

Section 15: Travel – Make Travel Arrangements

Before You Begin

Travel must serve the best interest of the University, have a legitimate business purpose, and be related to the employee's job duties. Units may make travel arrangements for non-employees traveling on behalf of the University.

All travel must be by the most direct route, using the most economical mode of transportation available considering travel time, costs, and work requirements. When reserving lodging, employees must request the lowest available rate that does not exceed state lodging maximums.

Travelers who interrupt their business travel or deviate from the direct route for personal convenience or leave are reimbursed only at the rate for uninterrupted travel by the most direct route. The Travel Card (T-Card) cannot be used for transportation and lodging that includes any personal expenses. Consult *Determine Allowability of Travel Expenses, Restricted T-Card Purchases, and Prohibited T-Card Purchases*.

When travelers must use premium transportation, such as first/business class, for medical reasons, documentation from a medical provider is required stating the need and duration for premium transportation. This documentation must be submitted for review and approval prior to paying the expense.

The unit head or delegate must approve travel and verify the unit has funds available.

Begin

To make travel arrangements:

1. Plan ahead. Some trips, especially group or international travel, can be complex. The most convenient and economical travel may require extra planning time.

Special restrictions may apply to travel for sponsored projects. For additional information, consult *Section 16.1.1 - Urbana-Champaign Requirements of Cost Principles for Educational Institutions (OMB Circular A-21)* (Urbana and Springfield) or *Section 16.4.3 Chicago Functional A-21 Cost Categories and Definitions* (Chicago).

2. Obtain approval and verification of funding from your unit head.

TEM (Travel and Expense Management System) can be used to obtain pre-trip approval and compare planned expenses to actual trip expenses. Consult the job aid for *Travel Plan for Pre-Trip Approval* for step-by-step instructions.

3. Use the most direct route and most economical transportation, taking into consideration travel time, expense, length of absence from campus, and convenience. Consult

Reimbursement Rates for Travel Expenses to ensure your travel arrangements do not exceed allowable limits.

For employees, obtain separate quotes when booking a travel “package” where one price is charged for airfare, hotel, rental car, and so on. Travel packages **cannot** be reimbursed unless detailed, itemized, receipts are submitted for each portion of the "package." The Travel Card (T-Card) can be used to purchase a travel package **only** for guests of the University.

4. The State of Illinois and the University have contracts with several travel service providers. For detailed information about these contracts, consult:
 - *Contracted Travel Agencies*
 - *Hotels*
 - *Car Rental*

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Section 15: Travel – Request a T-Card

Before You Begin

The University of Illinois Travel Card (T-Card) is a charge card University employees may use to purchase qualified travel expenses and business meals. The Travel Expense Management system (TEM) is the software product used to document, reconcile, and approve T-Card transactions.

All T-Card purchases must comply with University procurement, allowable expenditure and funding, payroll, and travel-related policies, as well as with state and federal statutes. Cardholders who misuse or fraudulently use the T-Card are subject to investigation, disciplinary action, termination of employment, and may also be subject to criminal prosecution. The University can deduct any personal or non-University related T-Card charges from the Cardholder's wages.

Undergraduate students may not be issued a T-Card.

Begin

To request a T-Card:

1. The applicant fills out a *Travel Card Authorization/Agreement and Application* form and submits to the Department Card Manager (DCM).
2. The DCM completes any missing information on the form and verifies/obtains required signatures.
3. The DCM emails the form to cco@uillinois.edu and retains the original in the unit.
4. The DCM generates an online application using the T-Card Solution (TCS).
5. The applicant completes the *Web-based T-Card Training* and passes the certification quiz.
6. UPAY Card Services verifies that all application processes and training requirements are complete and authorizes the issuance of the T-Card by the Bank.
7. The bank sends the T-Card to the University mailing address, which is also the Billing Address, provided on the application
8. The Cardholder can activate the T-Card by using the last 4 digits of his/her UIN once the card is received.

Section 15: Travel – Serve as a Department Card Manager (DCM)

Before You Begin

Department Card Managers (DCM) are responsible for the day-to-day management of the Travel Card (T-Card) program within their assigned business unit. DCMs are also responsible for complying with all related record retention, state and federal laws, and University policies.

All units participating in the T-Card program must have a DCM appointed by the Unit Head. This person serves as DCM for both the Purchasing Card (P-Card) and T-Card. All DCMs and their delegates must complete the *DCM training* and the *Web-based T-Card Training* and pass the certification quiz before they can assume DCM duties.

