



Travel^{Plus} Card Policies and Procedures

The Travel^{Plus} Card is an individual-liability corporate card used for buying travel and event-related goods and services on behalf of the university. Travel^{Plus} Card expenses are paid directly by the university to the issuing bank when properly itemized, supported by a business purpose, approved, and submitted via the WEBBA ^{Quick}Expense (QE) Report process.

Travel Management and Corporate Card Services

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INTRODUCTION

PURPOSE OF TRAVEL ^{PLUS} CARD

The Travel ^{PLUS} Card ("Travel Card") is a corporate card issued on behalf of USC by a bank ('Issuing Bank'). The Travel Card is used for buying travel and event-related goods and services on behalf of the university. Use of the Travel Card eliminates the need for more cumbersome advances, check requests, petty cash, requisitions / purchase orders, and is the payment method preferred by most travel suppliers and event venues.

WEBBA QUICK EXPENSE REPORT

When purchases made with the Travel Card have been itemized, supported by applicable receipts and business purpose, approved, and submitted via a WEBBA ^{Quick} Expense Report ('QE Report'), the university pays the issuing bank directly. Travel Card charges post to the USC account number(s) and object code(s) assigned in the QE Report, and appear in the Transaction Detail of the university's Account Status Report (ASR).

LIABILITY

The Travel Card is an individual-liability corporate card. This means that the university is responsible for paying those Travel Card expenses that have been properly reported via the QE Report process. The cardholder is personally responsible for paying the issuing bank for all non-reimbursable Travel Card transactions.

Using the Travel Card according to these policies and procedures will not affect one's personal credit. However, if any portion of the cardholder's Travel Card balance reaches 180 days past due, the issuing bank reserves the right to report the delinquency to the cardholder's credit bureau.

PROPER USE

Cardholders may only use the Travel Card for university business transactions. The Travel Card may not be used for personal expenses, except for incidental and necessary personal expenses while a cardholder is en route for business or coordinating a business-related event. If the Travel Card is used for such personal expenses, it is the cardholder's responsibility to remit payment to the issuing bank for the personal portion. The Travel Card may not be used for office-related goods or services, except when necessary during a trip or event. The Procurement Card should be used for office-related goods and services (laptops, PCs, office supplies, etc.)

In addition to adhering to these Travel Card Policies and Procedures, all Travel Card transactions must be made in compliance with the university's policies and procedures governing expenditures and purchases (Policies: www.usc.edu/travel/pluscard). All Travel cardholders who are allocating expenses to a sponsored project account must also be in compliance with their respective sponsoring agency's policies (Appendix A).

Cardholders who do not comply with university policies and procedures may have their USC cardholder privileges revoked (www.usc.edu/policies). The university's policy on Misappropriation of University Assets is applicable with respect to use of the Travel Card. Misuse of the Travel Card may result in disciplinary action, up to and including termination of employment.

All cardholders are subject to audit.

TRAVEL CARD POLICIES AND PROCEDURES

SECTION 1 NEW TRAVEL CARDS

1.1 ELIGIBILITY

Travel Card eligibility is based on a departmentally-determined business need, and is contingent upon receiving application approvals from both the prospective cardholder's:

- Supervisor, and
- Senior Business Officer.

The Travel Card is intended for USC employees on active payroll status. At the department's discretion and with the approvals identified above, a Travel Card can be issued to a student, provided the student is on payroll (such as a teaching assistant, research assistant, etc.). Extending Travel Cards to students should be done on a very limited basis, and only when a Travel Card is absolutely essential.

The Travel Card may not be extended to non-employees.

1.2 APPLICATIONS

A Travel Card application must be initiated by the prospective cardholder online (Application and Instructions: www.usc.edu/travel/pluscard). Hardcopy applications are not accepted. Travel Card applications will route for approval via email, first to the employee's supervisor and second to the department's Senior Business Officer. No signatures are required on the Travel Card application as the 'signatures' are obtained electronically. Upon receiving approval from the Senior Business Officer, the application will route to the Corporate Card Program Administrator for processing (Key Contacts: www.usc.edu/travel/pluscard).

Note the following points about the cardholder's application:

- There is no annual fee for the Travel Card;
- Travel Cards are issued based on the university's line of credit; and
- No credit checks are conducted of applicants.

Cardholders may not list the Travel Card as a line of personal credit on any personal credit application or credit check.

1.3 CARD PICK-UP

Travel Cards are typically received by Travel Management and Corporate Card Services within seven (7) business days after final application approval from the Senior Business Officer. Travel Cards can be picked up from Travel Management and Corporate Card Services upon being notified of the card's arrival and after completion of online training (Section 1.4).

1.4 TRAINING AND CARD VALIDITY PERIOD

Travel Card online training is mandatory for all new cardholders. A link to the online training module (approximately 30 minutes long) is sent to each prospective cardholder after the application has been approved by the Senior Business Officer.

Travel Cards are valid for four (4) years from the date of issue. Expiration dates are printed on the cards.

1.5 CARDHOLDER AGREEMENT

Each new cardholder is required to complete and sign a Cardholder Agreement (Forms and Documents: www.usc/travel/pluscard). The Agreement must be signed and returned to Travel Management and Corporate Card Services within ten (10) business days of card pick-up. A cardholder who does not return the Agreement will have his / her Travel Card suspended until the Agreement is received. One Agreement applies to all Travel Cards issued in the employee's name, including replacement and renewal Travel Cards. When an employee transfers from one department to another, the employee's Travel Card is cancelled, and a new application will be required for Travel Cards associated with the new department. Correspondingly, a new Agreement needs to be signed.

Enclosed with the Travel Card are the issuing bank's Corporate Card Terms and Conditions. The document should be reviewed by the cardholder.

1.6 ACTIVATING CARD

Upon receipt of the Travel Card, cardholders must contact the issuing bank by calling the telephone number provided on the sticker on the face of the card.

For security purposes, the cardholder will be asked to verify some personal information when activating the Travel Card. Note: The cardholder's ten (10) digit university ID will serve as the Security Code.

If the Travel Card has been approved to include the ATM cash withdrawal limit, the cardholder will be required to select a PIN during the activation process. The issuing bank will not mail PIN confirmations. Therefore, it is important that cardholders memorize their PIN or store the PIN in a safe location.

The back of the Travel Card should be signed upon receipt. Because the credit card number is printed on the sleeve in which the Travel Card is delivered, cardholders should either retain the sleeve in a safe location or shred it.

