



# GAO Technical Bulletin

Arizona Department of Administration ♦ General Accounting Office

Subject: **Statewide Travel Card Program Policies and Procedures** Issued: 02/22/2011

Manual Section(s): Effective: 02/22/2011

Supersede(s): Technical Bulletin No. 08-2 Page: 1 of 14

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TO: Technical Bulletin Administrators  
 Travel Coordinators  
 Accounts Payable Personnel  
 Human Resources Personnel  
 Payroll Personnel  
 All Agencies

FROM: D. Clark Partridge  
 State Comptroller

## AUTHORITY

A.R.S. § 35-101	Definitions
A.R.S. § 35-131	Accounting system; reports; forms
A.R.S. § 35-154	Unauthorized obligations; effect; liability
A.R.S. § 35-181.01	Presentation, approval and payment of claims and payrolls; etc.
A.R.S. § 35-181.02	Audit, adjustment and settlement of claims; procedures for rejection
A.R.S. § 35-182	Certification of claims
A.R.S. § 38-621	Persons eligible to receive travel expenses
A.R.S. § 38-622	Authorization for travel; claims
A.R.S. § 38-624	Meal and incidental expense reimbursement, etc.
A.R.S. § 38-626	Out-of-state travel; approval; exceptions
A.R.S. § 41-703	Duties of director
A.R.S. § 41-722	Powers and duties relating to finance
A.R.S. § 41-1104	Travel reimbursement for members of legislature, etc.
AAC R2-7-101 et seq.	Department of Administration, Finance Division, Purchasing Office

## DEFINITIONS

Agency: Any department, authority, board, commission, council, administration, court, registrar, office, institution, or other entity in the Executive, Legislative, or Judicial branch of Arizona State Government. In contexts that are directive in nature, the use of the term “agency” may imply that employee or those employees within the agency responsible for carrying out the procedures under consideration.

Agency head: The chief executive officer of any agency. For the purposes of this technical bulletin, agency head may also include the agency head designee.

Agency Travel Card Program Administrator: The employee(s) designated to coordinate all Travel Card Program activity at the agency level.

ATM: Automated teller machine.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 2 of 14

---

Cardholder: A State employee who has been issued a Corporate Travel Card upon the approval of his agency and his signing the GAO-TC-101.

Charge card: A narrow term used to refer to a particular type of device or an account number issued to a cardholder that can be used by the cardholder in lieu of cash, check, bank draft or money order to obtain money, goods, services or anything else of value. A charge card differs from a credit card in that a charge card's balance must be fully paid each billing cycle, while a credit card's balance may, subject to interest, be paid over time.

Corporate Travel Card: The State contracted employee liability charge card provided to State employees that may be used to purchase airfare (if permitted by internal agency policies), lodging, car rental, other transportation charges, other miscellaneous travel charges, meals and incidental expenses in connection with travel on official State business.

CTA: Central Travel Account. A State liability travel account number (typically, not a physical card), provided through State contract to State agencies which may be used to purchase airfare, hotel lodging (room rate, taxes and surcharges only), car rental, and conference and training registration fees for travel on official State business. The CTA may also be referred to as the "ghost card."

CTA custodian: An employee designated to monitor and safeguard an agency's departmental or organizational CTA(s).

Delinquency charge: Any charge of any description or title imposed by a charge card issuer as a consequence of a cardholder's failure to fully pay the balance of a charge card by the due date. A delinquency charge may involve a late fee, interest on the unpaid balance, or any combination thereof.

EIN: Employee identification number. A unique number assigned to each employee in the State of Arizona Human Resources Information Solution (HRIS).

Employee: Any full- or part-time individual being paid under the authority of any payroll system of the Government of the State of Arizona or any public officer, deputy, board or commission member. To be defined as an officer of the state, the person must be participating on a board, commission, authority, council or committee created by law, the Governor, or by an Agency head with the proper authorization to create such an entity. As context may indicate, the term "employee" may relate to one whose employment with the State has terminated.