Begin

To serve as a DCM, you are responsible for:

- Supervising, administering, and monitoring the T-Card activity of the business unit(s) assigned to you.
- Ensuring that all T-Card transactions are processed and submitted in the Travel Expense Management system (TEM).
- Processing new T-Card applications.
- Ensuring that applicants complete the required training and pass the certification quiz.
- Validate that the T-Card Authorization Agreement and Application Information Form and T-Card Exception Request form are:
 - Completed with appropriate authority level(s) signatures
 - Retained within the unit
 - Emailed to UPAY Card Services
- Requesting changes to existing Cardholder profiles using T-Card Solution (TCS) software.
- Collecting T-Cards, following related procedures for cancellation of T-Card privileges and ensuring outstanding T-card transactions in TEM are processed and submitted for employees who:
 - Leave their unit or the University
 - No longer need a T-Card
 - Engage in excessive noncompliant use of the T-Card in accordance with *Inappropriate T-Card Use section of this policy*
- Notifying UPAY Card Services of employee departures or changes in home unit.
- Ensures that all T-Card transactions are processed and submitted in TEM for employees who leave the University or change home unit.
- Suspending T-Cards for employees on temporary leaves of absence, including but not limited to, maternity, medical or sabbatical.

- Coordinate with UPAY Card Services to facilitate reimbursements to the University in accordance to signed T-Card Authorization Agreement Form.

UPAY Card Services offers various consulting services to assist DCMs. Refer to *T-Card Services Offered by University Payables Card Services* and *T-Card Roles and Responsibilities* for additional information.

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Section 15: Travel – Comply with Unit (Department) Head T-Card Responsibilities

Before You Begin

Units have the primary responsibility for managing how staff members use T-Cards and maintaining compliance with all record retention, state and federal laws, and University policies.

See *T-Card Services Offered by University Payables Card Services* and *T-Card Roles and Responsibilities* for information on consulting services available from the University Payables (UPAY) Card Services.

Begin

To comply with unit head T-Card responsibilities:

- Provide budgetary and compliance oversight for your unit's T-Card program.
- Implement unit T-Card procedures that follow sound business practices.
- Establish internal controls to approve travel and business meals purchased using the T-Card.
- Designate a T-Card Cardholder as a Travel Arranger to reserve and/or purchase travel for University guests and unit travelers.
- Identify unit employees who will be issued T-Cards.
- Assign T-Card roles within the unit.
- Review and reconcile monthly financial reports and statements.
- Oversee the Travel Expense Management system (TEM) reconciliation and approval processes for T-Card transactions.
- Seek reimbursement for any expenditures that are not allowable or exceed the allowable amount. Non-reimbursable charges placed on a T-Card can be deducted from the out-of-pocket reimbursements due an employee payroll deduction may be initiated if deemed necessary.
- Consult and follow the procedures in *Inappropriate T-Card Use*.

Section 15: Travel – Request a T-Card Exception

Before You Begin

To obtain approval to use the Travel Card (T-Card) for an expense that is normally prohibited by a policy or is above a Cardholders' limit a T-Card Exception Request Form may be submitted to UPAY Card Services. Only the Senior Director of University Payables (UPAY) and Card Administrator or Delegate are authorized to approve exceptions to the T-Card policy. Exceptions to University policies or procedures regarding T-Card use may be approved when necessary to meet special circumstances or when in the best interest of the University and the State of Illinois. These exceptions are infrequent and apply to all funding sources. Any exception must be approved prior to using the T-Card for the purchase. Exceptions are not granted after the fact. Failure to submit the T-Card Exception Request for processing prior to using the T-Card for the expense can result in an audit finding/non-compliance. An exception is submitted and reviewed for an individual Cardholder. If approved, only the named Cardholder may use the T-Card to make the purchase.

Submission of a T-Card Exception Request form does not guarantee the expense will be approved for payment on the T-Card.

Begin

To request a T-Card exception:

1. Plan ahead, as it may take up to 10 business days to process an exception request.
2. Complete a T-Card Exception Request form and email it to University Payables (UPAY) Card Services for review: Information provided on the form must include the rationale and University business purpose for the exception.
3. UPAY Card Services will notify the requester of the approval or denial of the request.
4. If the request is approved, include a copy of the e-mail notice of approval into the Travel Expense Management System (TEM) with the receipt(s) for the transaction.

Section 15: Travel – Responsibilities

Travel

The Board of Trustees authorizes the Vice President/Chief Financial Officer and Comptroller to establish policies and procedures for managing travel policies and related matters.

