

## One Card Detail Guide

### General Information

The One Card Program is authorized by the State of Texas Procurement and Support Services (TPASS) contract with Citibank. It is a MasterCard Credit Card billed centrally to the university. The cardholder is liable and responsible for all charges. The One Card combines the functionality of a traditional purchasing card with the functionality of a travel card, which allows authorized employees to use the One Card for purchasing, travel and entertainment expenses. Specifically, the One Card is designed to be used for **low dollar, infrequent purchases that cannot be handled in any other way**. The primary method of purchasing at UT Dallas is with Purchase Orders in Jaggaer, eProcurement. Additionally, the One Card is not intended to be used for items that can be purchased in negotiated catalogs in eProcurement. The use of the One Card does not exempt the university or its officers and employees from the purchasing/travel requirements in state law and the TPASS.

The division's Fiscal or Administrative Officers are responsible for determining who should receive a One Card, and if travel and/or purchasing is approved. If you are unsure of who this is in your division contact [onecard@utdallas.edu](mailto:onecard@utdallas.edu).

### Training

All cardholders are required to go through the One Card test available in eLearning. The test is based on this One Card Guide. It should be re-read by all cardholders on an annual basis for updates and changes.

During Annual Compliance Training, all cardholders are required to take annual One Card Training. This is important to ensure you are informed about the most recent changes in the program. Failure to complete the Annual Compliance Training within the designated deadline may result in termination of your One Card.

### Customer Service

The One Card program is serviced using a team approach in the Citibank's Customer Service Center. This center is available 24 hours a day, seven days a week to assist the cardholder with general questions and support about their One Card account. **(1-800-248-4553)**

### Card Activation

When you receive your card, the cardholder must call the number on the newly issued card (sticker) to activate the One Card before using it. Your identification code when calling customer service will always be the last four digits of your social security number (unless otherwise specified by the One Card Team). Additionally, you are required to set up a four-digit PIN. The PIN will be used for all transactions. Upon receipt of the card, the cardholder should sign the back of the One Card and always keep the card in a secure place.

### Lost or Stolen Cards

If a One Card is lost/stolen, Citibank's Customer Service should be notified immediately at **1-800-2484553**. Upon receipt of your telephone call, the bank will immediately suspend your One Card and issue a new card with a new account number. The new card will be sent by the bank to the One Card Team office and we will notify you when it arrives.

## **Card Termination or Transfer**

If a cardholder terminates employment with the University, the department has the obligation to reclaim and destroy the One Card and inform the One Card Team prior to the employee termination date. Also, if a cardholder transfers to a new department, it is the cardholder's responsibility to notify the One Card Team of the transfer within five business days of starting in his/her new position.

## **Credits and Returns**

Cardholders are not allowed to receive a cash refund for returned merchandise. All credits or refunds must be applied to the same cardholder account that was used for the original purchase.

## **Disputing a Transaction**

For unrecognizable transactions or purchases that appear, review your receipts and see if you can match the transaction by dollar amount – some vendor's process credit card transactions through a parent company. If you still cannot find anything, contact the vendor and try to resolve the dispute. If an agreement cannot be reached with the vendor, contact Citibank immediately at **1-800-248-4553**.

## **Protecting your One Card**

Each individual cardholder is responsible for the One Card issued in their name/department and must take all necessary actions to ensure the card is maintained in a safe manner that follows all purchasing and travel guidelines. Lending your One Card to another person (regardless of their affiliation with the University) is not allowed. This affects the MasterCard liability coverage for the University.

## **Personal Use Policy**

**! Important:** The One Card is NOT for personal use!

The One Card will have the State of Texas Seal and the wording "For Official Use Only" clearly indicated. This card is for business purposes only and **may not be used for personal transactions**. A cardholder making an unauthorized purchase will be held personally liable to reimburse the University for the purchase as soon as possible. cardholders should email [OneCard@utdallas.edu](mailto:OneCard@utdallas.edu) and provide the transaction Date/Amount, reimburse the University via Marketplace, and provide a receipt of repayment on their reconciliation for the charge.

## **Card Limits**

One Card limits are stated below. To obtain a temporary single transaction limit greater than \$5,000.00 or temporary billing cycle limit greater than \$15,000.00, you should submit a One Card Change Request via the Forms tile. Splitting a large transaction into several smaller ones or among two or more cards, in order to circumvent the single transaction threshold, is a violation of UT Dallas policy.

