

## POLICY 430.021: TRAVEL CARD

### OBJECTIVE

**Business Travel Purchases:** To allow Aviation Authority authorized travelers the ability to make purchases related to approved and authorized business travel in accordance with the Aviation Authority's Organizational Policy Section 430.02, Authorized Travel Expense and Subsistence.

**Payment Method:** To provide a method of payment for select purchases related to authorized business travel, thereby providing authorized travelers with a more efficient means to pay for travel related expenses.

**Internal Controls:** To establish internal controls so that Travel Cards (T-Cards) are used only for authorized expenses, and to limit the Aviation Authority's exposure to and liability from inappropriate use of the T-Card.

### SCOPE

**Application:** This policy applies to use of, supervision of, and administration of Aviation Authority T-Cards as a payment method for purchases related to authorized Aviation Authority business travel. It applies to employees who use or authorize the use of the T-Card, employees who administer any aspect of the program, including approving or making payments for T-Card purchases, and supervisors of employees who perform one or more of these functions.

**Authority and Responsibility:** This policy and procedure delineates the authorization and responsibilities within the Aviation Authority, provides a framework to administer the T-Card program, and is designed to ensure that a Cardholder uses the T-Card for Aviation Authority approved purchases only within the specific dollar and transaction limits that have been assigned to the Cardholder's T-Card.

### DEFINITIONS

**Authorized Approver.** An employee appointed by the Aviation Authority Board and holding office at the level of Vice President or above.

**Authorized User or Cardholder:** An Aviation Authority employee who has been issued a T-Card for authorized travel expenses in accordance with all related policies and operational procedures.

**Travel and Expense Application (T&E Application)** The software application used to manage pre-travel requests, post-travel expense reports, and bookings for travel conducted at the expense of the Aviation Authority.

**Travel Services.** The Aviation Authority employee(s) assigned the duties and responsibilities of reviewing and validating policy compliance for all Aviation Authority travel.

**Travel Expenses.** The actual and reasonable costs of transportation, meals, lodging, and incidental expenses normally incurred by a Traveler.

**Travel Period.** The period of time between the time of departure and time of return.

## CHARACTERISTICS

**T-Cards** are business credit cards issued to the Aviation Authority in the name of Authorized Users for select purchases related to authorized business travel within the limitations established by the Aviation Authority.

- Individual T-cards are unique and contain information such as the Cardholder's name, account number, and expiration date along with the Aviation Authority's name and tax exempt number.
- A T-Card differs from a standard credit card due to the presence of additional controls. The Aviation Authority, not the Cardholder, is responsible for the payment of purchases made with an Aviation Authority T-Card. The Cardholder is responsible if they make unauthorized purchases with an Aviation Authority T-Card.

## RESPONSIBILITIES

The Chief Financial Officer shall designate a Program Administrator and a Payables Administrator.

**Program Administrator:** The Program Administrator administers the T-Card program for the Aviation Authority. The Program Administrator manages the issuance of T-Cards to authorized Cardholders, maintains an updated list of Cardholders, maintains associated documentation, recommends transaction and other limits in accordance with procedures and guidelines, facilitates mandatory orientation sessions for new users, ensures that appropriately authorized limits are maintained, ensures appropriate cancellation of accounts, and interacts with the card issuer. The Program Administrator may designate an individual

within the Finance Department to perform the day-to-day administrative functions.

**Payables Administrator:** The Payables Administrator ensures that payments to the card issuer are duly authorized, that Cardholders have provided required supporting documentation, and that invoices from the card issuer are reconciled.