The University Comptroller has delegated to the Senior Associate Vice President for Business and Finance the authority to formulate and to publish policies and procedures required to meet Illinois Higher Education Travel Control Board (IHETCB) requirements regarding travel on behalf of the University and related matters.

The Senior Associate Vice President for Business and Finance (SAVP) has designated the Assistant Vice President for Business and Finance to oversee University travel operations and represent the University of Illinois as a member of the IHETCB Board.

Unit heads or their delegates are responsible to approve travel and verify the unit has funds available. University Payables reviews and approves all travel expenses.

Employees are personally responsible for ensuring that their travel arrangements meet travel regulations and that their claims for reimbursement are accurate. Improper or inadequately supported travel claims cannot be paid until the correct documentation is submitted.

Travel Card (T-Card)

The State Comptroller's office sets standards for charge card programs.

As designated by the OBFS Senior Associate Vice President (SAVP), the Senior Director of University Payables (UPAY), and the Associate Director of Support Services, the UPAY Assistant Director of Support Services acts as University-wide Card Administrator:

- Develop the management plan, policies, and procedures to support the functions of UPAY Card Services operations.
- Confer with the OBFS Purchasing divisions during the administrative decision-making process for procurement and payment issues.
- Be responsible for day-to-day-operations of UPAY Card Services.

Unit heads are responsible for identifying cardholders, appointing a Department Card Manager (DCM), facilitating compliance, and oversight of T-Card use in their units. In addition, they are responsible for fiscal control of all travel charges.

Employees involved in T-Card transactions are responsible for knowing and complying with all University policies and procedures related to possession of a T-Card. *T-Card Roles and*

responsibilities.

University Vehicles

The President has delegated authority for decisions regarding appropriate use of University motor vehicles to the Comptroller and/or Chancellors. The Comptroller and Chancellors have further delegated authority to the Senior Associate Vice President for Business and Finance and the Chancellors' representatives.

The Senior Associate Vice President for Business and Finance or Chancellors' representatives may be petitioned to modify policy on vehicle use, and, in consultation with other University and campus administrators, make decisions regarding authorized use within established guidelines or additions/deletions to the list of approved uses.

Unit heads are not allowed, under any circumstances, to authorize the use of University motor vehicles outside of the scope of authorized use.

Drivers of University vehicles must regard vehicle accidents with the same sense of responsibility as if the accident involved their own vehicle.

Section 15: Travel – T-Card Services Offered by University Payables Card Services

University Payables (UPAY) Card Services oversees and administers both the Purchasing Card (P-Card) and Travel Card (T-Card) programs and has the responsibility for issuing, suspending, and cancelling those cards.

UPAY Card Services provides the following to units with T-Cards:

- Coordinate with designated Department Card Managers (DCM) to oversee and administer the University's card programs
- Verifies the completion of the required T-Card training and certification quiz by Cardholder
- Receive electronic T-Card applications and the properly-executed T-Card Authorization Agreement and Application Information forms submitted
- Submit approved T-Card applications to the issuing Bank
- Process and maintain in the T-Card Solution (TCS) software:
 - Cardholder profile
 - New card applications
 - Card status
 - DCM assignment
- Performs Help Desk services and activities
- Develops and delivers card program training
- Oversees card program compliance with applicable policies and procedures.
- Acts as a liaison with the Bank and auditors

Section 15: Travel – Restricted T-Card Purchases

Travel Cards (T-Cards) may be used for the following items when corresponding requirements are met and appropriate funding is available. Related policies are noted, where applicable, to provide additional information on requirements and procedures before you make any purchases from these categories.

Purchase	Specific Restrictions	Relevant Policies/Procedures
Alcoholic beverages	See alcohol policy for campus	<i>Determine the Allowability of Serving Alcohol at an Event</i>
Business Meals		<i>Determine the Allowability of Business Meals and Refreshments</i>
Business Class/First Class Travel	Approved by Exception only with medical documentation	<i>Make Travel Arrangements T-Card Exception Request form</i>
Catering	"Dropped off" meals such as pizza or box lunches - Can use T-Card Other catering that includes services - Can use T-Card only with University contracted vendors. Consult <i>Catering - Urbana Campus</i> .	<i>Catering - Urbana Campus Outside Caterers Determine the Allowability of Business Meals and Refreshments</i>
Collision damage waiver insurance	Allowable by approved T-Card Exception and only for motor vehicle rental in a foreign country	<i>Make Travel Arrangements Car Rental T-Card Exception Request form</i>
Foreign National Non-Employee Travel and Lodging Expenses	See policy for considerations when determining allowability.	<i>Payments to Foreign National Non-Employees</i>
Spouse or family travel expenses	If specifically allowed in a grant or contract and prior approval is granted	<i>Determine Allowability of Travel Expenses</i>
Student travel	Allowed if student travel primarily benefits the University	<i>Payments-Payments to Students, Student Reimbursements</i>
Toll charges - parking, road, bridge and tunnel fees	Pre-paid tolls not allowed (for example, I-Pass)	<i>Determine Allowability of Travel Expenses</i>