If a Travel Card is received with an error, contact the issuing bank (Key Contacts: www.usc.edu/travel/pluscard). The issuing bank will make the corrections and process a new Travel Card.

1.7 USC ACCOUNT NUMBERS

Unlike the Procurement Card, the Travel Card is not assigned to a single USC account number and object code. The USC account number(s) to be debited are determined when expenses are allocated in the QE Report process. Travel Card charges can be allocated to an unlimited number of USC account numbers, provided the QE Report processor has access to the USC accounts (Section 9.8).

All USC account numbers allocated in the QE Report must be active, valid, and supported with sufficient funds. A QE report cannot be finalized if USC account numbers used in the QE report are closed, incorrect, or lacking funds.

SECTION 2 RENEWAL CARDS / CARD SUSPENSION AND CANCELLATION

2.1 RENEWAL CARDS AND RENEWAL TRAINING

Approximately one (1) month prior to the Travel Card's expiration date (printed on card), a link to a renewal online training module will be sent to the cardholder by Travel Management and Corporate Card Services. Online renewal training is required every four (4) years when the Travel Card needs to be renewed, and takes approximately five (5) minutes to complete.

Cardholders who need additional policy guidance (as determined by Disbursement Control and Accounts Payable auditors) will be required to either repeat the new cardholder online training or attend an in-person training class.

After renewal training has been completed and approximately two (2) weeks prior to the expiration date, the cardholder will be notified when the new card is available for pick up from Travel Management and Corporate Card Services. It is important for cardholders to complete the online training so that the renewed card can be delivered prior to the expiration date.

2.2 CARDS NOT AUTOMATICALLY RENEWED

There are four (4) reasons a Travel Card may not be automatically renewed:

- The Travel Card has not had any transaction activity for 18 consecutive months;
- The Travel Card is currently delinquent;
- The Travel Card has a recurring history of delinquency; or
- The university has found improper use of the Travel Card (or Procurement Card).

If an employee's Travel Card was not automatically renewed and the employee would like to continue as a cardholder, please contact the Corporate Card Program Administrator (Key Contacts: www.usc.edu/travel/pluscard).

2.3 CARD CANCELLATION BY CARDHOLDER

Cardholders who want to cancel their Travel Cards should contact the issuing bank or the Corporate Card Program Administrator (Key Contacts: www.usc.edu/travel/pluscard). Because the Travel Card is an inventoried item on USC's Employee Inventory Form (Forms and Documents: www.usc.edu/travel/pluscard), card cancellation should be reported to one of the following university representatives:

- Department's Home Department Coordinator;
- Cardholder's Supervisor; or
- Corporate Card Program Administrator.

The cancelled Travel Card should be shredded (by employee).

2.4 CARD CANCELLATION BY USC

The Travel Card is valid only while the cardholder is a) on active payroll status within the department that approved the original Travel Card application, and b) using the Travel Card in accordance with university policies. The Travel Card will be cancelled and deactivated by USC when the employee a) ends active employment with the university, b) transfers to a different department, or c) misuse / violation of university policy is determined. Cardholders transferring departments must reapply for a Travel Card within their new department.

Because the Travel Card is an inventoried item on USC's Employee Inventory Form (Forms and Documents: www.usc.edu/travel/pluscard), card cancellation should be reported to one of the following university representatives:

- Department's Home Department Coordinator;
- Cardholder's Supervisor; or
- Corporate Card Program Administrator.

The cancelled Travel Card should be shredded (by department).

2.5 CARD CANCELLATION BY ISSUING BANK

The issuing bank may cancel a card due to the following reasons:

- The Travel Card has not had any transaction activity for 18 consecutive months;
- The Travel Card is 90 days delinquent; or
- The Travel Card has a recurring history of delinquency.

2.6 CARD SUSPENSION BY USC

Travel Card will be suspended by USC due to either of the reasons below. A suspended Travel Card can be reactivated, using the same card number, under the circumstances described in Section 2.8.

- Cardholder is on extended leave; or
- Misuse of the Travel Card is under investigation by the university.

Note that cardholders on extended university leave, such as on sabbatical or family leave, should notify the university's Corporate Card Program Administrator so that the card can be suspended (Key Contacts: www.usc.edu/travel/pluscard). Supervisors and SBOs can also notify the Corporate Card Program Administrator on the employee's behalf. It is important that all Travel Card expenses are settled before the employee goes on extended leave or leaves the current department.

2.7 CARD SUSPENSION BY ISSUING BANK

The issuing bank may suspend a card due to late payment (Section 10.2). A suspended Travel Card can be reactivated, using the same card number, under the circumstances described in Section 2.8.

2.8 REACTIVATING SUSPENDED CARDS

A suspended Travel Card can be reactivated, using the same card number, when:

- The Senior Business Officer notifies the Corporate Card Program Administrator that the employee has returned from extended leave;
- The Travel Card is no longer delinquent (Section 10.2); or
- The Auditors in Disbursement Control and Accounts Payable have determined the cardholder is eligible to continue using the Travel Card.

2.9 DISCONTINUING USE OF CARD

Cardholders shall discontinue using their Travel Cards, upon the request of the university or issuing bank or upon leaving the university.

**SECTION 3
CARD CREDIT LIMITS**

3.1 CARD CREDIT LIMITS

Unlike a personal credit card which has only one (1) credit limit and can be used for all types of purchases, the Travel Card has three (3) credit limits. The three (3) credit limits are charted below.

Description of The Three (3) Travel Card Credit Limits	
<p>Travel / Billing Cycle Credit Limit</p> <p>Default Limit in Application: \$5,000</p> <p>Maximum Limit: \$50,000</p>	<p>The travel/billing cycle credit limit determines the total amount allowed to be spent each month on the Travel Card.</p> <p>This means that if the retail credit limit is set for \$2,500 and the ATM credit limit is set for \$500, there will be \$2,000 left for travel-related purchases on a Travel Card set for a \$5,000 travel/billing cycle credit limit.</p> <p>Travel-related merchants typically include:</p> <ul style="list-style-type: none"> ▪ Airlines and rail lines ▪ Car rentals ▪ Hotel and event venues ▪ Restaurants and caterers ▪ Taxis, shuttles, buses, etc. ▪ Parking establishments
<p>Retail Credit Limit</p> <p>Default Limit in Application: \$2,500</p> <p>Maximum Limit: \$5,000</p>	<p>The retail credit limit of the Travel Card is included in the overall credit limit.</p> <p>Merchants that are considered retail include:</p> <ul style="list-style-type: none"> ▪ Conference Registration Services ▪ Membership Fee Processors ▪ Florists ▪ Mailing establishments
<p>ATM Credit Limit</p> <p>Default Limit in Application: \$500</p> <p>Maximum Limit: \$1,000</p>	<p>The ATM credit limit of the Travel Card is included in the overall credit limit.</p> <p>ATM cash should be used to cover en route incidental expenses that cannot be transacted using the actual Travel Card. For example:</p> <ul style="list-style-type: none"> ▪ Tips ▪ Tolls <p>The ATM limit can be set to \$0.</p>

3.2 MERCHANT CATEGORY CODE RESTRICTIONS

In addition to the three (3) credit limits charted above, the Travel Card is subject to certain Merchant Category Code (MCC) restrictions imposed by USC to reduce the potential for misuse and fraud. For example, the Travel Card's MCCs have been turned off for use at gambling establishments, jewelry stores, and other types of merchants that are unlikely to provide goods or services with a legitimate business purpose.

