



**Office of Budget &
Finance
Procurement Management
One Card Program User
Guide**

One Card Team

Jene Janich

Director Travel and One Card

Office: 972-883-2317

jmj101000@utdallas.edu

Callie Speaks

Travel and One Card Coordinator

Office: 972-883-2606

cxs163730@utdallas.edu

Cassandra Hennigan-Williams

One Card Specialist

Office: 972-883-2607

clh140230@utdallas.edu

800 W Campbell Rd.
Richardson, TX 75080
OneCard@utdallas.edu
972.883.2300

Citibank Customer Service
1-800-248-4553

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GENERAL INFORMATION

The One Card Program is authorized by a State of Texas contract with Citibank via the [Texas Procurement and Support Services](#) (TPASS). 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 purchase, 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 making high dollar purchases at UT Dallas is with Purchase Orders in eProcurement.

The use of the One Card does not exempt the university or its officers and employees from the purchasing/travel requirements of state law and the TPASS.

TRAINING

All cardholders are required to go through the One Card-Pre Application test available on eLearning. There is also a One Card Program Guide available that should be read by all cardholders on an annual basis.

During Annual Compliance Training, all cardholders are required to take the annual One Card Training. This is important to ensure compliance with the most recent changes in the program. Failure to complete the Annual Compliance Training within the designated deadline **will result** in a suspended One Card.

CUSTOMER SERVICE

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

CARD ACTIVATION

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 (unless otherwise specified by Procurement Management). Additionally, **you are required to set up a four-digit PIN**. 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, Customer Service should be notified immediately at **1-800-248-4553**. 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 Procurement Management office and we will contact you when it arrives.

CARD TERMINATION

If a cardholder terminates employment with the University, the department has the specific obligation to reclaim 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 ten business days of starting in his/her new position.

CREDITS AND RETURNS

By rule of the State Comptroller, 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, you should 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 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 on your One Card. Failure to comply with this rule **will result** in suspension of your One Card.

PERSONAL USE POLICY: 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. SELF REPORT IMMEDIATELY! Email OneCard@utdallas.edu and provide Transaction Date/ Amount. The university reserves the right to request a payroll deduction for charges on the One Card that are not authorized or exceed the limits authorized by the university.

CARD LIMITS

The default One Card limits are stated below. To obtain a temporary single transaction limit greater than \$2,000.00 or temporary billing cycle limit greater than \$15,000.00, a Supervisor must send an email justifying the need to the One Card Team at OneCard@utdallas.edu. **Splitting a large transaction into several smaller ones or amongst 2 or more cards, in order to circumvent the single transaction threshold, is a violation of UT Dallas policy.**

- ✓ Transaction or "single purchase" limit (Default = \$2,000.00)
- ✓ Spending limit per card per billing cycle (Default = \$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 Procurement Management. 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 Procurement Management should your need for the One Card change.

BILLING ADDRESS

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

[Cardholders Information]
800 W Campbell Rd Richardson, TX 75080

BUSINESS JUSTIFICATIONS

Each transactions must have a UTD Business Justification!

Ask: How is the purchase related to the mission of UTD?

ONE CARD ROLES

Card transactions will be located at GlobalManagement.Citidirect.com (GCMS). The cardholder's Fiscal Officer must assign the following role(s):

1. Required: 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. Best Practice: Person to approve the work done above. This role is called an approver.

Transactions will be available in Citibank for daily processing. By the 10th of each month, any adjustments or edits to the default Cost Center/Account must be completed in GCMS. Departments should develop internal procedures for handling One Card transactions. Such procedures should include the following: (1) Maintaining itemized receipts for each transaction in accordance with record retention requirements specific to the cost center. (2) Ensuring transactions are properly approved by the cardholder's supervisor.

RECEIPTS

****Itemized receipts, invoices, or order confirmations, showing in line-item-detail what was purchased and for how much, are the only acceptable forms of documentation.****

Note: Excessive Lost or Non-Itemized Receipts will result in termination of your One Card.

ALL Receipts must be maintained at the departmental level for every One Card transaction. We highly recommend electronic storage of all records.

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.

AUDITING/ RECORD KEEPING

All transactions made on a One Card are routinely and randomly reviewed by Procurement Management to ensure compliance of purchasing and travel policy. Receipts for transactions allocated to a contract and grant cost center must be retained (in the dept./school/division) indefinitely. All other transaction receipts must be retained for 3 years plus the current fiscal year.

Transactional Audits: Single Transactions will frequently be audited by the One Card Team. Automatic emails will be sent from ACL GRC (Audit, Governance, Risk and Compliance). Emails will come from notifications@aclgrc.com. Note: this is NOT SPAM. Please be sure to complete the survey in a timely manner.

Monthly Audits: Each cardholder will have an entire transactional cycle audited/reviewed at least once annually by the One Card team. The cardholder will be asked to submit any request for transactional documentation for that review. Each audit/review will include an email notification of the audit/review period and a follow up notification of any findings and necessary remediation from the audit/review.