**Authorized Approvers:** Each Authorized Approver should attend training on the Aviation Authority's T&E Application, sign a "Travel Card Authorized Approver Agreement" (Form Number 430.021.3), and forward the form to the Program Administrator before performing the following responsibilities:

- Reviewing and approving each Cardholder's transaction and supporting documentation submitted for approval in the T&E Application in order to verify that the goods or services purchased were for official use and that the transaction(s) were in accordance with policy and procedure; and
- If a purchase is determined to be unnecessary or not for official use, then it will be the responsibility of the Authorized Approver to initiate an appropriate resolution activity, which may include:
  - Requiring the Cardholder to return the item for credit and obtain a credit voucher demonstrating the item has been returned for credit;
  - Recommending suspension and/or termination of the Cardholder's privileges for improper and/or unauthorized use as defined below; and
  - Recommending and administering disciplinary action for improper and/or unauthorized use as defined below and in accordance with applicable policies and procedures.

Note: In cases of fraud committed by a Cardholder, in addition to any administrative and/or disciplinary action that may be taken, the employee may be required to reimburse the Aviation Authority for the total amount of the improper charges and other expenses incurred by the Aviation Authority as a result of fraudulent use, such as collection costs, attorney fees, etc.

**Cardholder:** Each Cardholder is required to attend the Cardholder orientation session, sign a “Travel Card Cardholder Agreement” (Form Number 430.021.2), and forward the form to the Program Administrator utilizing their T-Card. Cardholder responsibilities include the following:

- The Cardholder is responsible to ensure the physical security of the T-Card and to protect the account;
- The Cardholder is responsible for purchases in accordance with this procedure and Aviation Authority’s policy 430.02, Authorized Travel Expense and Subsistence;
- The Cardholder is responsible for submitting an Expense Report in the T&E Application with the required documentation, such as receipts, to support purchases and credits, and should be submit the Expense Report no later than 30 business days after the travel period has concluded; and

## **CARDHOLDER SPENDING LIMITS**

**Assigned Limits:** The Chief Executive Officer will establish T-Card spending limits through travel directives and other guidelines. Spending limits may be increased by the Chief Executive Officer or an Executive Vice President on a case-by-case basis.

## **CARD REQUESTS AND CHANGES**

**Card Requests:** A "Request for Travel Card" (Form Number 430.021.1) shall be completed by Aviation Authority employees who travel at the expense of the Aviation Authority, or to make changes to the records of current Cardholders. The form will be processed through the Program Administrator who will forward the request to the card issuer to obtain the new T-Card or to process the change(s) requested.

**Approval:** An Authorized Approver and the Program Administrator must approve all requests for T-Cards. When the Program Administrator receives the T-Card from the card issuer, the Cardholder will be notified by the Program Administrator and will be required to attend an orientation session and complete and sign a “Travel Card Cardholder Agreement” Form 430.021.2 prior to receiving his/her card.

## TRAVEL CARD USE

**Authorized Purchases:** The T-Card is to be used only for authorized travel expenses purchased in accordance with Policy 430.02, Authorized Travel Expense and Subsistence.

**Prohibitions:** A T-Card shall not be used to purchase:

1. Any non-travel related expenses;
2. Inventory goods;
3. Gift cards;
4. Food or beverages (except as authorized for travel purposes);
5. Personal items;
6. Unauthorized hotel incidentals
7. Room service
8. Hotel entertainment (including, but not limited to, fitness room and movie rentals)
9. Airline upgrade fees
10. Cash advances; or
11. Capital items.

For purposes of this section, capital items are defined as items of value greater than \$1,000.00 having a useful life of more than one year and components of those items having a useful life of more than one year that in the aggregate exceed \$1,000.00

**Florida Tax Exemption:** Cardholders are responsible for ensuring exemption from sales tax when making purchases in the state of Florida.

**Foreign Purchases:** If a Cardholder needs to purchase goods from a foreign merchant, a T-Card may be used for the purchase. International Service Fees that may be charged for foreign purchases by the card provider are allowed.

**Receipts and Proof of Purchase:** The Cardholder is solely responsible for retaining all itemized receipts, charge slips, and/or other proof-of-purchase documents associated with T-Card transactions and submit a Travel Expense Report in the T&E Application. If, for any reason, an original receipt is lost and/or unobtainable, the Cardholder must submit a Missing Receipt Declaration within the Aviation Authorities' T&E Application.