3.3 RETAIL CREDIT LIMIT

The Travel Card should only be used for incidental retail purchases needed during a trip or event. The Procurement Card should be used for routine retail-related purchases that are under \$5,000.

3.4 CASH ADVANCE CREDIT LIMIT AND FEES

The cash advance limit can be set to \$0.

The issuing bank charges a fee of \$2 or 2.5%, whichever is greater, for withdrawing cash at ATMs. Servicing banks may also charge an ATM withdrawal fee for use of their tellers. The issuing bank and servicing bank fees affect the Travel Card's ATM limit. The issuing bank and servicing bank fees are specified on the cardholder's statement, and are reimbursable as detailed in Section 4.5.

Example of How Service Fees Affect the ATM Limit on Travel Card
<p>If the ATM limit is \$200, the cardholder will only be able to withdraw approximately \$192.50. This is to account for the following service fees:</p> <ul style="list-style-type: none">▪ \$5 in issuing bank fees ($\\$200 \times 2.5\% = \\$5$)▪ \$2.50 in servicing bank fees (approximate)

3.5 CHANGES TO DEFAULT LIMITS DURING APPLICATION PROCESS

During the online application process, retail, ATM, and travel credit limits are assigned the default credit limit (see chart on previous page). By including instructions in the application's "Comments" section, Supervisors and Senior Business Officers can change the default credit limits, provided the proposed limits do not exceed the maximums.

3.6 CHANGES TO LIMITS AFTER CARD ISSUANCE

After Travel Card issuance, credit limits can be changed by Senior Business Officers by contacting the Corporate Card Program Administrator (Key Contacts: www.usc.edu/travel/pluscard). Requests should be made via email so that the request can be documented. A minimum of one (1) business day should be allotted for changes to the travel / billing cycle credit or retail limits to take effect. A minimum of two (2) business days should be allotted for changes to the ATM limit.

3.7 BILLING CYCLE DATES

All Travel Cards are on the same monthly billing cycle. Each cycle begins on the 26th of each month and ends on the 25th of each month. (If the 25th is on a weekend or holiday, the cycle will end on the business day closest to the 25th). Note that the billing cycle is not the last / first date of each calendar month.

SECTION 4

EXAMPLES OF PROPER USE / USE RESTRICTIONS / POLICY COMPLIANCE

4.1 EXAMPLES OF PROPER USE: TRAVEL

The following list provides examples of travel-related business transactions appropriate for the Travel Card:

- Air, rail, bus, taxi, and shuttle transportation
- Car and van reservations and rentals
- Cash incidentals, such as tips and tolls (Section 4.5)
- En route meals
- Gasoline (Section 4.3)
- Hotel deposits, including those for employees, groups, or university guests (Section 4.4)
- Hotel reservations, guarantees, and accommodations, including those for employees, groups, or university guests
- Incidentals, including phone calls, faxes, hotel parking, and Internet connectivity

4.2 EXAMPLES OF PROPER USE: NON-TRAVEL

The following list provides examples of non-travel related business transactions appropriate for the Travel Card. Where noted, the expense is typically government unallowable (G/U).

- Conference fees
- Membership fees (G/U)
- Decorations, flowers, and gifts (G/U)
- Local business meals (G/U)
- Catered events (G/U)
- Venues for events, such as hotels and other facilities (Section 4.4)

4.3 GASOLINE

The university reimburses vehicle gasoline for business purposes in different ways, depending on the ownership of the vehicle used.

- **PERSONAL VEHICLES USED FOR BUSINESS** – The Travel Card may be used to purchase gasoline for a personal vehicle that will be used for a business trip. However, the university will not reimburse the gasoline receipt amount. Instead, the university's payment to the issuing bank will be based on a per mile basis (Policies: www.usc.edu/travel/pluscard). Therefore, the amount of the gasoline purchased on the Travel Card will most likely not equal the amount of USC's payment to the issuing bank.
- **RENTAL VEHICLES USED FOR BUSINESS** – When gasoline is purchased on the Travel Card for a business rental car, the university's payment to the issuing bank will be based on the actual receipt amount.
- **UNIVERSITY VEHICLES** – When gasoline is purchased on the Travel Card for a university-owned vehicle, the university's payment to the issuing bank will be based on the actual receipt amount.

The QE Report can be used to claim incurred mileage (personal vehicles) or gasoline expenses (rental vehicles or university vehicles).

4.4 HOTELS, EVENT VENUES, RESTAURANTS AND CATERERS

Unlike most other purchases that exceed \$5,000, USC Purchasing Services Policies and Procedures do not require bidding for a hotel, event venue, restaurant, or caterer (Policies: www.usc.edu/travel/pluscard). Hence, once a cardholder has selected a hotel, event venue, restaurant or caterer and once the agreement has been signed by an authorized signer in Business Services (Section 4.10), the supplier can be paid directly using the Travel Card, up to the credit limit of the Travel Card. Although the Procurement Card can be used at caterers and restaurants for deliveries to on-campus events that cost less than \$5,000, the Travel Card is the preferred form of payment for caterers and restaurants as there are fewer restrictions.

4.5 ATM CASH

The ATM feature should be used only to withdraw small amounts, such as for incidental purchases with vendors who do not accept the Travel Card (tips, tolls, etc.). Travel Card cash may be used for university business purchases only.

Issuing bank and servicing bank's withdrawal fees (Section 3.4) are reimbursable expenses, provided the service fees are itemized and allocated in the QE Report process. ATM fees may be paid using a sponsored project account, provided that the expense for which the cash was used was an allowable expense.

The university will pay the issuing bank only the actual amount of the ATM Cash used for business expenses as reported via the QE Report process.