Form GAO-3: State of Arizona Signature Authorization.

Form GAO-503EZ: State of Arizona Employee Travel Claim.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 3 of 14

---

Form GAO-CTA-101: State of Arizona Central Travel Account (CTA) Custodian Agreement; a form that must be signed by every CTA Custodian. Agencies may use an equivalent, modified for an agency's specific needs, provided that the equivalent contains comparable information and has been approved in advance by the GAO.

Form GAO-TC-101: State of Arizona Corporate Travel Card Cardholder Agreement; a form that must be signed by every cardholder.

Form GAO-TC-CN: Account Cancellation Notification Letter. When an employee leaves State service and his Corporate Travel Card is cancelled, the issuing agency must send this letter to the former employee notifying him of the cancellation.

Frequent traveler: Generally defined as an employee who is in travel status on official State business at least four (4) times per fiscal year, who incurs meals and lodging expenses, and who is expected to conduct future, repeat travel on behalf of the State. However, agency heads have the discretion to define this for their agencies on a case by case basis. It is the responsibility of agency management to determine which employees meet this criterion.

GAO: The Arizona Department of Administration, General Accounting Office.

Ghost card: See CTA.

He/him/his: For brevity and clarity, masculine singular pronouns are consistently used in reference to a person and occasionally used where the context would support reference to either a person or some other entity that might perform a given action. Feminine, genderless or plural pronouns, as appropriate, may be substituted.

Liability Waiver Form: A form provided by the Travel Card Program Contractor that must be submitted by a State agency when an employee leaves State service and subsequently fails to make payment on a Corporate Travel Card for items that were either reimbursed or unauthorized.

Lodging: The temporary use of a hotel room, motel room, extended stay facility, apartment, house, residence or any other temporary accommodation while traveling on behalf of the State of Arizona.

MCC: Merchant Category Code. A number assigned to a business by payment card issuers used to classify the business by the type of goods or services it provides.

Non-chargeable: Those travel expenses incurred on behalf of the State of Arizona that cannot be charged to a payment card and must be paid using cash, normally due to a vendor's refusal to accept payment cards.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 4 of 14

---

Online account administration tool: A website, maintained by the Travel Card Program Contractor, that is used by Agency Travel Card Program Administrators and the Statewide Travel Card Program Administrator to review Corporate Travel Card and CTA activity, charges, payments, balances, etc. At the time of publication, the Travel Card Program Website is <https://access.usbank.com>.

P-Card: A card provided through State contract to State employees, State organizations, or State departments for the purpose of conducting purchase or payment activities for a valid public purpose.

Payment card: A broad term used to refer to a device or an account number issued to a cardholder that can be used by the cardholder in lieu of cash, check, bank draft or money order to obtain money, goods, services or anything else of value. As used herein, the term includes charge cards, credit cards, debit cards, courtesy cards, electronic benefit cards, stored value cards, bank cards, smart cards, etc.

Personal payment card: A payment card owned by an individual, acquired through his own efforts and initiative for his personal use, maintained and paid for by the individual, and not issued in connection with or through the intervention of the State.

Practicable: Capable of being done or put into practice with the available means. Practicability holds one to a higher standard of performance than mere practicality. Something is practicable if it can be reasonably achieved, even if its achievement is inconvenient or inconsistent with habit.

SAAM: The State of Arizona Accounting Manual.

SPO: The Arizona Department of Administration, State Procurement Office.

Statewide Travel Card Program Administrator: The employee(s) within the GAO designated to assist Agency Travel Card Program Administrators in the coordination of their respective agencies' Travel Card Program activities.

Travel Card Program: The system of administering State-contracted charge accounts relating to travel. The Travel Card Program extends to include **both** the Corporate Travel Card and the CTA.

Travel Card Program Contractor: The vendor with which the State has contracted to provide both employee and State liability travel account services. At the time of publication, the Travel Card Program Contractor is U.S. Bank.

