Travel Card Quick View

Lost/Stolen Travel Card
1. Call JP Morgan Chase immediately at 1-800-316-6056 to cancel the card and have a replacement issued.
   TIP: Program this number into your cell phone.
2. Notify UAF ProCard staff to report the incident.
   NOTE: If bank asks if the address to send the new card to is “910 Yukon Drive, Ste 209” – say YES. The bank sends cards to this address.

Fraud/Compromised Card
1. Bank contacts you.
   a. Direct Call – work with them on the phone. If you feel uncomfortable answering any questions, state you will call them back. Call 1-800-316-6056 and let them know you were contacted about possible fraudulent charges on your card.
   b. Message Left – Call 1-800-316-6056 and let them know you were contacted about possible fraudulent charges on your card.
2. If you find unauthorized charges, contact the bank at 800-316-6056 to report the problem.
3. Notify UAF ProCard staff to report the situation.
4. NOTE: See Lost/Stolen ProCard Note.

Declined Transactions
1. Verify with the vendor the correct card number, expiration date, billing address, and phone number.
2. Call JP Morgan Chase at 1-800-316-6056 to see if they have a reason for the decline.
   a. If the bank has no record of the decline, it is a vendor/vendor’s bank problem so contact them.
   b. If the bank says yes, note the reason. If it is a blocked code, ask for the code number.
3. Contact UAF ProCard staff for assistance.

Cardholder Address Changes
Correspondence from the bank goes to your home address. If your address changes it must be updated with this office. This requires an updated Travel Card account application located on our web page.

Cardholder Department Change
This card does not automatically transfer between departments. If you change departments your new department must approve you having a Travel Card and an updated Travel Card application must be submitted.

My Department Travel Contact

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
</tr>
<tr>
<td>Phone #</td>
</tr>
</tbody>
</table>

CARDS ARE NOT TO BE SHARED.
CARDS ARE FOR BUSINESS USE ONLY.

Accessing Your Account on the Web

Your account is accessible on the web. It requires Internet Explorer and you must allow pop-ups. You can use the PaymentNet 4 Login link from our website http://www.uaf.edu/procurement/procard-travel-card-infor/travel-card-information/.

The Organization ID, user ID, default password and a link to the website are emailed to you in two (2) emails from JPMorgan Chase when we finish setting up your account. Instructions for setting up your profile; paying your bill online; and looking up why your card was declined instructions can be found on our website. Please call for assistance.

Individual Travel Card
User Guide

UAF ProCard/Travel Card
Contact Info

Staff Members
Denise Moe
ProCard Administrator
Phone: 907-474-7374
Email: denise.moe@alaska.edu
Web Address
http://www.uaf.edu/procurement/procard-travel-card-infor/
Location
3295 College Rd, Suite 103, Fairbanks
Address
UAF Procurement & Contract Services
PO Box 757940
Fairbanks, AK 99775-7940
### UA Individual Traveler Card Information

The University offers a Travel Card (MasterCard) for employees to use to pay their hotel, meal, car, taxi, and other miscellaneous expenses required during their work related travel. This card program is designed for business expenses only. You pay your travel expenses with the card, complete your expense report upon return, get reimbursed, and then pay your travel expenses from your personal finances.

The ProCard Office, who administers the ProCard and Travel Card programs, will notify you when your card is in. It can be mailed to you or picked up, at our office, AFTER you have completed and signed the Cardholder Agreement.

The pin for your card will come directly to you from the bank – separate from the card.

### Program Benefits

- **MasterCard** is accepted worldwide.
- You have up to 60 days to pay the bill (2 billing cycles) – interest free. Interest is generally not reimbursable and would have to be approved on a case by case basis by the University Travel Department with written business justification.
- Cash advances are available for business expenses.
- Your personal credit is not impacted with University purchases and the possibility of you accruing interest expenses that are non-reimbursable.
- Protects you from personal fraud. Many common conference cities can be “hot” areas for credit card fraud. Using this card protects your personal card(s).
- If needed, limits can be increased quickly.
- Taxes are not paid within the state of Alaska except for hotel and car rental in Anchorage and Fairbanks.

### Receipt Retention

It is good practice to keep all receipts, though they are not always required for the expense report.

If you do not have a receipt you must:
- Contact the vendor to request a receipt. Document who you spoke to, when, and the conversation outcome.
- If purchased on-line, sign in and see if you are able to view the order status and retrieve a receipt.
- As a last resort, complete the on-line Lost Receipt Form.

### Allowable Purchases

- **Hotel Room**
- **Internet charges**
- **Meals**
- **Car Rental** (Do not accept insurance – this will not be reimbursed. The University is self-insured.)
  
  **NOTE:**
  
  Enterprise Car Rental Agreement XZ45UAF includes insurance at no extra cost.
- **Parking, taxi, ground transportation**
- **Miscellaneous business related costs that occur during travel (e.g. copying, printing, necessary supplies/items).**
- **Cash advances for business expenses only.**

### Tickets

Tickets for air fare, ferry or train trips are purchased with the departmental Travel Card. The departmental Travel Card can only be used to pay for business travel costs. Any personal travel costs must be paid for by the traveler. The departmental Travel Card is paid directly by the University and is a separate program from the individual traveler cardholder card.

### Tax Exempt Status

The University is tax exempt within the state of Alaska for all hotel taxes and most car rental taxes. Tell the vendor that you are tax exempt. This exemption only applies when paying with the University card. You may be asked to fill out or sign some papers. Tax exempt is printed on the face of your Travel Card.

### Discounts

Be sure to always ask if there are governmental (state, university, educational) discounts available for hotel rooms, car rentals and other purchases.

### Cash Advances

You can get a cash advance from your card while traveling. A cash advance fee equal to 2% ($3.00 minimum) of the transaction amount will be charged for each cash advance. This fee is reimbursable when tied to an authorized trip.

### Reimbursement for Travel Expenses

You are reimbursed for authorized business expenses after your trip. An expense report must be completed, signed by you and your department, and submitted to UAF Travel for processing.

### Direct Deposit

It is recommended that you sign up at UAOnline for direct deposit of your travel reimbursement.

### You agree to return and cease use of the Travel Card upon termination of employment whether for retirement, voluntary separation, resignation, or dismissal, or at any other time requested by UA.