



Travel Card Basics

The FSU Travel Card (T-Card) may be used only by eligible University personnel for certain travel expenses for **official University-related purposes only**. Purchases must adhere to appropriate state laws, University Travel and T-Card policies, as well as any policies or Memorandums of Understanding with Direct Support Organizations (DSOs). All full-time, employee travelers are encouraged to obtain a T-Card. T-Cards always belong to the individual, and should never be regarded as belonging to the department.

Cardholder Eligibility

Use of the T-Card is a privilege and is provided to eligible University Faculty, A&P, USPS, and certain OPS employees for official travel on behalf of the University. The Dean/Director/Department Head/Chair (DDDHC) must provide approval to the employee before the employee submits required forms and training to obtain a T-Card. Misuse of the T-Card may result in cancellation or permanent revocation of the T-Card and/or Purchasing Card (P-Card) depending on the severity of the violation. Cardholders should be aware of all rights and responsibilities, including the possibility of termination, before signing Travel Card Application & Agreement and using the T-Card.

Cardholder Application and Certification Process

The Travel Card Application and Agreement must be completed by the employee and approved by their immediate Supervisor and their DDDHC. If the DDDHC is the applicant, their Supervisor should sign in both the Supervisor and DDDHC areas. Incomplete applications will be returned to applicant. Please note, by signing the application, the applicant is certifying they have reviewed the Travel Card Manual, completed online T-Card training, scored 80% or better on the online test, and have read and agreed to the terms of the [Travel Card Application and Agreement](#).

Card applicants must complete Travel Card Online Training in Canvas and pass the test with a score of at least 80% before the T-Card will be ordered. For training, the applicant can self-enroll online at: <https://canvas.fsu.edu/enroll/R4BT8L>

For questions related to accessing the training and test, contact Training & Organizational Development at training@fsu.edu or 850-644-8724

The completed Travel Card Application and Agreement Form should be sent to the Travel Card Administrator at travel@fsu.edu for review and processing. With completed application and appropriate test score, the T-Card should be available in approximately two weeks for cardholder pick-up in Disbursement Services (UCA 5607).



Using the Travel Card

Security Requirements

T-Card security is of utmost importance! The T-Card and card number must remain in the physical possession of the Cardholder at all times. Desk drawers, file cabinets, laboratory settings, and safes accessible by personnel other than the T-Card holder are not secure locations. If another person accesses your card information, you will be liable for any transactions. T-Cards always belong to the individual, and should never be regarded as belonging to the department.

Your T-Card number may be placed in your Concur profile but should never be in anyone else's Concur profile. For security reasons, the card's billing address should not be kept with the T-Card. Card information should only be shared with vendors when required. University personnel may need certain information in order to process or verify T-Card charges for payment. In such cases, the last four digits and expiration date of the card should be sufficient.

Billing numbers provided by AVIS/Budget are linked directly to the T-Card number given during the billing number application process. Safeguard your AVIS/Budget billing number so no one else can use it to rent a vehicle.

Violations of these security requirements may result in card suspension, cancellation/reissuance, or other actions, as determined by Travel Card Administrator and/or Associate Controller.

The T-Card and incurred transactions are the sole responsibility of the Cardholder, whether used for one's own University travel, for departmental travel, or for University guest travel expenses. Complete expense reports promptly as required by the travel office. Chronic late payment processing or rule infraction(s) may result in suspension or cancellation of your T-Card and P-Card.

Sales Tax

Purchases made with the T-Card within the State of Florida are exempt from state sales tax thus providing savings for your department and the University as a whole. Inform vendor of tax-exempt status before charging the card and check the receipt before leaving vendor's location to verify that state sales tax was not charged. It is the Cardholder's responsibility to present the [Certificate of Sales Tax Exemption](#) to vendors located in the State of Florida ONLY and obtain the tax savings.

Hotels and car rental agencies are two common expenses where sales tax should be removed if purchased in the state of Florida **and** on the T-Card. If vendor refuses to give the tax savings when provided the tax-exempt certificate, document their refusal on the Expense Report containing the T-Card charge. Sales tax in a transaction is not a disputable issue with Wells Fargo.

Receipts

Ensure complete and legible receipts are obtained for all T-Card charges. Receipts should be itemized and show amount paid in full. Receipts are to be retained to comply with University and State auditing requirements. Users should enable e-receipts in their Concur profile and download the Concur Mobile app to assist with receipt management.

