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GET Card Overview

The GET (Golden Eagle Travel) Card is an individual travel card that is issued to eligible employees to avoid out-of-pocket University business travel expenses. Any traveler may apply for a GET Card, but it is highly recommended for frequent travelers who travel at least 3 times per year.

The travel credit card program was created in conjunction with the implementation of Concur Travel & Expense. This is a corporate credit card, solely for use with business travel, issued through and supported by US Bank.

Expectations for GET Card Usage

The cardholder must monitor charges that occur on the GET Card and promptly notify US Bank and One-Stop Travel Services at x-5430 if there is reason to believe that the card has been compromised. Fraudulent activity must be disputed timely.

The card is only to be used for official state business travel charges and the cardholder is responsible for reconciling card activity by attaching receipts to their travel expense report in Concur.

The card is specific to the cardholder and all activity feeds to the cardholder's Concur profile to be expensed for a trip. The individual whose name appears on the card bears the responsibility for purchases charged to the card, and the card must only be used by the cardholder.

Unallowable Charges

The GET Card **cannot** be used for the following types of expenses:

- As a "department card" to pay for travel elements on behalf of other travelers (since the card is tied to the cardholder's Concur profile)
- Non-travel related purchases or expenses (e.g. services or campus operating supplies)
- Travel expenses that are extravagant and/or not ordinary or reasonable or compliant with CSU and campus travel procedures
- Cash advances
- Personal travel

Card charges will be reviewed and monitored, are subject to public records act requests, and identification of misuse will warrant consideration for suspension and/or termination of card.

Any charges deemed unallowable will be the responsibility of the cardholder to pay back the University. Any amount over the allowable daily limit will need to be marked "personal" on an Expense Report, will not be reimbursed, and will require payment back to the University.

Approved Uses of the GET Card

The GET Card may be used for travel-related expenditures incurred for the purposes of conducting University business travel. Typical purchases on the card include:

- **Airfare**
- **Lodging**
- **Car Rental** – including refueling of rental vehicle
- **Registration**
- **Parking**

- **Ground Transportation**
- **Meals** – Meals are an allowable business expense and may be charged to the GET Card during travel. Alcohol is non-reimbursable by most funding sources and should not be charged to the GET Card.

Refer to the CSU's travel policy for a complete guide: <https://www.calstatela.edu/finance-onestop/travel>

Assigning Charges in Concur

All GET Card transactions must be assigned to a Concur expense report (with supporting documentation) within 30 days from the transaction date, regardless of when the cardholder returns from their trip.

All charges are required to be assigned, receipts and documents attached, and approved in Concur within 30 days of the trip end date.

Unassigned Outstanding Charges in Concur

If the cardholder has not assigned a transaction within the 30-day timeframe, a notification email will be sent to the cardholder as a reminder to assign and process transactions in a Concur expense report. Further email notifications will automatically copy the cardholder's appropriate approver.

Note: Failure to reconcile outstanding balances owed to the University may result in submission to the Franchise Tax Board for collection.

Card Limits and Declined Transactions

Card Limits

Card limits can be adjusted as travel needs change or certain trip elements result in needing higher limits.

Please contact One-Stop Travel Services at x-5430 for assistance with card limits or general card inquiries.

Declined Transactions

There are times when charges might be denied. If there is a question when a transaction has been declined, contact US Bank's customer service at the number indicated on the card.

Applying for a GET Card

A GET Card is available to any University employee who will incur business expenses related to University travel.

To apply for the GET Card:

1. As a traveler, your first step is to contact your Budget Approver (i.e., Resource Manager/Fiscal Officer) if you are interested in applying for your own GET Card. Before you can apply for the GET Card, you are required to have participated in a Concur training. If you have not, please contact your Budget Approver.
2. After Concur training has been completed, you will receive an Adobe Sign agreement from travel@calstatela.edu to complete and sign the GET Card application.
3. Once you have completed and signed the application, the Adobe Sign agreement will be automatically routed to your Budget Approver to establish dollar and transaction limits on the card and to approve the application.
4. When your GET Card is available, you will be contacted by the Service Center to attend a mandatory training to understand the terms and conditions of the GET Card.

5. Following the training, you will be provided instructions on how to pick up your card in person. Photo ID is required.

GET Card Activation, Renewal, and Cancellation

Activating a GET Card

To activate the GET Card, call the US Bank customer service number found on the card: 1-800-344-5696.

On the call, you will be asked to enter the following (if calling from a campus phone, press "9" after the system answers to activate the tone sender):

1. Enter the 16-digit US Bank credit card account number
2. Enter Cal State LA's zip code 90032
3. Press "1"
4. Enter the last four digits of Cal State LA's generic social security number, "5555"
5. Enter your business phone number as provided on the initial GET Card application
6. Press "1"

Once the card has been activated, sign the back of the card.

GET Card Renewal

New cards are automatically reissued to all active cardholders prior to the expiration date. Upon expiration, the new card will be mailed to One-Stop Travel Services and the cardholders will be contacted to pick up their new GET Card.

Canceling a GET Card

A GET Card may need to be canceled for various reasons, including:

- Cardholder employment separation
- Cardholder changing departments.
- Other business reasons

In the event that the GET Card is to be canceled, the cardholder must reconcile open statements and return the GET Card to One-Stop Travel Services in the Student Services Building, Room 2380.

Card Security

Lost, Stolen, or Worn/Defective Card

If the cardholder's GET card is lost or stolen, the cardholder must immediately notify both US Bank and One-Stop Travel Services:

1. Contact US Bank at 1-800-344-5696. This number can be used 24 hours/day, 365 days a year.

Note: The caller may be asked to provide the University zip code, the cardholder's office phone number, and the last 4 digits of the cardholder's CIN. This information was originally collected from the cardholder in the GET Card Application.

2. Notify One-Stop Travel Services at travel@calstatela.edu about the lost/stolen card and whether or not US Bank will be issuing a replacement card.
3. A GET Card replacement will take approximately 5-7 business days.

Fraudulent, Erroneous, or Disputed Charges

If erroneous charges appear on the GET Card statement, contact the merchant first. Most erroneous charges are resolved directly with the merchant. If unable to reach an agreement with the merchant, contact US Bank at 1-800-344-5696). This number can be used 24 hours/day, 365 days a year.

If fraudulent activity appears on the GET Card statement, contact US Bank and notify One-Stop Travel Services at travel@calstatela.edu. A GET Card replacement will take approximately 5-7 business days when requested directly from US Bank.

Note: When contacting US Bank, the caller may be asked to provide the University zip code, the cardholder's office phone number, and the last 4 digits of the cardholder's CIN. This information was originally collected from the cardholder in the GET Card Application.

General Considerations

1. **Meal expenditures** must be in compliance with the [CSU travel and business expense reimbursement policy](#). Any charges deemed unallowable or in excess of the limit will be the responsibility of the cardholder to pay back the University. It is suggested that this practice is avoided. Should it occur, repayment instructions will be sent to the cardholder and resolving the outstanding amount is expected in a timely manner. The GET Card will be temporarily suspended in the case of non-payment and communication regarding the outstanding balance will be shared with the cardholder's supervisor or resource manager/fiscal officer as applicable.

Note: Failure to repay outstanding balances owed to the University may result in submission to the Franchise Tax Board for collection.

- **Itemized receipts** are required for any expenses \$75 and greater, regardless of payment method. Please maintain required receipts. Each department may have their own receipt requirements.
- GET Cards may be closed/suspended after one year of inactivity.