Travel insurance	Approved by exception for foreign travel only	<i>T-Card Exception Request form</i>
Travel and lodging for University guests	Limited to travel and lodging expenses when supporting the University's mission	<i>Request Non-Employee Reimbursement</i>
Travel Packages	Limited to University guests only	<i>Section 15: Make Travel Arrangements</i>
Vehicle rental	Use University contracted providers where available. Personal use items such as child car seats and additional drivers are prohibited	<i>Car Rental</i>

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Section 15: Travel – Prohibited T-Card Purchases

Administrative controls and/or legal requirements place limitations on the use of the Travel Card (T-Card). The following list is **not** all inclusive. Participants should contact UPAY Card Services and/or review policy to assist in determining if a purchase is allowable. *Section 8, Payments and Reimbursements* provides details about expenditures for business meals, receptions, and refreshments.

These items may not be purchased using a Travel Card (T-Card):

- Additional fees/services over and above the most economical fare available at time of purchase (special seating for class of service flown, for example, aisle, exit row, early/priority boarding, etc., or other circumstances that increase the base price).
- Cash advances
- Charter bus and charter air services
- Coat check
- Commuting expenses between an employee's residence and official headquarters
- Gift certificates, gift cards, cash-equivalent prepaid cards
- House accounts, that is, the extension of credit by a vendor, allowing payment of goods or services over a period of time, or on a summary invoice or bill
- Late check-out
- Living expenses at official headquarters
- Locksmith services
- Memberships
- Moving expenses
- Non-University-related expenses
- Parking tickets, pre-paid tolls, or other fines
- Per Diem meal expenses
- Personal automobile accident insurance and/or deductibles
- Personal convenience – any transaction that includes charges incurred for personal convenience or personal leave, for example, airfare, lodging, car rental, etc.
- Personal entertainment charges such as movies, spa/health clubs, sightseeing, tours, etc.
- Personal purchases of any kind
- Purchases from University employees, their spouses, parents, or children
- Purchases from business concerns of which an employee (or an employee's spouse, parent(s) or children) is a sole or principal owner, major officer, or primary employee
- Towing or fueling of a personal automobile that is being used for University business travel
- Travel insurance (exceptions may be requested for foreign travel)

Section 15: Travel – Inappropriate T-Card Use

Units have the primary responsibility to monitor how their staff use their Travel Cards (T-Cards). Monitoring T-Card use includes ensuring compliance with all state and federal laws, University policies, and good business practice. The University Payables (UPAY) Card Services and internal and/or external auditors will conduct periodic reviews of unit T-Card use. Cardholders can lose their T-Card privileges if they:

- Use the T-Card for prohibited purchases
- Fail to provide scanned receipts/documentation of purchases
- Provide unacceptable documentation
- Fail to process T-Card charges in TEM
- Allow the T-Card to be used by individuals

Cardholders who **misuse or fraudulently use** the T-Card are subject to investigation, disciplinary action, termination of employment, and may also be subject to criminal prosecution. The University can deduct any personal or non-University related T-Card charges from the Cardholder's wages.

Unit Actions

The Department Card Manager (DCM) and unit head must follow the steps below when policy violations of a particular cardholder are identified during the approval and/or the DCM review process. The DCM or unit head may forego these steps and request that the T-Card be canceled immediately, if the initial violation warrants such action:

- **First incidence of noncompliant activity** – The DCM and unit head issue a written warning to the cardholder. They retain a copy in the cardholder's unit file and electronically send a copy to the UPAY Card Services. The warning must include details of the offense(s) along with the Document ID number(s) for the offending transaction(s).
- **Second incidence of noncompliant activity** - The DCM and the unit head issue a written notice to the cardholder. They retain a copy in the cardholder's unit file and electronically send a copy to UPAY Card Services. They suspend the cardholder's T-Card for the remainder of the current billing cycle through the next full billing cycle.
- **Continued noncompliance** - If noncompliant activity continues after reinstatement of the T-Card, suspend the card for up to one year or cancel the T-Card account.