Traveler: Every public officer, deputy or employee of the State, or of any department, institution or agency thereof, and member of any board, commission or other agency of the State who is in travel status (A.R.S. § 38-621.A).

Subject: *Statewide Travel Card Program  
Policies and Procedures*

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 5 of 14

---

## **INTRODUCTION**

This technical bulletin supersedes Technical Bulletin No. 08-2. Most importantly, this technical bulletin expands the responsibility of Agency Travel Card Program Administrators relating to the review of Corporate Travel Card activities and the termination of the use of a Corporate Travel Card.

## **PRELIMINARY NOTES**

In an on-going effort to streamline the State of Arizona's travel operations as well as accommodate the needs of State agencies and State travelers, the GAO and the SPO jointly developed a Travel Card Program for State agencies. The program consists of two distinct travel accounts: 1) the Central Travel Account (CTA) and 2) the Corporate Travel Card.

**P-Cards shall not be used for State travel purposes. Travel purchases shall be made with either the CTA, the Corporate Travel Card or a combination of both accounts.** Generally, travel arrangements, such as air fare, will be booked using the CTA and charges incurred at the destination, such as hotel bills, meals and local transportation, must be paid using the Corporate Travel Card.

Though conference registration costs do appear on out-of-state travel requests and other travel-related forms, they are not technically travel. Conference registrations should and, depending on the MCC used by the conference organizer, often must be paid for using the P-Card.

The P-Card, moreover, will continue to be available, in accordance with other relevant policies and procedures, to conduct for purchase and payment transactions that are **not** travel related.

The CTA is a State liability travel account number (not necessarily a physical card) that may be used in connection with travel on official State business for the reservation and purchase of airfare, lodging (room rate, taxes and authorized surcharges only), car rental, as well as conference and training registration fees. The CTA is the preferred method for the reservation and purchase of airfare. Agencies that elect not to allow airfare purchases on the Corporate Travel Card must obtain at least one (1) CTA.

The Corporate Travel Card is an employee liability charge card that may be used by State employees to purchase airfare (if permitted by internal agency policies), lodging, car rental, other transportation charges, meals and incidental expenses, and other miscellaneous charges for travel on official State business. The Corporate Travel Card is available to all travelers who are deemed eligible by the Travel Card Program Contractor. **Unless a traveler 1) has been denied a Corporate Travel Card for which he applied or 2) has not yet received a Corporate Travel Card for which he was approved, his request for a travel advance will generally be rejected.** All State travelers, especially those who are identified to be frequent travelers, are encouraged to apply for the Corporate Travel Card.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 6 of 14

---

Whenever there is a conflict between this technical bulletin and any previously issued policy statement, this technical bulletin takes precedence. Any exceptions to the policies set forth in this technical bulletin must be approved by the GAO.

### **POLICIES**

#### 1. General Policies

- a. Agencies should maintain written policies and procedures dealing with the use of the Central Travel Account and the Corporate Travel Card. Such written policies and procedures should be consistent with the contents of this technical bulletin and other pertinent State laws, regulations, policies and procedures.
- b. An agency's written policies and procedures may incorporate the relevant contents of this technical bulletin and other State laws, regulations, policies and procedures by reference or reproduction.
- c. Agencies are responsible for familiarizing their personnel who travel for the State or who are expected to travel for the State with all State laws, regulations, policies and procedures involving travel for the State. This responsibility includes, but is not limited to, the policies contained herein as well as the contents of the agency's written policies and procedures.

#### 2. Central Travel Account (CTA) Policies

##### a. Agency Responsibilities

- i. The CTA (also known as the ghost card) is available to all State agencies and is the preferred method for the reservation and purchase of airfare for State travel.
- ii. P-Cards shall not be used for any State travel expenses. Agencies that elect not to allow airfare purchases using the Corporate Travel Card must obtain at least one (1) CTA for airfare purchases. In order to properly control the expending of State funds and to monitor appropriation activity, the CTA should be utilized by all medium and large agencies, especially those agencies that do a great deal of air travel in any given fiscal year.
- iii. A CTA custodian (who may be the same employee as the Agency Travel Card Program Administrator) must be assigned to each CTA at the agency.
  - 1) An agency may have multiple CTA Custodians and a CTA Custodian may be assigned to multiple CTAs. Each agency is responsible for determining how many

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 7 of 14

---

CTA Custodians are necessary based upon factors such as the travel expectations, the size and complexity of the agency, agency structure, agency internal controls, internal agency policies and procedures, and agency staffing levels.