**Returns for Credit:** If the goods or services received are unsatisfactory, the Cardholder should contact the merchant as soon as possible. Depending upon the circumstances, Cardholders may want to return the merchandise for full credit or retain the goods and receive a partial credit. **Under no circumstances should a Cardholder accept cash for returned goods.**

Cardholder should make sure the merchant will credit the T-Card in the manner and dollar amount that is agreed upon. The account code to be used for approving the credit should be the same as the original transaction.

**Cardholder's Transaction Record:** Each time a purchase transaction is made that will be paid using a T-Card, whether it is done over the counter, through the internet or by telephone, a record of the transaction will automatically be created in the T&E Application. Actual T-Card transactions should be completed electronically through the T&E Application. The transaction record will be used to verify the purchase transaction listed on the Cardholder's billing statement.

**T-Card Transactions:** The Cardholder shall review all T-Card transactions posted to the T&E Application, and submit a Travel Expense Report for all transactions purchased with a T-Card.

## DISPUTES

**Responsibility:** The Cardholder is responsible for initiating corrective action in the event that a transaction appears on a billing statement and is deemed to be in dispute. A disputed item could be, but is not limited to, the result of an unauthorized charge, or a duplicate transaction posting.

**Action:** The Cardholder should immediately attempt to resolve disputed items directly with the vendor.

The Cardholder has the responsibility to address a disputed item as soon as it has been identified. The Cardholder shall contact the merchant and request a credit against the disputed transaction. When receiving a credit it must be applied to the cardholder's account. A cash credit for returned items is prohibited and considered a violation of this policy.

It is essential that the time frames and documentation requirements established by the T-Card Issuer be followed to protect the Aviation Authority's rights in dispute. Dispute procedures, as well as the Cardholder Agreement, will be provided at the time T-Cards are issued to Cardholders.

If the merchant refuses to provide a credit for the disputed transaction, the transaction shall continue to be considered in dispute and additional action shall be taken as follows:

- Disputes that cannot be resolved with the vendor must be filed within 60 days of the transaction posting date;

- A “Cardholder Statement of Disputed Item” Form 430.021.4 must be completed by the Cardholder with all documentation of efforts to resolve the dispute with the vendor attached. This form shall be forwarded with a copy of the billing statement through the Authorized Approver to the Program Administrator for adjustment and/or resolution with the card issuer. The Program Administrator will notify the Cardholder and Authorized Approver of the action taken on disputed items and will forward Form 430.021.4 to the Payables Administrator or designee.

## **LOST OR STOLEN T-CARDS**

**Notification to Card Issuer:** Should any Cardholder lose or have his/her T-Card stolen, he/she must notify the card issuer immediately upon discovery of the loss. The telephone number(s) of the card issuer will be provided when the card is issued to the Cardholders.

**Internal Notifications:** In addition to notifying the card issuer, the Cardholder must notify his/her Authorized Approver and the Program Administrator of the lost or stolen card within one (1) business day after discovery of the loss or theft of the card. The Cardholder’s Authorized Approver is required to submit a written report to the Program Administrator, within five (5) business days after notification, including the complete information on the loss, the date the loss was discovered, the location where the loss occurred, if known, the purchases that the Cardholder had made prior to the loss, and any other pertinent information. Should the card be found/returned, it must be turned in to the Program Administrator for destruction.

## **IMPROPER OR UNAUTHORIZED USE**

Random reviews of all Cardholder transactions by the Finance Department and/or Internal Audit Department will be conducted. Cardholders and Authorized Approvers who are found to be in violation of prescribed T-Card procedures face possible disciplinary action which may include suspension or termination of T-Card privileges or legal action as warranted by the severity of the offense.

If an employee unintentionally uses a T-Card for personal use, the employee must notify the Department Vice President within 10 business days. The first offense may result in T-Card suspension and subsequent offenses may result in T-Card termination.