T-Card Allowable & Unallowable Items

Allowable T-Card uses:

- ✓ Lodging/Hotel/Motel



- ✓ Air Travel
- ✓ Checked/Excess Baggage Fees
- ✓ Travel Agency Fee
- ✓ Parking
- ✓ Taxi and Taxi Tip (maximum tip of 20%)
- ✓ Automobile Rental (AVIS/Budget is FSU contracted provider)
- ✓ Gasoline for rental vehicles or FSU vehicles used in Travel status ONLY
- ✓ Conference/Convention Registration Fees
- ✓ Telephone (Business use only)
- ✓ Internet Services (Business use only)
- ✓ PlatePass Service provided by Vehicle Rental companies for toll charges (at department's discretion)
- ✓ GPS rental (at department's discretion)

Unallowable T-Card uses:

- Meals
- Upgrades to airfare or vehicle rentals without proper justification
- Airfare related insurance
- Copies/Faxes
- Memberships (May be paid with the P-Card)
- Abstracts (May be paid with P-Card)
- Conference/Meeting Room Rentals (Process Purchase Order (PO) through Procurement Services)
- Any other expense specifically not allowed on the T-Card
- Fuel for any personal vehicle
- Fuel for FSU vehicles for business purpose (May be paid with the P-Card)

Questions regarding use of the T-Card and payment for specific travel expenses should be addressed to personnel listed at end of this manual **prior** to using T-Card.

Unauthorized Purchases

Cardholders who purchase unauthorized items will need to use a different means of payment for those items. If a different means of payment cannot be made to the vendor, the Cardholder must issue a check to FSU for the unauthorized charge amount; and if a legitimate business expense, seek reimbursement from a different method. When the Cardholder has personal expense, the amount may be deducted from his/her out of pocket reimbursement. If amount owed exceeds out of pocket reimbursement or was charged to another individual's T-Card, the Cardholder must pay back the University. For more information, see [Departmental Deposits](#).

Cancellations

If a Cardholder pays for a conference registration fee, mandatory hotel reservation/deposit, airline ticket, or any other item in advance and the trip is not taken, the T-Card holder must cancel the reservations/registrations/tickets, etc. as soon as trip cancellation is known and immediately seek refund/credit to the T-Card. Check with the Travel Management Company or airline regarding their current policy on ticket cancellation. If the cancellation is due to a business reason, state reason on related expense report(s). If cancellation is due to personal reasons, other than those such as illness/death



including certain family members, any expenses incurred by the University must be reimbursed by the traveler to the University. Airline tickets issued in the traveler's name are for University purposes only.

Travel Card Expense Report Submission

T-Card payments must be processed in a timely manner starting from the date in which they appear in the Cardholder's Available Expenses (in Concur). Messages will be sent to the Cardholder, their Supervisor, and other departmental personnel when T-Card charges are not promptly placed on an expense report. The Concur Travel system is used to process Requests and Expense Reports for payment of T-Card charges as well as application of credits. [Concur User Guides](#) are available for instruction, specifically, the [Placing T-Card Charges on an Expense Report](#) user guide will provide assistance in this case.

Travelers who have used their T-Card must promptly submit receipts to their Travel Delegate (if not processing their own Expense Report) after thorough review.

Travelers may incur credits on their cards for cancellations, tax refunds, price adjustments, and other reasons. Timely processing of credits is crucial to the maintenance of available budget balances and Cardholder records. Credits must be processed by the Cardholder or Travel Delegate in a timely manner. Place credits on the same expense report as the original charge whenever possible.

It is the cardholder's responsibility to verify their T-Card charges and/or credits have been processed and fully approved by all department approvers and any other related approvers such as Sponsored Research or FSU Foundation. A fully approved Expense Report is in the "Approved and Pending Processor Manager" status for audit and payment by the Central Travel office.

Misuse or Abuse of Travel Card

Cardholders are expected to follow appropriate laws, policies and procedures, and use reasonable judgment when using the T-Card. Employees who misuse or abuse the T-Card are subject to suspension, loss of card privileges, disciplinary action up to and including termination of employment, legal action, and mandatory repayment of card charges or involuntary payroll deduction for the amount of the ineligible T-Card charge.

Examples of abuse/misuse are: purchasing personal or non-approved items, falsification of records and/or receipts, theft, divulging confidential information (T-Card numbers to inappropriate individuals), allowing another person to use the Cardholder's T-Card, non-compliance with established policies and procedures, untimely submission of expense reports on a consistent basis, and carelessness in maintaining the security of the T-Card, T-Card number, and any associated billing numbers for vehicle rental.

T-Card Holders who fail to process expense reports promptly or routinely purchase ineligible items may have their T-Card canceled. Once these issues are rectified, the Cardholder may apply for a new T-Card. When a card is cancelled, the Cardholder will be required to complete the full application process along with the on-line Travel/T-Card training and test.

Travel Card Administrators reserve the right to cancel a T-Card based on circumstances of previous card activity.

Memorandum of Understanding



Cardholders using the T-Card on behalf of FSU Athletics, Athletic Team Travel, FSU Direct Support Organizations (DSOs) such as the FSU Foundation, or other groups with unique circumstances may be granted additional card privileges as determined by the Controller’s Office and the applicable DSO on an as needed basis.