Example of How to Return Unused ATM amounts to Issuing Bank
<p>If the cardholder withdraws \$200 from ATM but only \$180 worth of expenses are itemized and approved in a submitted QE Report process,</p> <ul style="list-style-type: none">▪ The university will only pay the issuing bank \$180▪ The remaining cash must be paid by the cardholder to the issuing bank. Checks made out to the university for the remaining cash amount cannot be accepted.

4.6 CONTRACT AND DIVERSE SUPPLIERS

Contract Suppliers are vendors with which the university has a negotiated agreement that could include price discounts, simplified ordering methods, set delivery arrangements, specialized customer service requirements, and/or efficient billing payment terms. Whenever possible, the Travel Card should be used with Contract Suppliers, such as contract local hotels, airlines, and rental car companies (Helpful Websites: www.usc.edu/travel/pluscard).

Diverse Suppliers are defined as businesses owned and operated by minorities, women, and veterans, and small local businesses in the communities surrounding USC's campuses. USC has a goal to spend 15% of its procurement dollars with Diverse Suppliers. Certain federal contracts also have Diverse Supplier goals. Whenever possible, the Travel Card should be used with Diverse Suppliers (Helpful Websites: www.usc.edu/travel/pluscard).

4.7 CARD RESTRICTIONS

The following important restrictions apply to the Travel Card:

- **PERSONAL USE RESTRICTIONS** –The Travel Card may not be used for personal expenses, except for incidental and necessary personal expenses while a cardholder is en route for business or coordinating a university event. USC will only pay the issuing bank the business portion reported in the QE Report process. Personal charges incurred on the Travel Card are considered personal in nature and will not be paid for by the university.
- **AIRFARE PURCHASES ON NON-CONTRACT TRAVEL AGENCIES** – The Travel Card may not be used at non-contracted travel agencies (Contract Supplier Rates & Services: www.usc.edu/travel). Departments wanting to purchase airfare through a non-contracted travel agency must use personal funds and subsequently seek reimbursement upon trip return. Travel Card may be used with the airlines directly or with online travel agencies, such as Expedia, Orbitz, etc.
- **AIRLINE TICKETS FOR GROUPS** – The Travel Card may not be used for purchasing airline tickets for groups larger than ten (10). The paperless requisition / purchase order process should be used through contract travel agencies. This policy exists because managing group airline tickets – including ticket changes and cancellations – is not a responsibility a cardholder should bear on an individual-liability card.

OFFICE SUPPLIES AND COMPUTERS – The Travel Card may not be used to purchase retail items such as office computers, furniture, and supplies, except as needed during a trip or event / function. The Procurement Card should be used for official university retail purchases less than \$4,500.

4.8 COMPLIANCE WITH EXPENDITURE POLICIES

All Travel Card transactions must be made in compliance with the University's Expenditure Policies and Procedures (Policies: www.usc.edu/travel/pluscard).

For example, Travel Card expenditures must comply with the following:

- **MAXIMUM RATES** – Costs for daily meals, daily lodging, gifts, office decorations, etc. may not exceed the university's Maximum Rates (Policies: www.usc.edu/travel/pluscard).
- **COACH CLASS POLICY** – Airline tickets must be purchased in economy-class (coach).
- **SUBJECT TO SALES TAX** – USC is not sales tax exempt. Travel Card transactions subject to California sales and use taxes that were not charged tax at point-of-sale may be assessed the sales tax by Disbursement Control and Accounts Payable using the USC account number used in the QE Report (Section 10.5).

4.9 COMPLIANCE WITH SPONSORED PROJECT POLICIES

The Travel Card may be used on sponsored-project funded accounts. However, cardholders who are allocating expenses to a sponsored project account must be in compliance with their respective sponsoring agency's policies. For example, gifts, alcohol, flowers, and decorations are restricted on federal and state sponsored-project funded accounts (accounts that begin with '5'). Cardholders allocating their Travel Card expenses to a sponsored project account should direct questions regarding allowability to the Department of Contracts and Grants before incurring the expense (Appendix A).

For example, Travel Card expenditures allocated to a sponsored project account that begins with the number '5' must comply with the policies listed below. These policies are further explained in the Expenditure Policies and Procedures (Policies: www.usc.edu/travel/pluscard).

- **GOVERNMENT UNALLOWABLE ALLOCATION** – Government Unallowables (G/U) must be clearly identified in the QE Report process. G/U purchases cannot be allocated in the QE Report process to a sponsored-project funded account.
- **US FLAGSHIP CARRIER USE** – When federal funds are used for foreign travel, tickets must be purchased in compliance with the Fly America Act. This Act stipulates that tickets must be purchased for travel on either (a) a U.S. flag air carrier or (b) a foreign carrier that operates under a U.S. flag air carrier code-sharing agreement and identifies the U.S. flag air carrier's designator code and flight number.
- **LOWEST AVAILABLE AIRFARE PURCHASE** – Airfare costs in excess of the lowest available commercial discount airfare, Federal Government contract airfare (where authorized and available), or customary standard (coach or equivalent) airfare, are unallowable except when such accommodations would: require circuitous routing; require travel during unreasonable hours; excessively prolong travel; greatly increase the duration of the flight; result in increased costs that would offset transportation savings; or offer accommodations not reasonably adequate for the medical needs of the traveler.

4.10 COMPLIANCE WITH PURCHASING POLICIES

All Travel Card transactions must be in compliance with the University's Purchasing Services Policies and Procedures (Policies: www.usc.edu/travel/pluscard). For example, Travel Card expenditures must comply with the following:

- **AUTHORIZED AGREEMENT SIGNERS** – Cardholders may not sign procurement agreements (vendor contracts). There is a difference between having the authority to procure (buy) and having the authority to sign an agreement that binds the university. Cardholders needing to obtain a signature for a procurement agreement (hotel contract, catering agreement, etc.) should contact Purchasing Services, regardless of the agreement's dollar volume (*Appendix A*).
- **EQUIPMENT RESTRICTIONS** – The Travel Card may not be used to purchase items classified as 'Equipment.' The university classifies as 'Equipment' items that have a useful life of more than one year and an acquisition cost, including tax and delivery, of \$5,000 or greater (*Appendix A*).
- **PROMOTIONAL AND PRINT RESTRICTIONS** – When the Travel Card is used to purchase promotional items or printed materials that bear the university's name, logo, or seal, the purchase must be made in compliance with policies governing proper use of the university's trademarks.
- **INSURANCE AND LICENSE REQUIREMENTS** – Certain suppliers, such as caterers, are required to have specific types of insurance and industry licenses, given the high-risk nature of their services. Individuals using the Travel Card are responsible for ensuring that suppliers performing work for the university have the required licenses and insurances. Contract suppliers that Purchasing Services has pre-qualified should be used whenever possible (Section 4.6).