## ADMINISTRATION OF DISCIPLINARY ACTION

Upon notification by the Program Administrator, disciplinary action, if warranted, will be administered by the Department Vice President in accordance with Section 204.02, Allegations of Misconduct, and in accordance with the guidelines listed below based on the severity of the Cardholder's actions and the result of those actions.

In each instance, the Cardholder, the Authorized Approver and the Department Vice President will be reminded of the T-Card procedures set forth in this manual.

The guidelines below include, but are not limited to, disciplinary action for failure to comply with program guidelines:

**Card Suspension:** An employee may receive a written warning or may have T-Card privileges suspended for the following reasons:

1. Use of the card exceeding a) maximum dollar amounts allowed for a single purchase, and/or b) maximum number of transactions allowed and/or c) dollar limit allowed in one business day and/or d) maximum monthly dollar amount may result in T-Card privileges suspended for 30 days.
2. Failure to provide itemized receipts and other required documentation to substantiate reports related to Cardholder activity in a timely manner may result in T-Card privileges suspended for 30 days.
3. The improper payment of sales tax on T-Card purchases shall require the Cardholder to resolve the sales tax issue. Failure to resolve within 60 days of the first billing cycle of the sales tax item may result in T-Card privileges suspended for 30 days.
4. Any splitting or division of purchases for the purpose of avoiding the limitation on single purchase amounts and/or number of transactions allowed in a business day may result in T-Card privileges suspended for up to 90 days.
5. Use of a card for purposes other than those expressly allowed by this procedure or as authorized by the Chief Executive Officer or designee may result in T-Card privileges suspended for up to six (6) months.
6. Failure of the Cardholder to submit an Expense Report in the T&E Application with the required back-up documentation to support purchases and credits within 30 business days after the travel period has concluded may result in temporary suspension of T-Card privileges.

**Card Suspension Required Action:** In the event that the Cardholder's privileges have been suspended, the Authorized Approver will hold the card for the term of the suspension and may, but is not required to, reissue the card to the Cardholder when the suspension has been served.

**Card Termination:** A Cardholder's T-Card privileges may be terminated for the following reasons:

- A Cardholder's violation of the items listed above that result in three (3) suspensions;
- Use of a card for any purpose other than the purchase of goods and/or services for official use by the Aviation Authority and not reported within 10 business days;
- A Cardholder's employment by the Aviation Authority is terminated for any reason; or
- Any unauthorized use of the T-Card deemed by the Aviation Authority in its sole discretion to merit termination of T-Card privileges.

**Card Termination Required Actions:** In the event a Cardholder's T-Card privileges are terminated:

- The Authorized Approver shall collect the card from the Cardholder, destroy the card, and send the destroyed card with a memorandum explaining the reason for the termination of privileges to the Program Administrator;
- The Program Administrator will notify the card issuer that the card has been destroyed and is no longer in use; and
- In the event the Authorized Approver is not able to collect a suspended or terminated T-Card for any reason, then the Authorized Approver shall immediately notify the Program Administrator by telephone and follow-up with a memo or e-mail to ensure the T-Card is suspended/voided.
- Upon termination of employment, the cardholder will provide all outstanding receipts to their Authorized Approver. Failure to do so may result in unreconciled charges being taken from the employee's benefits accrued at time of termination or due to the Aviation Authority within 30 days after termination.

The Program Administrator shall notify the card issuer to suspend or void the particular T-Card account to prevent any further purchases.

The Payables Administrator will manage the payment of T-Card expenditures and advise the Program Administrator of possible violations.

The Program Administrator will manage the card administration and provide notices to Cardholders, Authorized Approvers, and Department Vice Presidents of possible violations.

Department Vice Presidents will submit documentation of action taken to address each violation to the Program Administrator.

The Program Administrator will provide a summary report periodically to the Chief Executive Officer and Chief Financial Officer detailing all violations and associated actions implemented to address the violations.