A Memorandum of Understanding may be established between a department and the Controller’s Office for special circumstances related to the use of the T-Card in that department. A copy of this memorandum will be maintained by the Controller’s Office, the requesting department, and the DSO (if applicable). Each Memorandum of Understanding is subject to review or change at any time.

Other Items

Rejection of T-Card transactions due to lack of available credit can be avoided by calculating needs and requesting temporary or permanent credit line increases from the Travel Card Administrator. Prior approval by the DDDHC, budget manager, project manager, or Cardholder’s supervisor is required. Changes to Cardholder profiles are made in “real-time”, so necessary reservations or transactions are not delayed.

Every traveler must carry another means of payment in case the T-Card is restricted, rejected, closed, or lost. If traveler is not the T-Card holder, they still must carry another means of payment.

Cardholders should notify Wells Fargo of any international trip prior to departure to avoid unnecessary card restrictions. Merchant Category Codes in foreign countries are especially difficult to anticipate, as United States MCCs may not apply. Contact the Travel Card Administrator as soon as a problem develops. We will make every effort to remedy the issue.

Travel Card Administration

The Travel Card Administrator in the Controller’s Office is responsible for card issuance, account administration including Merchant Category Code (MCC) changes, and spending limit management within the Travel Card Plan approved by the University President.

The Card Administrator will set a profile for each Cardholder determining monetary limits and allowable uses of T-Card. If monetary limits are insufficient and/or charges reject due to Merchant Category Code (MCC) issues, the Travel Card Administrator will resolve the issue when notified. Limit increases will need written justification from supervisor or department head.

Limits	Standard	Increased Limits
Individual Transaction Limit (per vendor per day)	\$3,000	\$10,000
Daily Dollar Limit	\$4,000	\$15,000
Monthly Dollar Limit	\$10,000	\$20,000

When Cardholder terminates employment, transfers to another department, or no longer needs the T-Card, the card must be cancelled and destroyed. The employee’s supervisor is to destroy the T-Card in the presence of employee, if possible.



The [Travel Card Cancellation Form](#) should be submitted to travel@fsu.edu in order for the Travel Card Administrator to cancel the card thus preventing further charges.

The T-Card will be cancelled immediately (without notification) if it is determined a Cardholder used their T-Card in violation of University, DSO, or T-Card policies. If a P-Card is held by the same Cardholder, the P-Card may also be cancelled.

Reporting Lost or Stolen Wells Fargo Travel Cards

If the T-Card is lost or stolen or fraudulent/unauthorized use is suspected, the Cardholder should first contact Wells Fargo immediately at 1-800-932-0036. Outside of the United States, call collect 1-612-332-2224.

Also, notify the Travel Card Administrator at travel@fsu.edu or call (850) 644-5021 or (850) 644-5294.

Billing Address

If asked when making purchases over phone or internet, provide vendor the following address. If enough space is not available for full address, type as much as possible.

**FSU Travel 282 Champions Way
A5607 University Center
Tallahassee, FL 32306-2391**

Processing T-Card Disputes

Travelers and/or Travel Delegates must match receipts to T-Card transactions received in Concur, reviewing to ensure the vendor has not made errors or neglected to remove State of Florida sales tax (when applicable). When an error is discovered, the Cardholder must contact the vendor as soon possible to request correction(s). If vendor will not agree to a correction, the cardholder must submit a [Wells Fargo Dispute Form](#) within 60 days of the posting date of the charge. The Travel Card Administrator will not submit the dispute form. A copy should be retained by the Cardholder, a copy given to the Travel Delegate (if appropriate), and a copy sent to the Travel Card Administrator at travel@fsu.edu with the T-Card number redacted on each copy. **Wells Fargo will not honor a dispute request dated more than 60 days after the posting date of the charge.**

If a charge is to be disputed and the dispute is not completed correctly, timely or is rejected, it is the responsibility of the department and/or the T-Card holder to process an Expense Report and pay for the item in question.

Inclusion of sales tax in a transaction is not a disputable issue with Wells Fargo.



Travel Card Contacts and Quick Access Information

The following personnel are available to assist with questions and specific issues:

Contact	T-Card Role	E-Mail	Phone
Sylvia Bell	Primary T-Card Backup	sbell@fsu.edu	(850)645-7182
Daniel Halladay	T-Card Administrator	dhalladay@fsu.edu	(850)644-1956
Carla Daniels	Associate Controller	ccdaniels@fsu.edu	(850) 644-1851
Lynda Williams	FSU Foundation – Asst. Director, Budget & Financial Services (Foundation Questions ONLY)	lwilliams@foundation.fsu.edu	(850) 644-0751
Charles Mize	P-Card Administrator	cmize@fsu.edu	(850) 644-9725

Quick Access Information

- [Concur User Guides](#)
- [Travel Card Application & Agreement](#)
- [Certificate of Sales Tax Exemption](#)
- [Wells Fargo Dispute Form](#)
- [Travel Card Termination Form](#)
- [FSU Travel](#)