SECTION 5 DISPUTES / LOST OR STOLEN CARDS / FRAUDULENT CHARGES / DECLINES

5.1 TRANSACTION DISPUTES

It is important to dispute any questionable charge appearing on a Travel Card statement with the merchant and with the issuing bank within 60 days of the transaction's posting date (not the date on which the statement is generated at close of billing cycle).

Since many merchants use centralized clearing houses for credit card processing, the name and location of the merchant on the statement may not initially be recognized by the cardholder. Before disputing, the cardholder should check expenditure records carefully to make certain that the charge is indeed an error.

When a dispute is warranted, the best practice is to contact the merchant first and to try to resolve the dispute, as most erroneous charges are for the wrong amount or for duplicate charges with an intended merchant. However, if the erroneous charge is not immediately resolved, it is important to subsequently dispute the transaction with the issuing bank within 60 days of the transaction's posting date. The most expeditious mode for disputing transactions is online via the issuing bank's portal (Helpful Websites: www.usc.edu/travel/pluscard). As an alternative, the issuing bank can be contacted via telephone (Key Contacts: www.usc.edu/travel/pluscard).

During the dispute period, the issuing bank will issue a temporary credit for the transaction. If the dispute is resolved in the cardholder's favor, the credit will remain permanently on the statement. If the transaction is determined by the issuing bank to be a legitimate charge, the credit will be reversed and it will be the cardholder's responsibility to settle the expense.

5.2 LOST OR STOLEN CARDS AND FRAUDULENT CHARGES

If a Travel Card is lost or stolen, or fraudulent activity is detected, immediately contact the issuing bank's customer service line (Key Contacts: www.usc.edu/travel/pluscard). The cardholder could be held financially liable for transactions if fraud is not promptly reported.

Replacement Travel Cards take ten (10) business days to arrive at USC. A replacement Travel Card can be rushed in two (2) business days for a \$35 fee (G/U). This rush fee will be charged to the applicable Travel Card. The rush fee is reimbursable, provided that the QE Report identifies a business need for the rush, is not allocated to a sponsored project account that begins with the number "5," and is approved by the authorized signer.

Unless other arrangements were made, the Travel Card will be delivered to the Corporate Card Program Administrator. Cardholders will be notified when the Travel Card is available for pick up.

5.3 DECLINED TRANSACTION

Common reasons for declined transactions include the following:

- Merchant has incorrect Travel Card expiration date;
- The cardholder's statement billing address does not match the billing address provided to the merchant;
- The transaction cost exceeds the card's allowable limit (Section 3.1); and/or
- The Travel Card is being used at a high-risk establishment 'turned off' by the university (Section 3.2).

If a Travel Card purchase is declined for a reason unclear to the cardholder, the issuing bank's portal can be accessed for decline information (Helpful Websites: www.usc.edu/travel/pluscard). As an alternative, the issuing bank can be called for clarification (Key Contacts: www.usc.edu/travel/pluscard).

SECTION 6 CARDHOLDER RESPONSIBILITIES

6.1 AUTHORIZED CARD USERS

The only person authorized to use the Travel Card is the person to whom the Travel Card is issued. Lending or sharing of Travel Cards is not allowed, as per USC's agreement with the issuing bank. Cardholders are expected to keep their Travel Cards in a secure location at all times.

6.2 CARDHOLDER PROFILE MAINTENANCE

It is the cardholder's responsibility to maintain a current billing address, phone number, and email address with the issuing bank. Profile information can be maintained online via the issuing bank's portal (Helpful Websites: www.usc.edu/travel/pluscard).

6.3 PAYING PERSONAL AMOUNTS

The Travel Card may not be used for personal expenses, except for incidental and necessary personal expenses while a cardholder is en route on business travel or coordinating a university event. When personal charges are incurred on the Travel Card in these exceptional cases, such charges must be paid directly by the cardholder to the issuing bank. Checks for personal amounts incurred on the Travel Card cannot be accepted by the university.

6.4 RETURNING TRAVEL CARD REFUNDS

Cardholders are responsible for immediately reporting in the QE Report process any refunds received on the Travel Card that were previously claimed as a business expense by the cardholder in a QE Report. Refunds received for cancelled business transactions are the property of the University.

6.5 AVOIDING DUPLICATE CLAIMS

Cardholders may not submit a duplicate claim for Travel Card expenses, and may not seek a claim for Travel Card expenses from any other source.

SECTION 7 SUPERVISOR, EXPENDITURE CARDHOLDER, AND SENIOR BUSINESS OFFICER RESPONSIBILITIES

7.1 SUPERVISOR RESPONSIBILITIES

Supervisors have the following responsibilities with respect to direct-reports who have been issued a Travel Card:

- Approve or reject online Travel Card applications;
- Review all QE Reports to confirm business purpose and reasonableness; and
- Sign all QE Reports (Section 9.12).

Supervisors who have not provided adequate oversight of purchases may be subject to disciplinary action.

7.2 EXPENDITURE CARDHOLDER RESPONSIBILITIES

Authorized signers have the following responsibilities with respect to department staff members who have been issued a Travel Card:

- Review all QE Reports for business purpose, reasonableness, and compliance with department policies;
- Review all QE Reports for compliance with the university's Expenditure Policies and Procedures (Policies: www.usc.edu/travel/pluscard); and
- Approve all QE Reports via an Expenditure Card imprint.

7.3 EXCERPT FROM SENIOR BUSINESS OFFICER JOB DESCRIPTION

It is the Senior Business Officer's responsibility to oversee the Travel Card program at the department / unit level. An excerpt from a typical Senior Business Officer's job description is provided below. These Travel Card Policies and Procedures are intended to facilitate a Senior Business Officer's responsibilities.

Excerpt from Senior Business Officer Job Description

"The SBO is responsible for determining that strong internal controls are implemented... With respect to procurement, whether by use of Corporate Cards, Paperless Requisitions, Paper Purchase Orders, Internal Requisitions, or USC Debit Card, the SBO should determine that there is an appropriate segregation of duties so that goods or services, which are procured, viewed and reconciled monthly to Account Status Reports by someone other than the individual initiating the transaction and by someone who does not report to the individual initiating the transaction. This reconciliation process must include obtaining and retaining original receipts and or invoices for business-related expenses."