- 2) The CTA custodian must sign an affidavit acknowledging his understanding of policies and procedures for use of the CTA. The official Form GAO-CTA-101 may be found on the GAO website under the Online Forms section. Each agency may use the official form or adopt a customized agency form to meet specific needs, provided that all the required elements are included and the form has been approved in advance by the GAO. An agency's Form GAO-CTA-101 or its equivalent must be kept on file with the agency and available for audit purposes.
  - 3) The CTA custodian is responsible for monitoring all charges incurred on the CTA(s) to which he is assigned and for ensuring that the CTA number is safeguarded and accessible only to authorized personnel within his agency.
  - 4) In order to ensure proper segregation of duties, the designated CTA custodian cannot be responsible for the approval or payment of the monthly CTA statement. The CTA custodian must work in cooperation with employees in the agency who are responsible for approving and issuing payment to the Travel Card Program Contractor.
  - 5) The CTA custodian must keep adequate records (logs, itineraries, receipts and other relevant documentation) for each charge made on the CTA in order to facilitate efficient reconciliation and payment processes when the monthly CTA statement is received.
  - 6) In the event that a CTA custodian is notified of or discovers fraud or abuse related to the use of the CTA, he must notify the Agency Travel Card Program Administrator and the Travel Card Program Contractor immediately.
  - 7) Upon resignation, retirement, transfer to another State agency, or termination, the CTA custodian shall no longer be authorized to incur any charges on the CTA on behalf of the agency.
- iv. The CTA may be used only in connection with activities related to travel on official State business. Such activities include the reservation and purchase of airfare, lodging (room charge, taxes and authorized surcharges only), car rental, as well as conference and training registration fees.
  - v. Although permitted, use of the CTA for the payment of lodging and car rental charges should be limited to payment on behalf of those employees who cannot obtain a Corporate Travel Card.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 8 of 14

---

- 1) In most cases, it will only be practical to use the CTA for the reservation of lodging and car rental, but not the actual payment. The majority of lodging establishments and car rental companies require a physical payment card to be presented upon check-in.
  - 2) In some cases, pre-payments can be arranged with lodging establishments and car rental companies. However, agencies should ensure that travelers have a secondary payment mechanism in place such as cash, the Corporate Travel Card or a personal payment card in the event there are unforeseen problems upon check-in.
  - vi. The CTA shall not be used for any meals or incidental expenses, except for those meals that are included as part of conference or training registration fees.
  - vii. The CTA shall not be used for any purchases that are not related to State of Arizona travel.
3. Corporate Travel Card Policies
- a. Agency Responsibilities
    - i. Issuance of Corporate Travel Cards to employees must be controlled by the individual agency. Authorization of employee applications and the establishment of overall spending limits, monthly limits (if applicable) and ATM withdrawal limits (if applicable) are the responsibility of the agency head. Any delegation of this authority must be documented in writing, maintained by the agency and available for audit.
    - ii. Each agency head must designate an employee to assume the responsibility of the Agency Travel Card Program Administrator.
      - 1) Agency heads may designate themselves as the Agency Travel Card Program Administrator.
      - 2) The designation of an Agency Travel Card Program Administrator must be properly documented using Form GAO-3 to be kept on file with the GAO.
      - 3) The distribution of Corporate Travel Card applications (which may be accomplished in paper format or electronically) and the submission of authorized applications to the Travel Card Program Contractor are the responsibility of the Agency Travel Card Program Administrator.
      - 4) The Agency Travel Card Program Administrator is responsible for ensuring that all employees who have applied for and been granted a Corporate Travel Card have

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 9 of 14

---

signed Form GAO-TC-101 prior to applying for a card. Form GAO-TC-101 must be kept on file with the agency and available for audit.