## **FORMS**

Form 430.021.1 – Travel Card Application

Form 430.021.2 – Travel Card Cardholder Agreement

Form 430.021.3 – Authorized Approver Agreement

Form 430.021.4 – Cardholder Statement of Disputed Item

## **APPROVAL AND UPDATE HISTORY**

### **LAST APPROVAL**

Aviation Authority Board:

Chief Executive Officer:

### **SUPERSEDES**

All Previous



## TRAVEL CARD APPLICATION Form 430.021.1

**TO:** Travel Card Administrator

<b>FROM:</b>		<b>DEPARTMENT:</b>	
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- Request for a new Travel Card. Please issue the following employee a Greater Orlando Aviation Authority Travel Card.
- Change to an existing Travel Card. (Insert the employees' name and fill in only those items that need to be changed.)
- Temporary Change to an existing Travel Card. (Insert the employees' name and provide only the temporary change and reason and/or backup for temporary change.)

**To be completed by the Travel Cardholder:**

Full Name (Print):			
	FIRST	MIDDLE	LAST
Title:			
Employee ID #:			
Reports To (Title):			
Office Address:			
Office Number:			
Mobile Number:			
Signature:			Date:

**To be completed by the Department Vice President or Authorized Approver:**

Default Account Code:			5400001	000	000000	
Authorized Approver (Print):						
Title (Print):						
Signature:				Date:		
<i>Designee signatures will not be accepted as proper authorization and approval</i>						

**To be completed by the Travel Card Program Manager:**

Cardholder single transaction dollar value shall not exceed:	
Cardholder daily cumulative transaction value shall not exceed:	
Cardholder monthly cumulative transaction value shall not exceed:	

Received and Processed by the Travel Card Program Manager:			
Name (Print):			
Title (Print):			
Signature:			Date:



Form 430.021.2

## **TRAVEL CARD CARDHOLDER AGREEMENT**

Please review the terms stated below, sign, date, and return to the Program Administrator... You will receive a copy for your records. Please note that this Cardholder Agreement also acts as your signature card and will be kept on file in the Finance Department.

I, \_\_\_\_\_, hereby acknowledge receipt of a Greater Orlando Aviation Authority Travel Card, number \_\_\_\_\_ (the "Card"). I have verified the information contained thereon and attest to its accuracy.

I have attended training and received, read, and understand the Aviation Authority's Organizational Policy Section 430.02, Authorized Travel Expenses and Subsistence, and Organizational Procedure 430.021, Travel Card. I agree to accept responsibility for the protection and proper use of the Card in accordance with the above-referenced policies and procedures. I understand that I am the only person permitted to use this Card. I understand that my use of the Card is subject to audit by the Aviation Authority, that my purchases with the Card are limited to the number of transactions per day and dollar amounts per day as set forth in the policies and procedures, and that the Card is not to be used to purchase certain commodities as outlined in the policies and procedures. I further understand that all purchases must be for official business on behalf of the Aviation Authority.

I agree to immediately notify my Authorized Approver, the Program Administrator and Bank of America at the numbers listed below, if the Card is lost or stolen. I also agree to immediately notify my Authorized Approver if unauthorized charges appear on my statement of account. I understand that failure to immediately notify my Authorized Approver of the presence of unauthorized charges on my statement of account could subject me to disciplinary action and make me responsible for charges resulting from fraudulent use of the Card.

Bank Contact: Bank of America  
315 S. Calhoun Street, Second Floor  
Tallahassee, FL 32301-6916  
Customer Service (including Lost/Stolen Card):  
1-888-449-2273  
24 Hours/Day, 7 Days/Week

Use of the Aviation Authority Travel Card other than as authorized in this policy shall be considered misappropriation of Aviation Authority funds. This could result in: a) immediate and irrevocable forfeiture of the Card; and b) disciplinary action that may include termination of employment.

If the Aviation Authority initiates legal proceedings to recover amounts owed by me under this Agreement, I agree to pay court costs, reasonable attorney's fees and other expenses incurred by the Aviation Authority in such proceedings if the Aviation Authority prevails in such legal action.