Noncompliance with program guidelines could result in card suspension or termination, dependent upon severity of the noncompliance. Examples of noncompliance include:

- Failure to maintain monthly itemized receipts and documents
- Failure to submit information within established timelines
- Splitting of transactional purchases to avoid OneCard limits or required bidding limits
- Personal purchase
- Purchase of a restricted item

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 Procurement home page for a copy of [Texas Hotel Occupancy Tax Exemption Certificate](https://www.utdallas.edu/procurement/forms/) available at <https://www.utdallas.edu/procurement/forms/> . 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.

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 [Sales Tax Exemption Certificate](#)) Cardholders will also be given a wallet size version of this certificate. 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 personally liable for refunding the University the sales tax amount.

USING YOUR ONE CARD TO COVER BUSINESS TRAVEL & RELATED EXPENDITURES

If authorized by the cardholder's supervisor 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
- ✓ Meal expenditures
- ✓ Rental car
- ✓ Parking
- ✓ Taxi services (while in travel status)
- ✓ Bus/train fare
- ✓ Hotel telephone/internet expenditures (for business use only)
- ✓ Check baggage fees (1 bag only unless necessary for transporting work materials)
- ✓ Gasoline (for rental or UT DALLAS vehicles while in travel status)
- ✓ Conference registration

Important note: State Funds cannot be used for travel and entertainment purchases using the One Card.

BUSINESS ENTERTAINMENT EXPENSES

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

1. A Business Purpose/Justification for the meal,
2. The names and affiliations of attendees, for groups of 15 or less, and at least a headcount for groups of more than 15,
3. And an itemized receipt.

Reminder: *Payment of business meals is appropriate if the main focus of the activity is to support the business and educational mission of UT Dallas, and consumption of food is incidental to the purpose of the meeting. **Business entertainment meals should include one or more participants external to UT Dallas.** Payment of business entertainment may also include: An activity where students are participating, or Meals served in conjunction with events such as training workshops, award ceremonies, off-site planning retreats, and student/faculty recognition receptions.*

DISALLOWED PURCHASES

The One Card may not be used for purchasing the following items:

- | | |
|---|---|
| √ Alcoholic Beverages for Personal Consumption | √ Dropbox |
| √ Personal Related Expenditures i.e.: Razor, shaving cream, toothbrush, toothpaste etc. | √ Controlled Assets ² (unless pre-approved by Procurement Management*) |
| √ Airfare, Early Check-in Fees, Admirals Club Preferred Seating or Seat Upgrades | √ Gift Cards/Gift Certificates |
| √ Amazon Purchases/ Amazon Prime Memberships | √ Movie Rentals or Personal Entertainment Expenditures |
| √ Bars, Taverns, Nightclubs | √ Prescription Drugs/Controlled Substances |
| √ Cash Advances, Insurance etc. ¹ | √ Animals/Organisms |
| √ Capital Equipment/Upgrades | √ Radioactive or Hazardous Material |
| √ Catering | √ Chemicals/Reagents |
| √ Consulting or Personal Services | √ Lasers |
| √ Comet Cash | √ Software (unless pre-approved by Procurement Management*) |
| √ Gasoline for Personal vehicles | |

¹Charges for these types will be rejected at the point of sale.

²The State of Texas Comptroller has defined “controlled assets” as facsimile machines, stereo systems, cameras, video recorders/players, computers, 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. If you need further clarification regarding these assets, please call Property Management.

The items listed below are **controlled assets** regardless of their cost and should be tagged with Property:

- ✓ Hand Guns
- ✓ Rifles
- ✓ 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)
- ✓ Chemical Fume Hoods
- ✓ Bio-safety cabinets / glove boxes / tissue culture hoods
- ✓ Compressed gas cylinder cabinets
- ✓ Laboratory refrigerators used to store any kind of chemicals

*Pre-Approval must come via email from OneCard@utdallas.edu and attached with receipt documentation.

ACCOUNT CODES LIST

Travel related Account codes:

Foreign travel (outside US)	62401
In-State Incidental Expenses	62105
In-State Meals and Lodging	62106
In-State Transportation	62101
Out-of-State Incidental Expenses	62204
Out-of-State Meals and Lodging	62205
Out-of-State Transportation	62201

M&O related Account codes:

Agriculture/Hardware	63012	Furnishings/Equipment - Rental	67002
Books	63023	Medical Supplies	63303
Building - Maintenance & Repairs	66003	Meeting/Conf/Seminars	69041
Business Meals & Events	69038	Membership	69001
Cap Outlay: Aerospace Collection	87004	Office Supplies	63002
Cap Outlay: Library Books & Periodicals	87001	Participant Support	70101
Cap Outlay: Philatelic Collection	87002	Postal Services	69028
Chemicals and Gases	63302	Publications	63033
Computer - Parts & Equipment	63017	Domestic Registration Fees	69003
Computer Software	63021	Reproduction/Printing	68001
Consumables	63001	Service Awards	69007
Educational & Training	61003	Service Buildings - Rental	67011
Fees & Service Charges	69006	Services	69029
Foreign Registration Fees	69041	Subject Payments	69031
Furnishings/Equipment - Maintenance & Repairs	66001	Telephone Line & Equipment	65003
Furnishings/Equipment – Not Capitalized	63016	Travel-Prospective Employee	62302
Furnishings/Equipment – Parts	63013		