- 5) Employees who are designated as Agency Travel Card Program Administrators shall not obtain a Corporate Travel Card unless exceptions are granted in advance by the GAO.
  - 6) The Agency Travel Card Program Administrator should, using the Travel Card Program Website, review the Corporate Travel Card activities—charges and payments—of all agency cardholders not later than the twenty-fifth (25<sup>th</sup>) calendar day of each month. Agency Travel Card Program Administrators should immediately report any irregularities—such as unauthorized charges, late payments, attempted or actual spending above established limits, etc.—in the use of the Corporate Travel Card to the cardholder’s superiors. In the event of severe or continued irregularities, the agency should cancel the transgressing employee’s Corporate Travel Card and follow the procedures detailed for employee terminations.
- iii. Each agency must exercise due care when establishing spending limits on the Corporate Travel Card.
- 1) It is expected that a three-thousand dollar (\$3,000.00) overall spending limit should be able to accommodate most travelers for the State of Arizona.
  - 2) Spending limits established should reasonably accommodate the expected travel needs without being unduly excessive. While agencies may adjust the limits at any time, appropriate planning can control maintenance efforts. Consideration should always be given for immediate and future travel needs as well as the cardholder’s compliance with policy.
  - 3) Monthly limits may be adopted, but the overall spending limit for an individual Corporate Travel Card shall not exceed five thousand dollars (\$5,000.00), unless exceptions are approved in advance by the GAO.
  - 4) For frequent in-state travelers with no or limited need for lodging, it is expected that the overall spending limit should not exceed five hundred dollars (\$500.00).
- iv. Each agency must determine whether employees may use the Corporate Travel Card for ATM cash withdrawals, and this determination must be reflected in writing in the agency’s internal policies and procedures governing use of the Corporate Travel Card.
- 1) Agencies should restrict ATM cash withdrawal access to only those employees who travel to remote locations at which some or all travel expenses will be

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 10 of 14

---

non-chargeable. Withdrawal limits should be kept at as low as possible and strictly managed by the agency. ATM withdrawal limits shall not exceed three hundred dollars (\$300.00) per week unless exceptions are approved in advance by the GAO.

- 2) Agencies may choose to restrict ATM cash withdrawals to certain divisions, sections, or on a case by case basis within the agency.
  - 3) The Agency Travel Card Program Administrator must indicate at the time of the submittal of the Corporate Travel Card application whether ATM cash withdrawals are to be permitted and, if so, the withdrawal limits that are to be applied.
- v. Each agency must determine whether employees may use the Corporate Travel Card for airfare, and this determination must be reflected in writing in the agency's internal policies and procedures governing use of the Corporate Travel Card.
- 1) Agencies that elect not to allow airfare purchases on the Corporate Travel Card must obtain at least one (1) CTA for airfare purchases.
  - 2) Some of the factors that should be considered when determining whether to allow use of the Corporate Travel Card for airfare include: the agency's travel expectations; the size, complexity and structure of the agency; agency internal controls; the agency's internal policies and procedures; agency staffing levels; and considerations related to appropriation and budget restrictions. It is recommended that agencies with a minimal number of travelers for whom airfare must be purchased simply use the Corporate Travel Card.
- vi. Each agency must maintain records of employees who have applied for, received or been denied a Corporate Travel Card. Employees shall generally not be considered for a travel advance unless they have either applied for and been denied a Corporate Travel Card or have been approved for a Corporate Travel Card that is still in transit. Employees who have been denied a Corporate Travel Card, due to their failure to complete the application by not providing a social security number or other required information, will not be eligible for a travel advance. Exceptions must be approved in advance by the GAO. It should be noted that an employee being denied a Corporate Travel Card differs from a Corporate Travel Card being revoked due to non-payment by the cardholder. Agencies shall not issue a travel advance to an employee who has had his Corporate Travel Card revoked.
- vii. Each agency must have written procedures in place and enforce adherence to those procedures to ensure cancellation of Corporate Travel Cards issued to employees who are either transferring to another State agency or leaving State service.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 11 of 14