7.4 SENIOR BUSINESS OFFICER RESPONSIBILITIES

Senior Business Officers have the following responsibilities with respect to department staff members who have been issued a Travel Card:

- Establish and monitor department-level procedures to ensure that expenses charged to department accounts are in compliance with department procedures and the university's Expenditure Policies and Procedures (Policies: www.usc.edu/travel/pluscard);

- Report changes to the SBO Table to the Corporate Card Program Administrator. SBOs listed in this table are those to whom online Travel Card applications route (Forms and Documents: www.usc.edu/travel/pluscard);
- Approve or reject online Travel Card applications;
- Approve spending limit changes subsequent to the application process;
- Report a cardholder's termination / departure from the university or department to the Corporate Card Program Administrator;
- Remove cancelled Travel Cards from the university's Employee Inventory Form (Forms and Documents: www.usc.edu/travel/pluscard);
- Assist Travel cardholders who have a past due Travel Cards balance (SBO's are notified of past due cardholders); and
- Assist Disbursement Control and Accounts Payable with any Travel Card audits or investigations.

SBOs who do not provided adequate oversight of purchases may be subject to disciplinary action.

7.5 AUDITS

Routine audits of Travel Cards are conducted by the department of Disbursement Control and Accounts Payable (Appendix A). As part of this routine, an auditor may contact the Senior Business Officer (or designee) and/or cardholder. Assistance from the Senior Business Officer (or designee) will be expected in all audits / investigations.

7.6 ACCOUNT STATUS REPORT REVIEW

Senior Business Officers (or designees) should make certain that university Account Status Reports (ASRs) are carefully reviewed, including for reconciliation to QE Reports. Senior Business Officers can also obtain web access to the issuing bank's portal to review departmental cardholder statements. For issuing bank portal access, contact the Corporate Card Program Administrator (Key Contacts: www.usc.edu/travel/pluscard).

SECTION 8 LIABILITIES AND CONSEQUENCES OF MISUSE

8.1 INDIVIDUAL LIABILITY

The Travel Card is an individual-liability corporate card. This means that the university has responsibility for paying the issuing bank those Travel Card expenses that are properly itemized, supported by a business purpose, approved, and submitted via a QE Report (Section 9). The cardholder is personally responsible for paying the issuing bank for all non-reimbursable expenses.

Applying for the Travel Card does not affect one's personal credit. Using the Travel Card in compliance with these policies and procedures will not affect one's personal credit. However, if any portion of the cardholder's balance reaches 180 days past due, the issuing bank retains the right to report the delinquency to the cardholder's credit bureau.

8.2 TRAVEL CARD MISUSE

Cardholders must use their Travel Cards according to these and other university policies and procedures. Cardholders who do not comply with these policies and procedures may have their cardholder privileges revoked. This revocation may be extended to include the Procurement Card, if the employee also has the Procurement Card.

Use of the Travel Card in accordance with university policies and procedures includes application of the university's policy on Misappropriation of University Assets (Policies: www.usc.edu/travel/pluscard). Misuse of the Travel Card may result in disciplinary action, up to and including termination of employment.

8.3 COOPERATION DURING AUDIT

All cardholders have signed a Cardholder Agreement on which it is stated that the university has the authority to access transactions posted to the cardholder's account and/or to obtain support documents directly from a supplier. In the event of an audit, cardholders are expected to cooperate with university officials, and to provide additional documents to augment information already obtained by auditors from the cardholder's account or from suppliers.

8.4 AUDIT SERVICES AND UNIVERSITY HOTLINE

University employees must report known or suspected misappropriations, regardless of magnitude, to their immediate supervisor, manager, department chair or dean. Supervisors, managers, department chairs or deans must then inform Audit Services (Appendix A). Individuals wishing to report suspected incidents on an anonymous basis may call the Office of Compliance Help and Hotline (Appendix A).

SECTION 9

RECEIPTS AND PROCESSING EXPENSES IN QE REPORT

9.1 RECEIPT REQUIREMENTS

Travel Card transactions must be supported by a receipt when required according to the university's Expenditure Policies and Procedures (Policies: www.usc.edu/travel/pluscard). All receipts require sufficient information (merchant name, transaction date, amount, etc.). Original receipts are preferred. The Expenditure Policies and Procedures specify acceptable alternatives to an original receipt. Required receipts must be submitted with the QE Report. Note that a Travel Card statement is not considered a receipt.

9.2 MISSING RECEIPTS

When a required receipt cannot be obtained or has been lost and all measures to obtain a copy or fax (or other acceptable alternative) of the receipt have been exhausted, a Missing Receipt Declaration needs to be prepared by the cardholder (Forms and Documents: www.usc.edu/travel/pluscard). The declaration requires an explanation of why the receipt is not being submitted and a business purpose for the expense. Each expense for which a receipt is missing must be itemized on a separate Declaration. Do not bundle multiple expenses that are missing receipts onto a single Declaration. The Declaration must be submitted with the QE Report.

9.3 BUSINESS PURPOSE REQUIREMENTS

A business purpose for each Travel Card expense must be entered in the QE Report. A clear business purpose answers all of the following questions: who benefits from the transaction, what was purchased, where the purchased item will be located (if applicable), when the event took place (if applicable), and why the transaction was necessary. When the type of transaction may inherently imply a business purpose (e.g., subscription to a professional journal), it is still necessary to provide a business purpose that describes for which location or project within the department the merchandise is being purchased. For some sponsored-project accounts, purchases are only allowed if they are solely used for the specific project attached to that account.

9.4 STATEMENTS

Travel Card statements are not mailed to cardholders. Instead, Travel Card statements should be downloaded at the cardholder's convenience but not less often than monthly via the issuing bank's portal (Helpful Websites: www.usc.edu/travel/pluscard). Upon download of the monthly Travel Card statement, cardholders should review statement transactions, and make certain all charges are accurate and legitimate. Travel Card statements do not need to be submitted with a QE Report.

Travel Card balances should be paid in full before the card is 30 days past due (before the 2nd statement is generated). Travel Cards must be paid in full before the card is 60 days past due (before the 3rd statement is generated). Travel Cards not paid in full within 60 days (before the 3rd statement) will be charged a non-reimbursable late fee and will be suspended or cancelled, as detailed in Section 10.2.

9.5 DOCUMENT RETENTION

Because receipts are attached and business purposes entered into the QE Report, no documents need to be retained within the department. QE Reports are approved by the department and submitted to Disbursement Control and Accounts Payable as explained in Sections 9.12. Paid QE Reports, with attached receipts, are scanned in WEBBA and can be downloaded when needed.