## TRAVEL CARD CARDHOLDER AGREEMENT

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I understand that the Aviation Authority may suspend or terminate my privileges to use the Card at any time for any reason. I agree to surrender the Card immediately upon retirement, termination of employment, termination of Cardholder privileges, transfer to another department, or upon the request of the Authorized Approver, the Program Administrator, or an authorized representative of the issuer (bank). I understand that use of the Card after Cardholder privileges have been suspended or terminated is prohibited, and that I will be held responsible for charges resulting from such use.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Department

\_\_\_\_\_  
Title

#### Travel Card Program Administrator Approval:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Department

\_\_\_\_\_  
Title



Form 430.021.3

## TRAVEL CARD AUTHORIZED APPROVER AGREEMENT

Please carefully review the terms stated below. Sign, date, and return this agreement to the Program Administrator. You will receive a copy for your records.

I, \_\_\_\_\_, hereby acknowledge that I attended Travel Card training and have received, read, and understand the Aviation Authority's Organizational Policy Section 430.02, Authorized Travel Expenses and Subsistence, and Organizational Procedure 430.021, Travel Card. I agree to accept responsibility for the proper and accurate review of the use of Aviation Authority Travel Cards ("Cards") by those employees ("Cardholders") designated to submit Travel Expense Reports for my review. I know and understand the authorizations and limitations on the use of the Cards assigned to each of the Cardholders and I agree to monitor and review the usage of said Cards to ensure compliance with the above-referenced instructions and policies and procedures.

I agree to immediately notify the Program Administrator if apprised of the loss or theft of a Card. I further agree to immediately verify by telephone the reporting of the loss or theft of any such Card to Bank of America:

Bank Contact: Bank of America  
315 S. Calhoun Street, Second Floor  
Tallahassee, FL 32301-6916  
Customer Service (including Lost/Stolen Card):  
1-888-449-2273  
24 Hours/Day, 7 Days/Week

I agree to immediately notify the Program Administrator if unauthorized charges appear on any Statement, or if any Cardholder is delinquent in submitting their Travel Expense Reports for my review. I also agree to timely and accurately review each transaction on the Cardholder's Travel Expense Report, and approve **within five (5) business days** after receipt from the Cardholder.

I acknowledge that any failure upon my part to comply with the terms of this agreement shall constitute grounds for discipline in accordance with Section 204.02, Allegations of Misconduct, of the Aviation Authority's policies and procedures. I understand that said discipline may consist of any or all of the provisions set forth in Section 204.02 and may also result in suspension or revocation of my Authorized Approver responsibilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Department

\_\_\_\_\_  
Title



# TRAVEL CARD APPROVING OFFICIAL AGREEMENT

## Page 2

**Travel Card Program Administrator Approval:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Department

\_\_\_\_\_  
Title

## CARDHOLDER STATEMENT OF DISPUTED ITEM

**TO:** Travel Card Program Administrator **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**VIA:** \_\_\_\_\_ (Authorized Approver)

**FROM:** \_\_\_\_\_ (Cardholder)

**SUBJECT:** Disputed Item on Travel Card Billing Statement

The following item(s) listed on the Statement of Account is/are disputed.

**DATE OF BILLING:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**TRANSACTION IN DISPUTE:** \_\_\_\_\_  
(Merchant)

**TRANSACTION DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Attach a copy of the billing statement to this form)

**EXPLANATION:**

**REQUESTED ACTION:**

**CARDHOLDER'S SIGNATURE:** \_\_\_\_\_

**APPROVING OFFICIAL'S SIGNATURE:** \_\_\_\_\_  
(Forward completed form to the Travel Card Program Administrator)

**DISPUTE OUTCOME/RESOLUTION:**

**TRAVEL CARD PROGRAM ADMINISTRATOR'S SIGNATURE:**

\_\_\_\_\_