---

- 1) **Cancellation of Corporate Travel Cards for employees who leave or will be leaving State service must, to the extent practicable, occur on or before the employee's separation date.** In the event that the employee leaves State service and subsequently fails to make full payment for charges outstanding, agency heads and other agency management may be personally responsible for any charges that have been incurred after the employee's separation date until the date that the Travel Card Program Contractor receives notification of cancellation of the Corporate Travel Card.
  - a. Upon the sooner of an employee's separation from State service or receiving notice of his intent to separate, the agency must:
    - i) If the agency has access to the card issuer's online account administration tool, use that tool to cancel the employee's card; or
    - ii) If the agency does not have access to the card-issuer's online account administration tool, notify the Statewide Travel Card Program Administrator requesting cancellation of the employee's card.
  - b. Agencies must notify a terminated employee that his Corporate Travel Card has been cancelled. This notification must be in writing, using an agency and employee specific, fully executed, Form GAO-TC-CN, Account Cancellation Notification Letter. (The GAP-TC-CN published on the GAO Website is a template that an agency is to use when creating Account Cancellation Notification Letters using its agency's letterhead.) The Account Cancellation Notification Letter is to be delivered to the employee:
    - i) If practicable, in person, at or before the time of termination, or
    - ii) Within two (2) business days of the card's cancellation, by mail or fax.
  - c. A copy of the Account Cancellation Notification Letter is to be retained in the agency's files.
  - d. If a terminated employee fails to make payment on an outstanding balance owed on the Corporate Travel Card that consists of any unauthorized purchases or purchases previously reimbursed by the State, the agency will be required to submit a Liability Waiver Form to the Travel Card Program Contractor. This form will be provided to the agency by the Travel Card Program Contractor. Along with this form, the agency must submit a copy of the Account Cancellation Notification Letter, Form GAO-TC-CN.

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 12 of 14

---

- 2) Cancellation of Corporate Travel Cards for employees who are transferring to another State agency must occur on or before the employee's transfer date. While it is realized that there are situations in which an employee who is transferring to another State agency may require a Corporate Travel Card at the gaining agency, it has been determined that for both administrative and internal control purposes, the card must be cancelled by the losing agency and reissued by the gaining agency.
- 3) Cancellation of Corporate Travel Cards may be accomplished by the Agency Travel Card Program Administrator online or by contacting the Travel Card Program Contractor via telephone. If the Agency Travel Card Program Administrator is not available to complete the card cancellation within the required time restrictions, the Statewide Travel Card Program Administrator may be contacted for assistance. The Statewide Travel Card Program Administrator is authorized to complete Corporate Travel Card cancellations on a statewide level, if necessary. Agencies requiring assistance with Corporate Travel Card cancellations may either contact the GAO via email at [AFIS.OPERATIONS@azdoa.gov](mailto:AFIS.OPERATIONS@azdoa.gov) and request to complete the transfer or otherwise contact the Statewide Travel Card Program Administrator for assistance. The Statewide Travel Card Program Administrator will request the EIN of the employee who is transferring and will verify all information prior to cancelling the card.

b. Employee Responsibilities

- i. All State travelers, especially those identified as frequent travelers, are encouraged to apply for the Corporate Travel Card. Employees shall generally not be issued a travel advance unless they have either applied for and been denied a Corporate Travel Card or have been approved for a Corporate Travel Card which is still in transit when the employee's travel commences.
- ii. The Corporate Travel Card may be used to purchase airfare (if permitted by internal agency policies), lodging, car rental, other transportation charges, meals and incidental expenses, and other miscellaneous charges for travel on official State business.
- iii. Purchases of travel-related goods and services in excess of established limits (e.g., upgrades of airfare to first class, meals whose cost exceeds maximum State reimbursement rates, etc.) made while in travel status may be charged to the Corporate Travel Card but will not be reimbursed to the traveler by the State and remain the sole responsibility of the cardholder.
- iv. The employee is liable for all charges incurred on the Corporate Travel Card. The employee is required to appropriately maintain his account and for making all payments on a timely basis. The State will reimburse the employee for allowable expenses upon receipt of a properly completed Form GAO-503EZ (or its authorized

