



Central Travel Account (CTA) Manual

Introduction

The Eastern Washington University Central Travel Account (CTA) allows departments to make travel transportation purchases (airline, rental car, charter and rail) with a University issued VISA credit card through JPMorganChase (JPMC). The intent of the CTA is to enable departments to purchase their own transportation for authorized travelers.

Each employee using the CTA must ensure that purchasing with the card complies with all applicable rules and regulations as outlined in this manual.

Purpose and Scope

The purpose of this manual is to provide guidance and outline the terms of use for Eastern Washington University's CTA system. The University's CTA procedures are established in accordance with the State Administrative Accounting Manual chapter 10. Authority for these policies is established under RCW 43.19.185 authorizing agencies to use credit cards. The EWU Travel Accounting Office is responsible for maintaining this manual.

CTA Card Administrators

James Waterman (primary)
Travel Accounting
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Sandi Storie (secondary)
Accounts Payable
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Call or email a CTA Administrator to:

- Request a CTA card
- Make changes to CTA cardholder profile
- Deactivate/close a CTA cardholder's account
- Clarify CTA card policies and procedures
- Resolve declined transactions
- Report a lost or stolen card (after cardholder has contacted JPMorganChase)

CTA Card Contacts

JPMorganChase - Available 24/7

Customer Service
1-800-270-7760

Report lost or stolen CTA card
1-800-VISA-911

Obtaining a Central Travel Account – Application Process

- Establishing a new CTA will require the request be initiated and authorized by a supervisor or budget authority sponsoring the department's need for a CTA
- CTA training is required for the designated cardholder and designated approver of the department

- Both the cardholder and approver must review the CTA Manual and the CTA Tutorial and pass the quiz
- The completed quiz, CTA application, and Default Index Authorization form must be forwarded to Travel Accounting
- The completed application will be submitted to JPMorganChase. It takes approximately 2-3 weeks to receive the CTA card. The cards are mailed to Travel Accounting. Travel Accounting will contact the cardholder when the CTA card has arrived
 - The new card will be activated by Travel Accounting as CTA Administrator
 - Travel Accounting will provide the User ID and temporary pass phrase to access the PaymentNet website after the cardholder has confirmed receipt of card. Pass phrase must be changed upon first log-in
- PaymentNet is a web application maintained by the card issuer, JPMorganChase, which allows the cardholder to access CTA card transactions online 24/7.
 - On the PaymentNet site the cardholder will
 - View transactions online
 - Electronically distribute expense to applicable Banner index and account codes
 - PaymentNet use instructions are provided later in this manual

CTA Card Limits and Use Restrictions

- CTA cards have limits: Credit limit, daily transaction count limits, individual transaction dollar limits, etc.
 - Limits can be temporarily or permanently increased, contact Travel Accounting
- Authorized and approved transportation related travel purchases should be for Eastern employees or sponsored group travel where the sponsor is a permanent EWU employee
- Transportation related travel expenditures for non-employees, e.g. contractors and job candidates, should go through the EWU Purchasing Office
- Transportation related expenditures for personal travel are not allowed

CTA Card Renewal Procedures

The card will be valid for 36 months. JPMorganChase will mail a new card to Travel Accounting before the original expires. The designated cardholder will be notified by Travel Accounting when the card is available for distribution. Cards are automatically inactivated by JPMorganChase if not used within 12 consecutive months.

Safeguarding your CTA Card

- The physical card must be retained in a secure location.
- Report a lost or stolen CTA card to JPMorganChase and Travel Accounting
- Report suspicious or unexpected transactions to JPMorganChase and Travel Accounting
- Notify EWU Travel Accounting of change in Cardholder or Approver status.
- If the CTA card is temporarily loaned to another university employee for authorized business travel, the cardholder is responsible for the use of the card
 - Individual borrowing the CTA card should be given explicit instructions on its use. A time frame should be given of when the CTA Card should be returned
 - The borrower must sign the *Terms of Use Agreement* for CTA Card, which is to be retained by the cardholder
 - A sign-out log is recommended
- Lack of proper controls over the CTA card will result in immediate cancellation

CTA Card Procedures

Purchase Instructions

CTA cards can be used to procure authorized and approved travel transportation: airline, rental car, rail and *charter**.

- On an *exception basis and upon prior approval* by EWU Travel Accounting, lodging for Group/Student travel may be procured using a CTA credit card when necessary to reduce the amount of cash advance needed for large group travel.
- On an *exception basis and upon prior approval* the student group meals may also be obtained at the same lodging facility or restaurant where entire group attends.

**Charter procurement is required to follow EWU Purchasing procedures for obtaining quotes when the dollar amount exceeds certain thresholds. Once approved by EWU Purchasing, payment can be made with the CTA.*

Before procuring any transportation with the CTA, the Travel Authorization form (TA) must be completed and approved by the applicable individuals as noted in the TA form instructions: Supervisor, Budget Authority, etc.

Procure your authorized and approved travel purchase directly with the merchant

- If a merchant notifies you that your transaction has been declined contact Travel Accounting
- Provide the merchant name, description, date of transaction and amount
- EWU Travel Accounting will determine the reason for the decline by contacting JPMC
- If the reason for the decline can be corrected, resubmit purchase request
- If the reason cannot be corrected, but the purchase is valid, the transaction will be reviewed and an alternative payment method should be used (e.g., purchase order, check, cash advance, etc.)

It is highly recommended that you review your transactions on the PaymentNet website within five business days of transaction purchase. It is required to review the transactions no later than the third business day of the following month

- Every transaction review must include:
 - Banner Index code (as shown on the associated TA form)
 - Banner expense account code (select from the dropdown list)
 - TA number (limited to 10 characters)
 - Description of transaction to include: TA number, Traveler's first and last name, departure date and destination (this information will be shown on the PaymentNet transaction report)
- Your department default index code will be charged if transactions are not reviewed by this date
 - The cardholder and approver will be responsible for submitting corrective paperwork if the default index code is charged

Maintain records to support CTA use:

- Receipts must be obtained to support all purchases and refunds; reference the associated TA on the receipt
- Copies of the receipts must be included with the travel authorization / expense report
- The cardholder is responsible for expense distribution through PaymentNet

CTA Card Disputes

Always attempt to resolve disputes with the merchant first

- If dispute is not resolved with merchant, contact JPMorganChase
- Log the disputed item online on the PaymentNet website
 - Follow the instructions provided in the *PaymentNet User Manual* located in the "Documents" dropdown menu on the PaymentNet main web page
 - The manual is a searchable PDF. Search for the "Disputes" heading.
- PaymentNet will instruct the cardholder to provide the necessary information
- The disputed transaction must be documented in writing within 60 days of transaction

The purchase in dispute will be paid.

- Review and distribute expense for the transaction in PaymentNet as you would any other transaction
- If a credit is due, it will be reflected on PaymentNet and can be applied to associated budget

CTA Report Deadline

By the 15th of the month, submit the following documents to EWU Accounts Payable, 319 Showalter Hall:

- Monthly *Transaction Allocation* (report from PaymentNet) for the prior month (e.g. January charges to Accounts Payable by February 15th) transactions; must be signed by Approver / Budget Authority
- Attach JPMC statement and original receipts, refunds, and invoices to support each transaction