

## Corporate Card Information

The Baylor College of Medicine Corporate Card allows employees to make business travel, entertainment, and similar business-related purchases. The Corporate Card eliminates upfront expenses paid for by the employee.

Below is a general list of the categories allowed and not allowed on the Corporate Card:

Use of Corporate/Travel Card	Examples of Allowable Expenses while on Business Travel	Examples of Allowable Expenses for Business Entertainment Events	Examples of Not Allowable Expenses
<p><b>A Baylor paid card for business travel, entertainment, and expenses.</b></p> <p><i>Recommended to individuals who travel three or more times a year or whose role requires entertaining or recruiting on behalf of the College.</i></p>	<p><b>Business Travel Trip:</b></p> <ul style="list-style-type: none"> <li>Airfare</li> <li>Baggage Fees</li> <li>Hotel</li> <li>Conference/Seminar/Training registration</li> <li>Car Rental</li> <li>Other Transportation (Uber/Taxi fare)</li> <li>Business Meals (no personal travel meals)</li> <li>General Office Supplies while on business trip</li> </ul> <p><i>* Virtual Conferences &amp; Training registrations that require no traveling can be placed on the P-Card</i></p>	<p><b>Business Meetings &amp; Entertainment Events (e.g., Graduations):</b></p> <ul style="list-style-type: none"> <li>Group Meals (event-related)</li> <li>Food/Catering (event-related)</li> <li>Office Supplies (event-related)</li> <li>Postage/Shipping (event-related)</li> <li>Transportation/Uber/Taxi fare (event-related)</li> <li>Venue Parking (event-related)</li> <li>Awards/Gifts (event-related)</li> </ul> <p><b>College Recruitment:</b></p> <ul style="list-style-type: none"> <li>Candidate Travel Arrangements</li> <li>Meals/Food (interview/recruitment-related)</li> <li>Office Supplies (recruitment-related)</li> <li>Advertisements (recruitment-related)</li> <li>Postage/Shipping (recruitment-related)</li> <li>Awards/Gifts (recruitment-related)</li> </ul> <p><b>Gifts:</b> See College's policy regarding gift and entertainment expenses for IRS regulations and tax implications</p> <p><i>* Food/Catering services that require contract agreement to be signed must be reviewed and approved by Contracts Team (must be within credit limit threshold to use Corp Card)</i></p>	<ul style="list-style-type: none"> <li>Alcohol that will be allocated to sponsored agreements</li> <li>Telecommunications: Cell Phones/Pre-Paid Phones Services</li> <li>Computers/laptops/tablets</li> <li>Celebratory events where there is no business purpose</li> <li>Donations/Contributions</li> <li>Cash Advances/ATM Withdrawal</li> <li>Public Storage</li> <li>Tuition School Semester Classes</li> <li>Relocation/Moving Expenses</li> <li>Private fuel</li> </ul>

### Who is Eligible for a Corporate Card?

Full-time exempt Baylor College of Medicine faculty and staff who travel three or more times a year or whose role requires entertaining, or recruiting and/or similar business expenses, have authority to make such purchases on behalf of the College, and are in good HR standing are eligible for a Corporate Card. Additionally, a departmental administrator should have a card that can be used to book on behalf of infrequent travelers, trainees, et al.

Supply Chain Services will issue the final approval or denial of a Corporate Card application.

### Obtaining a Corporate Card

For details on applying for and obtaining a Corporate Card, please see the Corporate Card Application Instructions located under the Corporate Card Program section.

## Using Your Corporate Card

### Entertainment Using the Corporate Card

- The main purpose of entertainment is to conduct a substantial business discussion directly before, during, or after the entertainment with a customer, client or candidate.
- Entertainment engagements will be capped at an expense of \$75 USD (including gratuity) per person for each engagement.
- Travelers are expected to keep receipts and documentation for **all** entertainment engagements, regardless of funding source.
- Travelers must provide a business purpose for the engagement and a list of all attendees when submitting an expense report.
- Alcohol is a prohibited expense on entertainment that will be allocated to sponsored agreements.

### Tax Exempt Purchases

Baylor College of Medicine is a tax-exempt institution and purchases should not include Texas state sales tax. All cardholders are responsible for informing vendors of the College's state sales tax exemption status and providing the Texas Sales and Use Tax Exemption form, if needed.

The state sales tax exemption form is located [here](#).

Baylor College of Medicine is also exempt from the hotel occupancy tax in the state of Texas. The exemption does not apply to city or county taxes. Employees traveling on official business of the College within Texas will need to complete a tax exemption certificate to present at check-in, located [here](#).

The Corporate Card should not be used with vendors who do not accept state sales tax exemptions. If the vendor charges tax in error, the cardholder should attempt to obtain a refund of this tax from the vendor.

### PayPal

PayPal must not be used unless the vendor **only** accepts PayPal as an online payment method. If PayPal payments are needed, cardholders must obtain a screen shot of the vendor website indicating that the vendor is only accepting PayPal payments and submit the information to the card administrator at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu).