9.6 TIMELY PROCESSING

Cardholders are responsible for either processing their own QE Reports or coordinating such processing with a member of their department.

QE Reports should be completed and submitted upon posting of charges to the account, and no later than the past-due date. It is of utmost importance that QE Reports be submitted promptly to ensure timely direct pay by USC to the issuing bank. Non-reimbursable late fees will be incurred if the Travel Card is not paid by USC before the due date (Section 10.2).

Because of the time it takes to process the QE Report and post payments to the issuing bank, processors should allow for a minimum of seven (7) business days between time of QE Report submission and payment posting to the issuing bank. Allotting seven (7) business days provides additional time should a QE Report be returned by Disbursement Control and Accounts Payable back to the processor, due to an error or problem. See Section 10, Billing Cycle and Late Fees, for more information relating to the importance of timely processing of expenses.

9.7 QE REPORT TRAINING

The Department of Travel Management and Corporate Card Services conducts QE training. Cardholders and/or their processors should attend training as these policies and procedures are not intended to be a technical manual on how to process expense reports (Training: www.usc.edu/travel/pluscard).

9.8 QE REPORT ACCESS

Access to the QE Report process is limited to those employees whose Senior Business Officers have completed a [WEBBA Access Form](#) and have received a login from the Comptroller's Office (Forms and Documents: www.usc.edu/travel/pluscard). WEBBA processors who already have access to WEBBA.REQUEST and/or WEBBA.FORM automatically have access to WEBBAQ.Quick.

9.9 QE REPORT FORMATS

The QE Report process is composed of Travel and Non-Travel modules. The difference between the two modules is defined below:

- **TRAVEL QE REPORT** – A travel QE Report includes an overnight stay and/or a commercial transportation transaction (airline, rail, rental car, etc.).
- **NON-TRAVEL QE REPORT** – A non-travel QE Report includes neither an overnight stay nor a commercial transportation transaction.

The QE Report Process should be prepared as follows:

- One QE Report should be created for each trip (it is important not to report multiple roundtrips on a single QE report);
- One QE Report should be created for each event; and
- One QE Report can be created for multiple non-travel or non-event specific expenses that are incurred during a common period.

9.10 EXPENSES INCURRED USING PERSONAL FUNDS

Even when an employee has a Travel Card, the traveler may occasionally use personal funds for business expenses. A single QE Report can be used to pay a Travel Card and to issue a reimbursement for business expenses paid with personal funds. There is no need to create two QE Reports (one for the Travel Card payment and one for the reimbursement).

9.11 PRE-TRAVEL EXPENSES

The Travel module in the QE Report process includes a pre-travel payment option. If a pre-travel purchase or deposit is made on the Travel Card and reported via a QE Report, USC will pay the issuing bank in advance of the trip. Prepayment of expenses is allowed only when the QE Report is used in conjunction with the Travel Card. Those who use personal forms of payment must seek reimbursement after the trip is completed.

When a cardholder returns from a trip, all pre-travel QE Reports need to be linked to a post-travel QE Report. To ensure that pre-travel QE Reports are linked to post-travel Reports, pre-travel QE Reports are subject to post-travel audit.

9.12 QE REPORT SUBMISSION

Hardcopy QE Reports must be signed by the reimbursee, signed by the reimbursee's supervisor, and imprinted with an Expenditure Card by the Authorized Signer. QE Reports must be mailed or delivered, with applicable receipts attached, to Disbursement Control and Accounts Payable ([Appendix A](#)).

9.13 CHECKING ON STATUS OF USC PAYMENT

There are three (3) ways a cardholder can determine the status of USC's payment to the issuing bank.

- **VIEW CARD STATEMENT** – View transactions online via the issuing bank's portal (Helpful Website: www.usc.edu/travel/pluscard). A credit will post on the cardholder's Travel Card statement, reflecting the total amount paid by the university to the cardholder's account. The statement will reference the amount paid, the QE Report number, and the first ten (10) characters of the trip or event purpose.
- **CONFIRM QE STATUS IN WEBBA** – View the QE Report status within WEBBA. If the QE Report status notes "paid," payment has been made by USC to the issuing bank. There is usually a two (2) day lag between the date a QE Report in WEBBA is noted as paid, and the date the credit posts to the cardholder's statement.
- **CALL ISSUING BANK** – Call the issuing bank's customer service center (Key Contacts: www.usc.edu/travel/pluscard). The issuing bank will not understand the term "QE Report." However, they can let cardholders know what credit amounts have been posted to their statements and on what dates.

SECTION 10 BILLING CYCLE / LATE FEES / SALES TAX

10.1 BILLING CYCLE

The Travel Card billing cycle ends on the 25th of each month. This end date may vary slightly if the 25th falls on a weekend or holiday.

10.2 LATE FEES AND SUSPENDED OR CANCELLED CARDS

The issuing bank will begin assessing late payment fees and administrative fees according to the schedule below. Late fees and administrative fees are not reimbursable and are the cardholder's personal responsibility.

- **AT 60 DAYS** past due, a late fee of 2.5% of the outstanding balance plus a \$10 administrative fee are assessed. The Travel Card will be **suspended** until the past due amount, including the late fee and \$10 administrative fee, are paid in full. Suspended cards cannot be used for purchases.
- **AT 90 DAYS** past due, a late fee of 2.5% of the outstanding balance plus a \$10 administrative fee are assessed. The Travel Card will be **closed** until the past due amount, including the late fee and \$10 administrative fee, are paid in full. Closed cards cannot be used for purchases.
- **EVERY STATEMENT FOLLOWING 90 DAYS** past due, a late fee of 2.5% of the outstanding balance plus a \$10 administrative fee are assessed. The Travel Card will be **closed** until the past due amount, including the late fee and \$10 administrative fee, are paid in full.

10.3 REOPENING SUSPENDED OR CLOSED CARDS

If a Travel Card is **suspended** due to non-payment and a traveler is required to take a business trip, the Corporate Card Program Administrator can be contacted (Key Contacts: www.usc.edu/travel/pluscard). Occasionally, the issuing bank will temporarily reopen a suspended card for 10 days if the bank has evidence from the Corporate Card Program Administrator that QE Reports are in the process of being submitted for the full amount. Cards that are **closed** cannot be temporarily reopened by the bank until full payment is received.

