



Table of Contents

Introduction	2
ASU Travel Card program	2
Eligibility	2
Primary travel account	2
Receiving and using the Travel Card	3
Card delivery	3
Card activation	3
Use of the ASU Travel Card	3
Card period	4
Securing the Travel Card	4
Chip and PIN technology	4
Card limits	5
Monthly card limits	5
Cancelation and suspension	5
Card cancelation by the cardholder	5
Card cancelation by ASU	5
Temporary suspension by ASU	5
Declined and disputed transactions	6
Declined charges	6
Disputed transactions	6

Introduction

The ASU Travel Card is a university-liability U.S. Visa credit card program used with ASU's [My ASU TRIP](#) travel system. The ASU Travel Card is only for travel-related services incurred while conducting official university business. The university directly pays ASU Travel Card expenses. Cardholders must allocate costs to the appropriate Workday account by submitting a travel expense report through My ASU TRIP no later than 30 days after the applicable trip end date.

ASU Travel Card program

The ASU Travel Card program assists faculty and staff traveling on behalf of the university by providing a method to pay ASU travel-related expenses, including airfare and lodging, with non-personal funds.

ASU Travel Cards have chip and PIN technology, making them widely accepted during international travel and a more secure payment method for domestic and international travel expenses.

Eligibility

Only current ASU faculty and staff in active pay status can apply for and use an ASU Travel Card. Participation in the ASU Travel Card program is determined by ASU departments based on the business need, with final approval by Financial Services. An ASU Travel Card will not be issued without dean or vice president approval.

Each cardholder must [complete the ASU Travel Card application](#) and the following:

- Acceptance of all ASU Travel Card agreement terms.
- Acknowledgment that ASU Travel Card standards of use have been reviewed.
- Acknowledgment that [ASU's commitment to ethics](#) has been reviewed.
- Assignment of a [primary travel account](#).
- Selection of a monthly cumulative transaction limit.

Primary travel account

The primary travel account assigned in the application will determine the appropriate ASU cost center manager eligible to approve the application.

All charges will be posted to the traveler's list of available expenses in [My ASU TRIP](#). When the My ASU TRIP expense report is prepared, the traveler or their delegate will allocate the costs to the appropriate Workday account.

Receiving and using the Travel Card

Card delivery

After Financial Services approves the application, it will be submitted to Bank of America for processing. Cards are typically mailed to the ASU Mail Code provided on the application. The back of the card should be signed upon receipt. The average processing time is 7–10 days after Financial Services approves the application.

Card activation

Activate the ASU Travel Card by calling Bank of America using the phone number on the sticker attached to the front of the card and providing the requested information. If you have questions, please [email the ASU Travel Service Center](#) or call 480-965-3111.

Use of the ASU Travel Card

ASU Travel Cards pay university travel expenses for trips with an approved My ASU TRIP request. Use the card for charges by travel-related merchants, including:

- Airlines.
- Conference registration fees.
- Hotels.
- Transportation companies.

Cardholders are responsible for ensuring expenses are appropriate and supported by a business reason. They must be allocated to the relevant university accounts by submitting a travel expense report within 30 days of the trip's end date. All ASU Travel Card expenses must comply with applicable university policies and processes.

Compliance with travel policies and processes includes, but is not limited to, the following:

- Booking airfare in the My ASU TRIP travel system.
- Conformity with the Fly America Act if airfare is paid with federal funds.
- Following ASU lodging and daily meal rates.
- No alcoholic beverages or other prohibited transactions.
- No unallowable expense per cognizant granting agency may be allocated to sponsored accounts.
- Pre-authorization of trips through the My ASU TRIP travel system.
- Receipts or additional support must be provided if required or requested.
- Submission of travel expense reports within 30 days of the trip's end date.

Use of the ASU Travel Card for personal expenses is prohibited. Should incidental personal expenses be inadvertently charged to the Travel Card, the cardholder is responsible for promptly repaying the university. Submitting the appropriate expense report within 30 days of the trip end date will constitute compliance with this policy if any monies owed to ASU are repaid.

If the monies are not repaid, ASU will payroll deduct the outstanding amount per the authorization given to ASU by the cardholder accepting the ASU Travel Card application terms.

Cardholders who do not comply with university policies and processes may have their cardholder privileges revoked. Expenses prohibited on the ASU Travel Card include the following:

- Expenses outlined in the [ASU Purchasing Card policies](#), except bottled water, food and lodging expenses while in an overnight travel status.
- Expenses incurred on behalf of others, not on ASU-approved travel business.
- Expenses not directly related to travel activities incurred on behalf of the university.
- Fines, penalties or late fees — even if incurred while in an ASU travel status.
- Gasoline or other car maintenance expenses related to personal vehicle use.
- Meals or other food or drink expenses for a single-day trip.

Card period

ASU Travel Cards are valid for five (5) years from the issue date when the employee is in an active pay status in PeopleSoft and in good standing with Financial Services regarding their card's use. Release from employment or any action resulting in a non-active pay status results in the termination of the card before the expiration date.

Securing the Travel Card

Travel Cards must be kept in a safe and secure place. Follow the same safeguards used for personal credit cards. Account numbers should not be sent in emails or faxes.

Chip and PIN technology

Chip and PIN technology is more secure than the current credit card magnetic strips. The term chip refers to a computer chip embedded in each card. PIN refers to the personal identification number the cardholder establishes and inputs in a terminal for each transaction. The PIN must be kept secure in the same manner a debit card PIN is confidential.

Card limits

Monthly card limits

The maximum monthly card limit is established at the time of the application. If a change is needed, please [submit a new application](#) and mark Increasing Limit or Decreasing Limit. All approvals on the original application must change the monthly card limit.

Cancellation and suspension

Card cancellation by the cardholder

Please [email the ASU Travel Service Center](#) to cancel your travel card.

Card cancellation by ASU

The cardholder must be active in PeopleSoft and use the card following ASU policies and processes to retain the right to use an ASU Travel Card. The department should ask the cardholder to return the card before their last physical day at work and contact the ASU Travel Center to cancel the card. Do not send the intact card back to Financial Services via campus mail.

If personal expenses have been incurred and are not repaid to ASU, the employee's final paycheck may be adjusted accordingly. Outstanding ASU Travel Card expenses not related to ASU business travel are subject to the university's collection policies, including the use of external collection agencies.

Temporary suspension by ASU

Reasons a Travel Card may be suspended include, but are not limited to, the following:

- Possible misuse of the Travel Card has been reported.
- The cardholder is on extended leave, including parental leave, FMLA or a sabbatical.
- The cardholder requests the card's suspension between trips.
- The cardholder's home department has made a request.
- Travel expense reports for prior trips have not been submitted within 30 days of the trip's end date.

Declined and disputed transactions

Declined charges

Typical reasons for a transaction to be declined include the following:

- The address or zip codes used for the transaction do not match what is on file with the bank.
- The cardholder's spending limit has been met.

Bank of America customer service, listed on the back of the card, can clarify why the card was rejected. Review the back of the Travel Card for the customer service contact information.

Disputed transactions

Cardholders are responsible for promptly disputing any charge suspected of error or fraud. These charges must be officially disputed with Bank of America within 60 days of the transaction date. Fraudulent activity may be the cardholder's responsibility if this policy is not followed. Please contact Bank of America or the ASU Travel Service Center at 480-965-3111 for assistance.

[Email the ASU Travel Service Center](#) or call 480-965-3111 for questions or more information. [Visit the My ASU TRIP webpage](#) for more information on ASU's new travel system.