- Transactions or "single purchase" limit may be up to \$5,000.00
- Spending limit per card per billing cycle may be up to \$15,000.00
- Number of authorizations allowed per day (Default = no limit)
- Number of credit card transactions per cycle (Default = no limit)

## **Dormant One Cards**

One Cards with 4-12 months of inactivity will be reviewed by the One Card Team. To reduce risk exposure of inactive cards, we will email cardholders informing them of temporary limit adjustments to

\$1.00 to prevent fraudulent activity. One Cards with 12+ months of inactivity will be reviewed to determine if there is a valid business need for the card issued. It is important to notify the One Card Team should your need for the One Card change.

### ***Disallowed Purchases***

The One Card **is not** to be used for purchasing the following items:

<ul style="list-style-type: none"> <li>• Airfare<sup>1</sup></li> <li>• Alcoholic Beverages for Personal Consumption</li> <li>• Amazon Purchases/Prime Memberships</li> <li>• Animals/Living Organisms</li> <li>• Bars, Taverns, Nightclubs</li> <li>• Capital Equipment/Upgrades</li> <li>• Purchases requiring a Contract/Agreement to be Signed</li> <li>• Cash Advances, Insurance, etc.<sup>2</sup></li> <li>• Controlled Assets<sup>3</sup> **</li> <li>• Comet Cash</li> <li>• Chemicals/Reagents</li> <li>• Electric Scooter/Bike Rentals</li> <li>• Electronics/Appliances **</li> <li>• Gasoline for Personal vehicles</li> <li>• Gift Cards/Gift Certificates</li> </ul>	<ul style="list-style-type: none"> <li>• Lasers</li> <li>• Movie Rentals or Personal Entertainment</li> <li>• Memberships in the name of the University</li> <li>• UTD Promo Items from Non-Licensed Vendors</li> <li>• Personal or Family Airfare, Early Check-in Fees, Admirals Club Preferred Seating or Seat Upgrades</li> <li>• Personal Related Expenditures (e.g.: Razor, shaving cream, toothbrush, toothpaste, cold medication, etc.)</li> <li>• Prescription Drugs/Controlled Substances</li> <li>• Radioactive or Hazardous Material</li> <li>• Services (i.e. Consulting, Personal, Speakers, etc.)</li> <li>• Software **</li> </ul>
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\*\*Pre-Approval must come via non-catalog requisition, selecting “BuyerCard – Software Review” as vendor and submit through workflow for review and approval and attached with receipt documentation. More information can be located [here](#).

<sup>1</sup>Exception: Business Class Flights purchased from Concur/CTP allowed for 5+ hour flights with written preapproval from supervisor.

<sup>2</sup>Charges for these types will be rejected at the point of sale.

<sup>3</sup>The State of Texas Comptroller has defined “controlled assets” as facsimile machines, stereo systems, cameras, video recorders/players, computers/laptops, projectors, printers, medical equipment, scientific and laboratory equipment, and cellular/portable phones costing between \$500 and \$5,000. Firearms are also considered controlled regardless of value.

The items listed below are **Controlled Assets/Appliances** that are not allowed on a One Card, regardless of value:

- Desktop Computer (PC – Not Apple)
- Desktop Computer (PC – Apple)
- Portable CPU Laptop, Netbook, Notebook or Tablet (PC – Not Apple)
- Portable CPU Laptop, Netbook, Notebook or Tablet (PC – Apple)
- Smartphones
- Projectors
- Dishwashers/Washing Machines/Refrigerators
- Chemical Fume Hoods
- Bio-safety cabinets / glove boxes / tissue culture hoods

- Compressed gas cylinder cabinets
- Laboratory refrigerators used to store any kind of chemical

### ***Billing Address***

The vendor may ask for the billing address, which is always:

[Cardholder's Name]  
800 W Campbell Rd Richardson, TX 75080

### **One Card Roles / Requirements**

Card transactions will be located in the Citibank Portal. The cardholder's Fiscal Officer must assign the following role(s):

1. Person to update account numbers, cost centers and explanation of charge. This role can be the cardholder or a delegate. The delegate role is called reconciler.
2. Person to approve the work done above. This role is called an approver.

Transactions will be available in the Financial Compliance tile by the 4<sup>th</sup> of each month, any adjustments or edits to the default Cost Center/Account must be completed in the One Card reconciliation tab. Departments should develop internal procedures for handling One Card transactions. Such procedures must include the following: (1) Maintaining and uploading itemized receipts for each transaction (2) Ensuring transactions are properly approved by the cardholder's approver (3) budget checking cost centers prior to submission.

### **One Card Reporting Cycle**

Reporting Cycles typically begin on the 4<sup>th</sup> of the month and end on the 3<sup>rd</sup> of the following month. For Example: July 2019 is June 4 to July 3

Note: This is POSTING DATE, not transaction date. Transactions usually take 2-3 days to post/appear in Citibank.

### **Receipts**

**! Important:** Itemized receipts or invoices, showing a line item detail what was purchased and for how much, are the only acceptable forms of documentation. Receipts must also be fully readable, without faded ink or missing parts.

