



TITLE	POLICY NUMBER	
Employee Travel Card	DCS 03-04	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Office of Accounting	05/21/18	5

## I. POLICY STATEMENT

The Department of Child Safety (DCS) is committed to the appropriate use of resources and providing services throughout the state in a consistent manner. The use of the travel card ensures efficient employee travel by providing travelers the convenience of travel credit to use for travel-related goods and services.

## II. APPLICABILITY

This policy applies to any DCS employees who are frequently traveling for state business and demonstrate a need for travel advances to help pay for travel costs, until they can be reimbursed.

## III. AUTHORITY

- [A.R.S. § 8-453](#) Powers and duties
- [A.R.S. §§ 38-621 – 38-627](#) Reimbursement of Expenses
- [State of Arizona Accounting Manual \(SAAM\), Topic 50, Travel](#)

## IV. DEFINITIONS

ADOA: Arizona Department of Administration.

Credit limit: The maximum dollar amount of allowed set forth for ETC card that can be charged.

Department or DCS: The Arizona Department of Child Safety

Director: The Director of the Arizona Department of Child Safety

Employee: All DCS state employees.

Employee Travel Card (ETC): The ETC is a personal-liability, non-credit-building charge card issued to State employees to pay for expenses incurred in connection with authorized travel for the State.

ETC Administrator: Accounting staff member appointed by CFO or Comptroller to oversee Travel Card Program.

General Accounting Office (GAO): The State of Arizona authority responsible for establishing statewide accounting policies and procedures, managing the Arizona Financial Information System (AFIS), administering the statewide payroll through the Human Resources Information Solution (HRIS), preparing the statewide financial reports, and providing technical assistance and other management advisory services.

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. SAAM: State of Arizona Accounting Manual. Available at <https://gao.az.gov/publications/saam>.

State approved rate: Spending limits set by the Joint Legislative Budget Committee for various reimbursable travel expenses. Expenses incurred beyond the state approved rate for approved travel expenses shall not be reimbursed to the traveler without an exception by the Arizona Department of Administration.

State Business: Tasks directly associated with job or appointment duties. Examples include: representing the Department at meetings or conferences; transporting clients, traveling to clients' homes, and other duties that would be considered part of the workday, excluding breaks, meals, commute, etc.

Travel Status: The time during which a traveler engages in approved Department travel. Travel status begins when the traveler leaves the traveler's personal residence or duty post, whichever occurs last. Travel status ends when the traveler returns to the traveler's

personal residence or duty post, whichever occurs first.

US Bank: State of AZ contracted Credit Card Company

## V. POLICY

### A. General Employee Travel Card (ETC) Guidelines

1. The employee is liable for all charges incurred on the ETC and is responsible for full payment of the ETC upon receipt of the statement. The employee is required to appropriately maintain his or her account and to make all payments on a timely basis.
  - a. The employee must submit timely claims for reimbursement of eligible travel card charges. If 80% of card charges within a six-month period are not submitted for reimbursement, the cardholder is subject to review by the General Accounting Office. Three consecutive reviews by the GAO will lead to card privileges being canceled per the discretion of the Comptroller or Employee Travel Card Administrator.
  - b. The State will reimburse the employee for acceptable expenses upon receipt of a properly completed [In-State Travel Payment Claim Form DCS-1160A](#).
  - c. The employee must apply payments to their ETC account directly and according to the statement due date. Reimbursements are issued to the employee directly and not to the ETC account balance. The employee has 45 days from the statement date to pay US Bank.
2. The ETC may only be used to purchase lodging, car rental, other transportation charges, meals and incidental expenses, and other miscellaneous charges incurred while in travel status when conducting official State business.
3. Reimbursements made to the employee for travel costs will be issued up to the actual amount used on the ETC for travel purposes OR the maximum travel reimbursement amounts listed in the [State of Arizona Accounting Manual, Topic 50, Section 95](#), whichever is lower.

4. Purchases of travel-related goods and services in excess of established limits (e.g., meals whose cost exceeds maximum State reimbursement rates, etc.) made while in travel status may be charged to the ETC, but will not be reimbursed to the traveler by the State and remain the sole responsibility of the cardholder.
5. Delinquency charges incurred on the ETC are not eligible for reimbursement.
6. The State is not responsible for resolving any billing disputes involving an employee's use of the ETC.
  - a. Balances on ETCs that become delinquent will be reported to the issuing agency. If the unpaid balance of the ETC remains delinquent, the Attorney General's office or U.S. Bank may contact the employee for collections.
  - b. If an employee has a delinquent balance on an ETC, it may affect their eligibility for future reimbursement requests.
  - c. The agency reserves the right to use traveler's reimbursement claim amount to pay US Bank on any delinquent balance owed on the ETC by the traveler.
7. As authorized by the agency Comptroller, an ETC may, within one (1) day of commencing the trip, 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.
  - a. ATM cash advances or withdrawals using the ETC 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.
  - b. ATM cash withdrawal fees, as determined by the ETC Administrator, are reimbursable when an employee is in travel status overnight. Reimbursement of ATM cash withdrawal fees is limited to one such fee every five (5) business days while in travel status. Employees may, only when using the ETC, be reimbursed up to eight dollars (\$8.00) per withdrawal. Cash withdrawal fees using personal payment cards are not eligible for reimbursement.