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):

Effective: 02/22/2011

Supersede(s): Technical Bulletin No. 08-2

Page: 13 of 14

---

equivalent) accompanied by required backup documentation. The employee is responsible for full payment of the Corporate Travel Card upon receipt of the statement.

- v. Employees whose Corporate Travel Card privileges are revoked due to non-payment of charges are not eligible to receive travel advances. The State is not responsible for card reinstatement or any associated fees for Corporate Travel Cards that are revoked. Card reinstatement and associated fees are the sole responsibility of the employee.
- vi. Delinquency charges incurred on the Corporate Travel Card are not eligible for reimbursement. Ample time is allowed to submit a complete and accurate Form GAO-503EZ (or its authorized equivalent), receive reimbursement, and make full payment before delinquency charges are incurred.
- vii. The State is not responsible for resolving any billing disputes involving an employee's use of the Corporate Travel Card.
- viii. If authorized by the individual agency, the Corporate Travel Card may be used to obtain a travel advance from an ATM for the purposes of paying for non-chargeable travel expenses while on official State business.
  - 1) ATM cash advances using the Corporate Travel Card should be limited to amounts necessary to cover State travel expenses while in travel status. Excess amounts withdrawn and not used while in travel status are the responsibility of the cardholder.
  - 2) Because there is a fee for each cash withdrawal from an ATM, the number of withdrawals should be held to a minimum. It is recommended that each advance be an amount of at least \$60.00.
  - 3) ATM cash advance fees, as determined by the Travel Card Program Contractor, are reimbursable when an employee is in travel status overnight. Reimbursement of ATM cash advance fees is limited to once every five (5) business days while in travel status. Employees may be reimbursed up to \$8.00 per withdrawal for cash advance fees using the Corporate Travel Card only. Cash advance fees using personal payment cards are not eligible for reimbursement.
- ix. Corporate Travel Card privileges may be cancelled at any time by agency management, due to misuse of the card, change in duties, termination of employment, or any other circumstances as determined by the agency.
- x. Upon a cardholder's resignation, retirement, or termination from State service

Subject: ***Statewide Travel Card Program  
Policies and Procedures***

Issued: 02/22/2011

Manual Section(s):  
Supersede(s): Technical Bulletin No. 08-2

Effective: 02/22/2011  
Page: 14 of 14

---

- 1) The the cardholder must immediately destroy the card or surrender it back to the issuing agency.
  - 2) The agency must, upon receiving a surrendered card, immediately destroy it by shredding or similar means and keep a record of the card's destruction.
- xi. Prior to applying for a Corporate Travel Card, all employees must sign an affidavit acknowledging their understanding of policies and procedures for use of the Corporate Travel Card. The official Form GAO-TC-101 may be found on the GAO website under the Forms section. Each agency may use the official form or adopt a customized agency form to meet specific needs, provided that all the required elements are included and it is approved in advance by the GAO.

#### **ON-LINE AVAILABILITY**

Copies of all Technical Bulletins are available for viewing and downloading from the GAO website under the Publications section.

#### **SUPPLEMENTAL MATERIALS**

Form GAO-CTA-101, Form GAO-TC-101 and Form GAO-TC-CN may be found on the GAO website under the Online Forms section.

#### **AREAS IMPACTED**

All State agencies.

#### **CONTACTS**

If you have any questions concerning this Technical Bulletin, please contact your GAO Liaison. You may also e-mail questions or comments concerning State policy and procedure to us at:

[gaopolicy@azdoa.gov](mailto:gaopolicy@azdoa.gov)