance, every single charge that loads into UMeNET needs to be reconciled in an eBERF. If they're not reconciled, the cardholder will receive the Overdue Charge emails. There's no way for us to delete charges from the system.

Now in those cases where the charge shouldn't be paid (e.g. fraudulent charges), you'll do the following:

1. Contact U.S. Bank to flag the fraudulent charge and correct your statement balance.
2. Create a new eBERF.
3. Reconcile the charges in the eBERF and complete the missing information.
4. Change the **Personal** field to **Yes**.
5. In the Comment section explain that these are fraudulent charges and should not be paid
6. Submit the eBERF and send the eBERF printout to the final approver (Disbursement/Sponsored Programs).
7. Once this is fully approved the document amount will be \$0.00. So no money will be charged to the department and no money will be sent to U.S. Bank. But the charges will be cleared from the cardholder's pending charges queue and will no longer receive the Overdue Charge emails.

20. One of my previous charges was credited back to my Travel Card. The credit charge loaded into UMeNET, do I still need to reconcile this credit card on an eBERF?

Yes. All Travel Card transactions need to be reconciled on an eBERF. So shortly, you'll receive an email advising of a new charge loading into Ariba for the credited amount. You should bring both the credit and expense into one eBERF, provide all the missing information and explanations. Once submitted, you still need to send the copy of the eBERF printout to the final approver (Disbursements or Sponsored Programs) or else they won't know to go into the eBERF to review it.

Once this gets fully approved, both charges will be cleared from your cue. No money will be charged to your account and no payment will be made to US Bank.

21. What is the proper procedure to follow when disputing a Travel Card charge?

1. Call U.S. Bank to dispute the charge.
2. U.S. Bank will add a provisional credit to your account, which will also be sent to UMeNET for reconciliation.
3. Bring the charge and the credit into an eBERF.
4. In the Business Purpose, explain situation behind the dispute of the charge.
5. Submit the eBERF and send the eBERF printout to the final approver (Disbursement/Sponsored Programs).
6. No money charged to your department's account or be paid to U.S. Bank.
7. In a few months, U.S. Bank will contact you with the results of the dispute.
 - a. If it was resolved in your favor, no additional action needs to be taken.
 - b. If it was resolved in the merchant's favor, U.S. Bank will add a new charge to your statement, which will be loaded into UMeNET. You'll then be required to submit another eBERF with this charge.