

State of Arkansas Travel Card Frequently Asked Questions

- 1. Q: What is a Travel Card?**
A: A Visa Travel/Corporate Card is issued by Us Bank which allows delegate employees to use for Official State Business Travel Only.
- 2. Q: What are the benefits of using the State Issued Travel Card?**
A: It reduces the amount of personal travel funds needed to purchase (airline tickets, baggage fees, lodging, parking, rental car fees, taxi and shuttle).
- 3. Q: Is there a personal credit check when I apply for a Travel Card?**
A: No, your personal credit is not affected in any way by using the State of Arkansas travel card. Your entity is responsible for all authorized charges and payments to US Bank.
- 4. Q: Do I have to complete any training if I get a Travel Card?**
A: Yes, all cardholders MUST complete and pass the travel card assessment in order to receive a travel card.
- 5. Q: How do I activate my travel card or CTS (ghost) account?**
A: Dial 1-800-344-5696 and listen and respond to each prompt.
NOTE: To activate a CTS (ghost accounts) Agency Liaison will need to email creditcards@dfa.arkansas.gov for last four SS numbers.
- 6. Q: Can someone other than the cardholder make purchases on the Travel Card?**
A: No, only the employee whose name is embedded on the card is allowed to make purchases.
- 7. Q: What is a CTS Travel Card?**
A: The CTS (ghost) account is a “cardless account” in the department’s name and can be used for official travel expenses only (lodging, airfare, rental cars, conference registrations, and meeting room rental).
- 8. Q: My CTS Travel “ghost” account will be expiring soon. What do I need to do?**
A: CTS Account/CVV letters are set to automatically renew, the same as plastic credit cards, at the end of each month for the next month’s expiration date.
For example, if the CTS Account has an expiration date of 4/2016, the CTS Account/CVV letter will be mailed directly to the account Custodian’s attention by the end of March.
Note: If the CTS “ghost” account is in open status and has had no activity for 18 months, the account will not automatically renew.
- 9. Q: Can I use my travel card to pay for my meals?**
A: No. Meals cannot be charged on the state issued travel card without **APPROVAL** from the Office of Accounting.

10. Q: Who do I contact if my travel card has been lost or stolen?

A: Contact US Bank immediately at 1-800-344-5696 so they can close your account(s) and reissue a replacement card which will be sent to DFA/OSP Credit Card Team. Your agency liaison will need to email creditcards@dfa.arkansas.gov that the card was lost/stolen and that the bank has been notified and they should be expecting a replacement card for you.

11. Q: Why is my travel card declining?

A: A charge can decline for a variety of different reason such as:

- Exceeding the transaction limit
- Merchant Category Code (MCC) is restricted and/or blocked
- Cardholder did not call US Bank at 1-800-344-5696 to activate their card
- The purchase has been flagged as suspicious activity.

Note: Notify your agency liaison immediately. Your liaison is ALWAYS your first point of Contact for any problems you have with your card.

12. Q: Can I use my state issued travel card to purchase fuel for a rental car; a state vehicle or my personnel vehicle?

A: No, fuel is not considered an allowable purchase on the travel card.

13. Q: I can't find my receipt. What do I do?

A: If you do not have a receipt for a p-card transact

- Contact the vendor and ask them for a copy of the receipt. Often they are able to reproduce a receipt once you have provided cardholder name, transaction date and transaction amount.
You can obtain this information by viewing the transaction in US Bank Access Online.
- Complete a Lost/Missing Receipt Form which is located at <http://www.dfa.arkansas.gov/offices/procurement/Pages/creditCards.aspx>
- Contact US Bank by calling the number on the back of your card (800-344-5696) and ask them for a copy of the receipt. They will need cardholder name, transaction date, and transaction amount. **PLEASE NOTE – This is not a quick process – obtaining a receipt copy from US Bank can take up to 45 - 60 calendar days.**

14. Q: What is a detailed receipt?

A: A detailed receipt includes the vendor name and address, cardholder's "bill-to" name and address, "ship-to" name and address, item description, number of items ordered or purchased, price per item and total price, including shipping and taxes.

15. **Q: There are fraudulent charges on my Travel Card account. What is a fraudulent charge?**
A: Fraud is defined as an unauthorized transaction(s) made with a lost, stolen, compromised or counterfeit card/card number.
16. **Q: What is a disputed charge?**
A: Disputable transactions are merchant errors or errors in billing between the merchant and cardholder. Some examples include: multiple billing, billing wrong amount, billing without receiving merchandise, billing on a cancelled order.
Note: The Cardholder has sixty (60) days following the billing cycle ending date to dispute the charge with the Bank.
17. **Q: My name has changed. What should I do?**
A: Email your travel card liaison with your previous and current name and the last four digits of your card number. You can continue using your old card until the new card is received.
18. **Q: My travel card will be expiring soon. What do I need to do?**
A: Travel cards are set to automatically renew at the end of each month for the next month's expiration date. **For example**, if your account **has an expiration date of 4/2016**, the card is received by the Credit Card Team at the end of March.
Note: If your card is in open status and has had no activity for 18 months, the card will not automatically renew.
19. **Q: Where can I find information on the rules of the Travel Card Use?**
A: The Office of Accounting Travel Regulations are located at <http://www.dfa.arkansas.gov/offices/accounting/Documents/travelRegs.pdf> anyone who has a p-card should be fully versed in this manual before using the card
20. **Q: I have a travel card but moving to a different entity. Can I just take my current card with me to my new job?**
A: No. Your travel card belongs to the entity you work for and it is not transferable. When an employee leaves an entity, they must turn in their card(s) on or before they leave.