### EBay Purchases

EBay purchases are not allowable as we cannot get enforceable assurances that the items are not counterfeit or that warranties are valid and transferable. Please consult the supply chain website as well as the go shopping page.

## Corporate Card Information

### Maintaining Your Corporate Card

- Employees are expected to keep receipts and documentation of Corporate Card expenses:
  - For **all** expenses that will be allocated to sponsored agreements, regardless of dollar amount
  - For expenses totaling \$25 or greater that will be allocated to all other funding sources
- If a required receipt is lost and a merchant is unable to provide a copy, a missing receipt affidavit must be provided in Concur in lieu of the receipt for the appropriate transaction.

- Concur will be used to upload receipts and assign each month's Corporate Card transactions to the correct cost center/WBS element.
- The cardholder is required to submit the Concur expense report for his or her transactions within 45 days of the actual expenditures.

### Approver Expectations

- The designated expense report approver is responsible for completing a thorough review of card expense reports to ensure adherence to Baylor policy.
- Approvers are expected to:
  - Ensure transactions are appropriate and have a business purpose to the College
  - Check that an appropriate funding source is used, and that the expenses submitted are allowable on that funding source
  - Review receipts and documentation to ensure proper documentation of expenses
  - Review funds availability
  - Card Expense Reports are submitted within 45 days of the actual expenditure

### Corporate Card Security

#### Keep Your Card Secured

Cardholders should take the proper measures to ensure the card is safe and secure at all times.

#### Secure Purchases

The cardholder should only select online vendors that provide a secure and safe website when making online purchases.

#### Lost or Stolen Corporate Cards

For all lost or stolen cards, please contact Bank of America at 1-888-449-2273 and then notify the card administrator at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu).

# Frequently Asked Questions – Corporate Card

#### Who is eligible for a Corporate Card?

Full-time exempt and Baylor College of Medicine staff who are responsible for or have travel, entertainment, and/or similar business expenses, have authority to make such purchases on behalf of the College, and are in good HR standing are eligible for a Corporate Card.

#### How do I apply for a Corporate Card?

To complete a request for a Corporate Card, please go to [www.bankofamerica.com/accountrequest](http://www.bankofamerica.com/accountrequest) and use Account Request Key **dx72q2og**. Detailed instructions can be found under the Corporate Card Application Instructions.

#### Who approves my Corporate Card application?

Your card application will route to your Delegate of Authority (DOA or also known as your Department Administrator/Head) and then to the Card Administrator for final review.

### How do I get my Corporate Card?

Your card will arrive to the office you specified in your application and may require a signature for delivery. Or if your department has designated a Card Manager, this individual will receive your Corporate Card.

### Does the Corporate Card affect my personal credit?

The Corporate Card does not affect your personal credit nor is your application based on your personal credit history.

### How do I activate my Corporate Card?

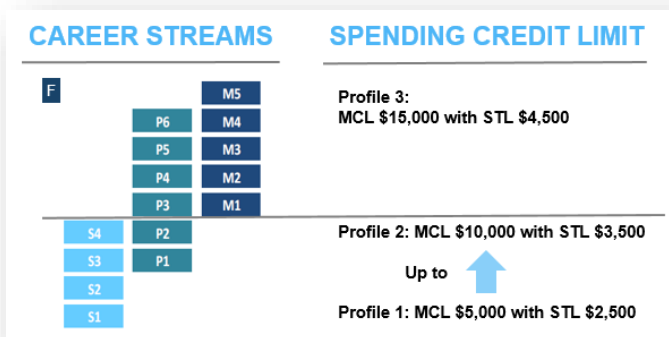
Please call Bank of America at 1-88-233-8855 and follow the prompts to activate your card. You will need your full 16 digit account number and verification ID code.

**Or**

You can activate online using the Global Card Access by going to [bofa.com/globalcardaccess](https://bofa.com/globalcardaccess).

### What are the option limits of the Corporate Card?

Credit limits are linked to career streams and DPP levels. If you have not been through DPP yet, the spending limit will be adjusted when you receive your leveling, if appropriate.



- **DPP levels S1 – P2** can request profile 1 or profile 2, monthly credit limit \$5K with single transaction limit \$2,500 **or up to** monthly credit limit \$10K with single transaction limit \$3,500 **based on role and business need only**
- **DPP levels P3 – M5, and Faculty (F)** will have profile 3, monthly credit limit up to \$15K with single transaction limit \$4,500

### Should the charges on my Corporate Card be tax exempt?

Baylor College of Medicine is a tax-exempt institution and purchases should not include Texas state sales tax. All cardholders are responsible for informing vendors of the College's state sales tax exemption status and providing the Texas Sales and Use Tax Exemption form, if needed.

Baylor College of Medicine is also exempt from the hotel occupancy tax in the state of Texas. The exemption does not apply to city or county taxes. Employees traveling on official business of the College will need to complete a tax exemption certificate to present at check-in.

The Corporate Card should not be used with vendors who do not accept state sales tax exemptions. If the vendor charges tax in error, the cardholder should attempt to obtain a refund of this tax from the vendor.