UPAY Card Services Actions

When noncompliant activity is discovered, UPAY Card Services may impose the same actions cited in *Unit Actions* above, including immediate cancellation of the T-Card account. UPAY Card Services notifies the cardholder, the DCM, and the campus OBFS executive officer when a T-Card is canceled. University Audits is also notified immediately if the situation warrants. The University reserves the right to forego any of these steps at any time and pursue the matter criminally if deemed necessary by University officials. UPAY Card Services can impose

consequences on individual units for:

- Repeated incidences of noncompliance of T-Card and travel policies by unit cardholder(s) and/or the unit
- Improper documentation (receipts and business purpose) of T-Card purchases
- Failure of the DCM to perform due diligence and report or act on noncompliant activity as it occurs

The following may be initiated upon discovery of repeated occurrences of noncompliant activity:

- Retraining of employees who function in any of the T-Card roles will be conducted by UPAY Card Services at the unit level when necessary
- The campus OBFS executive officer will be notified of the issue(s) and University Audits will also be engaged if the situation warrants

Section 15: Travel – T-Card Due Diligence

Unit Due Diligence

The Department Card Manager (DCM) and unit head must follow the steps below when policy violations of a particular cardholder are identified. The DCM or unit head may forego these steps and request that the T-Card be canceled immediately, if the initial violation warrants such action:

- **First incident** of noncompliant activity – a written warning notification is issued via email or paper by the DCM to the Cardholder and copied to the Unit Head; a copy is placed in the file with the receipt(s) for transaction; and a copy is emailed to UPAY Card Services. The notification must include details of the incident(s) along with the Expense Report number(s) for the transaction(s).
- **Second incidence** of noncompliant activity* - a written warning notification is issued via email or paper by the DCM to the Cardholder and copied to the Unit Head; a copy is placed in the file with the receipt(s) for transaction; and a copy is emailed to UPAY Card Services. The notification must include details of the incident(s) along with the Expense Report number(s) for the transaction(s). UPAY Card Services will suspend the Cardholder's T-Card for the remainder of the current billing cycle through the next full billing cycle.
- **Third or more noncompliant activity*** - a written warning notification is issued via email or paper by the DCM to the Cardholder and copied to the Unit Head; a copy is placed in the file with the receipt(s) for transaction; and a copy is emailed to UPAY Card Services. The notification must include details of the incident(s) along with the Expense Report number(s) for the transaction(s). Upon receipt and verification of continued non-compliance UPAY Card Services will suspend the Cardholder's T-Card for up to one year, or the T-Card account may be canceled.

*Second or more incident notification is applicable if the activity is of the same type as the first. *Example:* Cardholder is issued a non-compliance notification for using the T-Card for a personal meal. If Cardholder pays for another personal meal after receiving notification that the activity is not allowable, then additional notifications can be issued and the T-Card suspended or canceled accordingly.

UPAY Card Services Due Diligence

When noncompliant activity is discovered, UPAY Card Services may impose the same actions cited in *Unit Due Diligence*, including immediate suspension or cancellation of the T-Card account. UPAY Card Services notifies the Cardholder, the DCM, and the campus OBFS executive officer when a T-Card is canceled due to noncompliant activity. The DCM should notify the Unit Head accordingly. University Audits is also notified immediately if the situation warrants.

The University reserves the right to forego any of these steps at any time and pursue the matter criminally. In addition to Cardholder regulations for non-compliance, UPAY Card Services can impose restrictions on a unit's T-Card program for any of the following:

- Repeated incidences of noncompliance of T-Card and travel policies by Cardholder(s) in the unit
- Improper documentation (receipts and business purpose) of T-Card purchases
- Failure to create the Expense Report(s) to reconcile/process transactions
- Failure of the DCM to perform due diligence by reporting or addressing noncompliant activity

The following actions may be initiated by UPAY Card Services upon discovery or reporting of repeated occurrences of noncompliant activity:

- UPAY Card Services will schedule a meeting with the DCM, Cardholders and/or the Unit Head to review the issue(s)
- The campus OBFS executive officer will be notified of the issue(s) and University Audits will also be engaged if the situation warrants
- Failure to cease noncompliant activity(ies) will result in UPAY Card Services notification to the DCM, the Unit Head, and the campus OBFS chief business officer of possible suspension of T-Cards for the entire unit for at least one full billing cycle, or cancellation of unit's card program