

## One Card – Reference Aid

### ***Getting Started – Applying / Activating a One Card***

- This form is accessed via the Galaxy portal, through Gemini > Forms > One Card and Travel > One Card Application Form. A guide to the application can be found here: [One Card Application Quick Guide](#)
- Once the application is approved by your supervisor and fiscal officer, the One Card Team will review your request.
- If you qualify, you will receive a One Card Training email with instructions that are to be completed within 21 days of receiving the email.
- Once the One Card application is approved, the card is ordered. Cards typically arrive in 3-4 weeks.
- When the card arrives, it is mailed directly to your departmental address. The One Card team also sends an email informing you and requesting you to notify them when you receive your card to ensure limits are added.
- When you receive your card, follow the instructions labeled on the card. To activate your card, you will be prompted to enter the last four digits of your social security number and set up a four-digit pin. Take note if you are approved for travel, supplies and/or both.

### ***Required Training***

- Once your initial card training is completed, you will be required to take an Annual One Card Compliance Training each year.

### ***One Card Reporting Cycle***

- The One Card reporting cycle typically begins on the 4th of the month and ends on the 3rd of the following month. For example: June 2021 is May 4 – June 3.
- The One Card reporting cycle uses POSTING DATE, not transaction date.
- Transactions usually take 2-3 days to post to Citibank.
- Citibank can be updated (account, cost center and business purpose) until the 10th of each month.

### ***One Card Roles***

- Cardholder – Charge and gather receipts. Electronically sign Expense Report when complete.
- Reconciler – login to Citibank, add/adjust cost centers, account numbers, business purpose of charges, and compare receipts with charges. (This can be the cardholder)
- Approver – Review transactions and electronically sign Expense Report when completed by the cardholder/reconciler.
- An individual is to be appointed (Cardholder/Reconciler) to update the account code, cost center and add a detailed business purpose for each transaction before the 10th of each month.
- Each transaction should be reviewed by the cardholder and/or their designee in Citibank and compared to the itemized receipt.

### ***Receipts***

- Receipts – itemized receipts or invoices are required.
- Receipts should be saved in BOX.COM with the electronically signed Expense Report by reporting cycle.
- Please check the One Card Box.com Job Aid for detailed instructions.

### ***Missing Receipts***

- When a receipt is missing or not itemized, contact the vendor to get a duplicate itemized receipt.
- If an original itemized receipt is lost and the billing agency is unable to provide a duplicate copy, then the Lost or Non-Itemized Receipt Affidavit must be completed for the missing itemized receipt. The form cannot be used for airfare, hotels, or Uber/Lyft.
- Excessive use of the Lost or Non-Itemized Receipt form may be subject to One Card suspension and/or termination.

**Card Suspensions or Terminations**

- Based on the severity and the frequency of the following events, a One Card may be subject to suspension and/or termination.
- Personal charges not reported or reimbursed to the University.
- Information not submitted within the requested timelines.
- Missing itemized receipts and documents.
- Splitting transactions to avoid One Card limits.
- Purchase of restricted items.
- Physically giving your One Card to others for their use.
- Not completing yearly One Card compliance training.
- Forged or altered report.
- Dormant One Cards – cards are closed after 12 months of inactivity.

Common Issues	Recommended Action
If you lose your card	Call Citibank at 1-800-248-4553
To dispute a transaction	Work with the supplier first. If a resolution cannot be reached then call Citibank at 1800-248-4553.
If you forget your PIN	Call Citibank at 1-877-905-1855
If you are traveling and your card is rejected	Call the number on the back of the card 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 want to keep your One Card	Notify <a href="mailto:onecard@utdallas.edu">onecard@utdallas.edu</a> and we will request that you 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 new supervisor	Submit an updated application. In the Special Request box include the following: "New Supervisor – effective XX/XX/XXXX"
If you have a Name Change	Submit an updated application. In the Special Request box include the following: "First or Last Name change from XXXX to XXXX"