Where I can get tax exemption forms?

The state sales tax exemption ID is located [here](#).

The Texas hotel occupancy tax exemption form is located [here](#).

Can I use PayPal?

PayPal must **not be used**. Please consult the supply chain website. If PayPal payments are needed, cardholders must obtain a screen shot of the vendor website indicating that the vendor is only accepting PayPal payments, obtain Department Administrator/Head approval and send this information to the card administrator at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu) for further review.

How do I know the current balance on my Corporate Card?

Concur will not show the balance of your Corporate Card. Instead, you can use Global Card Access ([bofa.com/globalcardaccess](https://bofa.com/globalcardaccess)). Once your card is activated, you can register online or by using your mobile device. You can register your account in the app and use the same credentials online.

Please follow the link to get the registration instructions/video tutorial >

<https://www.bofamf.com/content/dam/boamfimages/documents/PDFs/gca-registration.pdf>

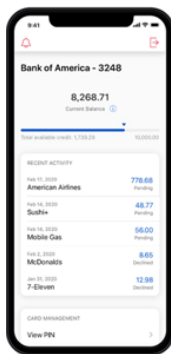
One-time registration is required to create a username and password. You will need the following information:

- Account Number (your 16 digit card number)
- Name on Card
- Expiration Date
- Security Code (CVV)
- Verification ID:

If you do not remember your verification ID, please contact the card administrator

Once logged in you can self-serve in the following ways:

- Check your current balance, available balance, credit limit and recent activity
- View PIN
- Contact cardholder service



**Download the GCA App**

The Global Card Access app is available as a free download from major app stores

### How do I request a spending limit increase?

Credit limits are linked to Career Streams and DPP levels, cardholders should not make purchases higher than their single transaction limit or monthly credit limit. For credit limit increase exceptions please email the card administrator at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu) and provide business justification for the credit limit increase, supporting documentation, and Department Head/Department Administrator approval. COO and Supply Chain Chief's approval may be required.

### What if my Corporate Card is declined?

There are several reasons why this might happen:

- Card is not activated
- Expired card
- You may be entering the incorrect PIN
- If the purchase is online, you may be entering incorrect card information (e.g., billing address)
- The merchant category code may be restricted
- Or a purchase made in an unusual location, like while traveling

Please contact Bank of America at 1-888-449-2273 to obtain the reason for decline. Or contact the card administrator at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu) for further assistance.

### What information will I need to provide when I call Bank of America?

You will be required to verify your identity when calling of Bank of America and may be asked to provide:

- Your verification ID
- Phone number on your account

### Who is responsible for the expense management of my Corporate Card?

The cardholder is responsible for keeping all required receipts related to Corporate Card transactions, uploading them to Concur, and completing an expense report within 45 days of the actual expenditures. Please see the Corporate Travel Card Roles and Responsibilities.

### What if I lost a required receipt?

If a required receipt is lost and a merchant is unable to provide a copy, a missing receipt affidavit must be provided in Concur in lieu of the receipt for the appropriate transaction. Except for the following expense: **airfare, hotels, car rentals, and conference registrations.**

### What should I do if a cardholder leaves the College or transfers departments?

In the event that an employee transfers to another department or is terminated from the College, the department administrator is **required** to contact the card program administrator at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu) immediately in order for the respective card to be deactivated.

### I used my Corporate Card for a personal expense. What should I do?

The cardholder will be responsible for flagging the transaction as "personal" during the monthly expense report and the amount will be owed back to the College and recouped via a payroll deduction.

### How do I report a lost or stolen Corporate Card?

For all lost or stolen cards, please contact Bank of America at 1-888-449-2273 and report the lost/stolen card and request new replacement card. Contact the card administrator for further assistance at [cardadmin@bcm.edu](mailto:cardadmin@bcm.edu).

### What if I need to dispute charges or report a fraudulent charge on my card?

Dispute charges must be made within 60 days of the actual charge. If you have used this vendor in the past, contact the vendor and try to resolve the dispute as this may have been an error on their part and usually will issue a credit. If the vendor is not responsive and unable to resolve, please contact Bank of America Dispute Team to file the claim. The claim must be file within 60 days of the actual charge.

If you have never used this vendor in the past, then this may be a fraudulent charge. You'll need to review each transaction and identify any other fraudulent activity. Please contact Bank of America Fraud Team as soon as possible to report the fraudulent charge/s. Your card will be cancelled and a new card account number will be issued.

It may take 4 to 6 weeks for the bank to process the case. Please call the claims department to get your case # and case status. Once the credit/refund is issued, in concur you will need to submit the dispute/fraudulant charge/s as well as the credit refund/s, this will cancel out to \$0.00. Please attach any supporting documentation and enter a brief explanation in the comments section and or your case #.

To **dispute a charge** please contact Bank of America at 1-855-521-1795, press 1

To **report a fraudulent charge** please contact Bank of America at 1-866-500-8262

To **follow up on a claim case** please contact Bank of America at 1-855-521-1795 9AM-7PM, press 2