While receipts for individual meals while in travel status are not required to be presented for out-of-pocket travel reimbursements, it is a requirement to keep all receipts, even for travel meals, when making a purchase with the One Card.

**An Original Itemized Receipt must, at the least, have the following items on the receipt:**

1. Name of Merchant
2. Address/Phone # (at least one way to contact the merchant)
3. Description of each item purchased
4. Price for each item purchased
5. Tax for the taxable items
6. Grand Total
7. Date of Purchase

8. Method of payment

***Business Justifications***

Each transaction must have a UTD Business Justification. Justification should answer: How is the purchase related to the mission of UTD?

**Record Keeping / Retention**

One Card supporting documents are to be uploaded with each corresponding period for each line item on One Card Reconciliation and will be saved withing PeopleSoft for future reference.

**Reviews**

All transactions made on a One Card are routinely and randomly reviewed by the One Card Team to ensure compliance of purchasing and travel policy. Each cardholder will have an entire transactional cycle reviewed at least once annually by the One Card Team.

**Business Entertainment Expenses**

For all Business Entertainment/Group Meals, the cardholder must provide:

1. A Business Purpose/Justification for the meal
2. Sign-In Sheet/List of Attendees (including names and affiliations), for groups of 15 or less, and at least a headcount for groups of more than 15 (sign-in sheet recommended)
3. And an itemized receipt

**Membership Purchases**

To purchase memberships with the One Card you must follow these requirements:

1. Memberships must only be for individuals (employees or students), not departments/schools;
2. 1 - 3 years duration (Life Time memberships are NOT allowed). You must show cost savings if purchasing a membership for a duration of longer than 1 year.
3. Cost Center cannot be a State Funded Cost Center (Fund Code 2100-2200)
4. As required by the current General Appropriations Act, each membership purchase must have a written benefit statement as it relates to our agency's statutory duties, attached to the receipt.

**Sales Tax**

All purchases made with a One Card within the State of Texas are exempt from State of Texas sales tax (with the exception of food and lodging expenditures). The cardholder should monitor all transactions to ensure that tax is not charged on any One Card purchases. (Please refer to Payment Services Forms for a copy of Sales Tax Exemption Certificate). Cardholders will also be given a wallet size version of UTD's tax exemption number. If State of Texas sales tax is paid for with the One Card, the cardholder is responsible for seeking a refund from the vendor. If the vendor refuses to refund the sales tax, the refusal must be documented in writing and kept with the receipts. Cardholders who fail to pursue a sales tax refund from the vendor may be held liable for refunding the University the sales tax amount.

***State Hotel Occupancy Tax Exemption***

All lodging transactions made with a One Card in the state of Texas are exempt from state hotel occupancy tax. Present the Texas Hotel Occupancy Tax Exemption Certificate at check in. Review the hotel folio at the end of the stay to ensure that occupancy tax is not charged on any lodging expenditures. (Please refer to Payment Services Forms for a copy of Texas Hotel Occupancy Tax Exemption Certificate). If State of Texas state hotel occupancy tax is paid for with the One Card, the cardholder is responsible for either seeking a refund from the vendor or personally refunding the University for the tax amount.

### Using Your One Card for Business Travel

If authorized by the cardholder's Fiscal Officer on the One Card application, the One Card can be used to cover business related travel expenditures. The following travel related expenditures may be placed on a One Card while the cardholder is in authorized travel status:

- Lodging expenditures
- Bus/train fare
- Meal expenditures
- Conference Registration
- Rental car
- Check baggage fees
- Parking
- Gasoline for rental cars

### Summary of Common Issues / Actions

Common Issues	Recommended Action
If you lose your card	Call Citibank at <b>1-800-248-4553</b>
To dispute a transaction	Work with the vendor then then call Citibank at <b>1800-248-4553</b> if a resolution cannot be reached.
If you forget your PIN	Call Citibank to expedite the reset at <b>1-877-905-1855</b>
If you are traveling and your card is rejected	Call the number on the <b>back of the card</b> to find out why. If your card was not approved for travel, you may have to use a personal card.
If you change departments and the new department wants you to keep your One Card	Notify <a href="mailto:onecard@utdallas.edu">onecard@utdallas.edu</a> and submit an updated application.
When you leave a position that no longer needs a One Card or leave the University	Notify <a href="mailto:onecard@utdallas.edu">onecard@utdallas.edu</a> . Check Citibank and ensure that you have all your receipts. Provide your receipts for all transactions to your reconciler. Shred your One Card.
If you have a Name Change	Submit an updated application. In the Special Request box include the following: " <i>First or Last</i> Name change from XXXX to XXXX"