8. Employees are eligible for a \$300 - \$3,000 credit limit, with 10% cash advance, depending on their position and frequency of travel.
9. Employees may not use the ETC for airfare.
10. Employees who have been denied an ETC, 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.
11. ETC privileges may be cancelled at any time by Supervisor, ETC Administrator, or Comptroller, due to misuse of the card, need, change in duties, termination of employment, usage, or any other circumstances as determined by the agency.
12. Upon a cardholder's resignation, retirement, or termination from State service, the cardholder or their supervisor must immediately notify the ETC Administrator and destroy the card or surrender it to the issuing agency.

B. Guidelines and Responsibilities of the ETC Program Administrator:

1. Employees who are designated as ETC Administrators shall not obtain an ETC unless exceptions are granted in advance by the General Accounting Office (GAO).
2. The ETC Administrator shall, using the Travel Card Program Website, review the ETC—charges and payments—of all agency cardholders not later than the twenty-fifth (25th) calendar day of each month. ETC Administrator should *immediately* report any irregularities—such as unauthorized charges, late payments, attempted or actual spending above established limits, etc.—in the use of the ETC to the cardholder's superiors. In the event of severe or continued irregularities, the agency should cancel the transgressing employee's ETC and follow the procedures detailed for employee terminations.
3. ETC Administrator must maintain records of employees who have applied for, received or been denied an ETC.
4. Agency must exercise due care when establishing spending limits on the ETC. 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.

5. Agency shall restrict ATM cash withdrawal access to only those employees who travel to remote locations at which some or all travel expenses will be non-chargeable. Withdrawal limits is 10% of the ETC credit limit.
6. ETC Administrator ensures that cancellation of ETCs possessed by employees who leave or will be leaving State service must, to the extent practicable, occur on or before the employee's separation date. ETC Administrator will check list of card holders against Payroll separation list on a monthly basis.
7. ETC Administrator notifies traveler and supervisor immediately when receiving notification through certified mail from US Bank regarding delinquent payments. Upon response from traveler, Administrator allows traveler five business days to make a payment. If a payment has not been made within five business days, the ETC Administrator informs the card holder that the card will be cancelled. The ETC Administrator contacts US Bank to cancel the delinquent card at that time.

## VI. PROCEDURES

### A. Applying for a Travel Card

1. Employees shall contact the agency ETC Administrator to apply for an ETC and the ETC Program Administrators shall review, authorize, and facilitate the employee application process.
  - a. The ETC Administrator will ensure that all employees applying for an ETC have signed the [State of Arizona Corporate \(Employee\) Travel Cardholder Agreement \(GAO-ETC-101\)](#), acknowledging their understanding of policies and procedures involving the use of the ETC. Form GAO-TC-101 must be kept on file with the agency and available for audit.
  - b. The ETC Administrator will notify the applicant's supervisor of the application for a travel card and seek written approval.
  - c. The supervisor will submit a detailed justification to the ETC Administrator of why the applicant needs an ETC.
  - d. The Agency Comptroller will establish overall spending limits

between \$300 - \$3,000, monthly limits, and ATM withdrawal limits.

- e. The ETC Administrator will submit the application for approval from the agency Comptroller to issue the travel card. The Comptroller will approve based on the justification submitted by the supervisor and may request additional information if needed.
  - f. Once an application is complete, the ETC Administrator will submit it to the Travel Card Program Contractor.
2. Upon agency ETC Administrator and Comptroller approval, an ETC is issued and forwarded to the cardholder at the cardholder's home, not business, address.

**B. Account Management and Service Support**

1. Accounts are managed by the State of AZ contracted Credit Card Company, US Bank. US Bank should be contacted for support for such reasons as:
  - a. account access;
  - b. lost or stolen cards;
  - c. fraudulent activity; and
  - d. general account questions and concerns.
2. US Bank account can be contacted at the information below:
  - a. Online access: <http://www.usbank.com>
  - b. Customer Support: 800-344-5696

**VII. FORMS INDEX**

[GAO-ETC-101 State of Arizona Employee Travel Card Application](#)

[DCS 1159A – Out-of-State Travel Claim](#)

[DCS-1160A – In-State Travel Claim](#)