10.4 LATE FEE RESPONSIBILITY

Late fees and administrative fees are not reimbursable and are the cardholder's personal responsibility. If a late fee is caused by a legitimate business reason, the late fee can be paid for by the department using an unrestricted account, provided that the QE Report on which the late fee is being reported is authorized by the Dean or Vice President.

10.5 SALES TAX

The university is not sales tax exempt. The State Board of Equalization requires the university to pay California sales / use tax on all taxable transactions (i.e. tangible, non-edible items), including transactions incurred with non-California merchants (e.g. Amazon.com). Therefore, whenever possible, cardholders should have the supplier include applicable California and Los Angeles sales / use tax.

A representative from Disbursement Control and Accounts Payable will review Travel Card transactions for appropriate sales / use tax payment during the QE Report payment process. If it is determined that sales tax was not paid at point of sale on the Travel Card, Disbursement Control and Accounts Payable will accrue sales / use tax charging the account number from the processed QE Report.

Additional information about sales tax is available on the Travel Card website (Helpful Websites: www.usc.edu/travel/pluscard).

SECTION 11
INSURANCE BENEFITS

11.1 TRAVEL CARD INSURANCE

Certain types of insurance benefits are provided by the issuing bank when the Travel Card is used to pay for the transaction. Cardholders should refer to the issuing bank's Terms and Conditions for the most current insurance coverage. Terms and Conditions are provided with the initial Travel Card (and each replacement or renewal card). Should the issuing bank make changes to insurance coverage, new Terms and Conditions will be mailed directly to the cardholder, using the cardholder's address on file with the issuing bank.

APPENDIX A REFERENCES

The department of Travel Management and Corporate Card Services administers these Travel Card Policies and Procedures. Information about the department, including contact information, is provided below:

- **TRAVEL MANAGEMENT AND CORPORATE CARD SERVICES**

www.usc.edu/travel and www.usc.edu/pcard

The department of Travel Management and Corporate Card Services, a department within Disbursement Control and Accounts Payable, is responsible for administering both the Procurement Card and Travel Card. The department also negotiates and manages the university's travel-related supplier contracts. Contact Travel Management and Corporate Card Services at: (213) 740-5805.

The following departments are referenced in these Travel Card Policies and Procedures. Information about the various departments, including contact information, is provided below:

- **AUDIT SERVICES (OFFICE OF)**

The Office of Internal Audit assesses the adequacy and effectiveness of the university's system of internal administrative and account controls, adherence to policies and procedures, compliance with applicable laws and regulations, and the quality of operating performance when compared to established standards. Audit Services must be contacted by university supervisors, managers, department chairs or deans who are aware of, or who suspect, that misappropriations or conflicts of interest have occurred. Contact Audit Services at: (213) 740-8258.

- **COMPLIANCE (OFFICE OF)**

<http://www.usc.edu/admin/compliance/>

The Office of Compliance demonstrates the university's commitment to comply with all applicable laws and regulations, detect and correct compliance violations promptly, and eliminate misconduct and other wrongdoing. Contact the Office of Compliance at: (213) 740-8258. Contact the University Help and Hotline at: (213) 740-2500.

- **CONTRACTS AND GRANTS (DEPARTMENT OF)**

<http://dcg.usc.edu/index.cfm>

The Department of Contracts and Grants (DCG) should be contacted to confirm allowability of expenditures associated with a sponsored project account. DCG also maintains a form that should be completed if requesting use of a non-US airline carrier because of non-availability. Contact the Department of Contracts and Grants at: (213) 740-7762 (UPC) or (323) 442-2396 (HSC).

- **COMPTROLLER'S OFFICE AND AIS BUDGET ADMINISTRATION SYSTEM ACCESS (WEBBA)**

<http://www.usc.edu/dept/finse/v/>

The Comptroller's Office controls access to the university's financial systems (e.g. WEBBA). An Access Form needs to be completed and submitted by the department's Senior Business Officer and submitted to the Comptroller's Office for approval and processing before a QE Report can be prepared. Contact the Comptroller's Office at: (213) 740-1900.

- **DISBURSEMENT CONTROL AND ACCOUNTS PAYABLE**
www.usc.edu/dc
 Disbursement Control and Accounts Payable administers the university's Expenditure Policies and Procedures, Missing Receipt Declaration, Check Requests, invoice payments, sales tax accruals, and corporate card audits. Contact Disbursement Control and Accounts Payable at: (213) 740-9794. Contact the auditing division at: (213) 740-2712.
- **EQUIPMENT MANAGEMENT**
http://www.usc.edu/dept/finserv/equipment_management/
 The Department of Equipment Management is responsible for maintaining inventory records for all university-owned, government-owned, donated, and other sponsor-owned Equipment. Contact Equipment Management at: (213) 821-2880.
- **FINANCIAL ANALYSIS**
<http://www.usc.edu/dept/finserv/ofa/>
 The Department of Financial Analysis prepares the university's facility and administration cost proposal ("indirect costs"), prepares the university's fringe benefit proposal, and coordinates all government audits. Contact Financial Analysis at: (213) 821-1937.
- **PURCHASING SERVICES**
www.usc.edu/purchasing
 Purchasing Services operates as a centralized resource to ensure that goods and services are procured at the maximum value, in compliance with university and governmental policies, and in accordance with best practices. Purchasing Services maintains a list of Contract Suppliers. Contact Purchasing Services at: (213) 740-9794.
- **SPONSORED PROJECT ACCOUNTING**
<http://www.usc.edu/dept/finserv/spa/faqs/faq9.htm>
 Sponsored Projects Accounting (SPA) oversees post award administration of sponsored research for the university. SPA manages awards for compliance with federal, state, and private agency fiscal and reporting guidelines, university policies and procedures, and generally accepted accounting principles. Contact Sponsored Project Accounting at: (213) 740-5381.
- **SUPPLIER DIVERSITY SERVICES**
www.usc.edu/supplierdiversity
 The Department of Supplier Diversity Services assists the university in attaining its diverse supplier goals and is a resource to academic and research units that have sponsored project accounts (funded by federal, state, and local contracts) and need to develop goals to use diverse suppliers for research and service proposals. Contact Supplier Diversity Services at: (213) 740-2281.
- **UNIVERSITY POLICIES**
<http://www.usc.edu/policies>
 The university policy web pages are maintained by Administrative Operations, Policy Development and Communication. Individuals seeking interpretation of a particular policy should contact the department noted in that policy. Questions about how to access policies, find answers to particular policy questions, or concerning the protocol for establishing or changing university policy may be directed to Administrative Operations. Contact Administrative Operations at: (213) 821-8129.