



## **EOU Corporate Card Frequently Asked Question**

### **1. Is the US Bank Corporate Card like other Visa credit cards?**

No. Unlike other Visa cards that have a revolving line of credit, the US Bank Corporate card is a charge card. The balance is payable in full before the next billing.

### **2. Who is eligible to receive a US Bank Corporate Card?**

Any employee who may have reimbursable travel expenses is eligible for a corporate card. US Bank conducts a credit evaluation prior to issuance of cards.

### **3. What would I use a US Bank Corporate Card for?**

Employees' use of the corporate card is limited to business travel and other business related expenses. Business travel expenses include lodging, meals, car rental and miscellaneous expenses incurred while traveling for business purposes.

### **4. Will the US Bank Corporate Card have my name on it?**

Yes. The card will be embossed with your name and Eastern Oregon University logo which identifies it as a company issued charge card.

### **5. How do I apply for a US Bank Corporate Card?**

You apply through the Accounts Payable office at EOU with the Program Administrator Jolynne Spencer, (541) 962-3377. You first need to fill out a corporate card application and a corporate card agreement with the required signatures. You can find these forms at:  
[http://www.eou.edu/busserv/accounting\\_services.html](http://www.eou.edu/busserv/accounting_services.html)

### **6. Is my account ready to use when I receive my card?**

No. You will need to call US Bank Customer Service at 1-800-344-5696 to activate your card. At this point your card is ready for use.

**7. Can I access cash through my US Bank Corporate Card?**

Yes. Cash can be accessed at over 230,000 ATMs and 371,500 member banks worldwide. There is a 2% transaction fee when you access a cash advance with a \$2.00 minimum fee. These fees are reimbursable with appropriate receipts.

**8. Is there a limit to the amount of cash I can obtain?**

ATMs are generally limited to \$200.00 per machine and three transactions per 24-hour period. Cash may also be obtained from a Visa member bank. You need to verify the ATM is part of the PLUS System or Visa Network.

**9. How do I find the location of a bank or ATM?**

For the nearest US location call 1-800-THE-PLUS or 1-800-VISA-911. When traveling internationally, call the Visa Assistance Center collect at 410-581-9994.

**10. Whose responsibility is it to pay the bill?**

It is the employee's responsibility to ensure payment in full is received at US Bank prior to the next billing cycle.

**11. On what date does my statement generate?**

Your account cycles on the 25<sup>th</sup> of each month, at which time a statement is produced.

**12. Do I wait for the Visa bill to submit my reimbursement request?**

No. Please submit your reimbursement requests as you incur the charges. It is important that timely reimbursement requests are submitted to ensure prompt reimbursement.

**13. If payment in full is not received by the next billing cycle, is there a late fee?**

No. First 30 days-fee is waived but if it still is not paid at 60/90 days 2.5% will be charged on the unpaid balance. The 60 day period between the time a charge is made and the time payment is due provides employees with enough time to submit requests for reimbursement, have the requests

processed, receive the reimbursement, and make payment to the bank, before late charges are assessed.

**14. Is it important to reconcile my statement each month?**

Yes. Even though you have been reimbursed for your business expenses, you should review your statement for accuracy. This will ensure that your account always remains in proper balance. If you have not received your statement, contact US Bank Customer Service at 1-800-344-5696.

**15. What if I do not recognize a charge or need more information about a charge on my statement?**

Refer to the back of your statement for billing inquiries/problems or questions. US Bank must hear from you no later than 60 days from the original statement date on which the charge in question appeared. Be sure to keep records of all discussions, including the name of the Customer Service Representative. If you have any questions or need further clarification, contact US Bank Customer Service at 1-800-344-5696.

**16. What happens once I have notified US Bank of a dispute?**

After US Bank has received notification, US Bank will place the amount in question in dispute status. While US Bank is conducting an investigation, you do not need to pay the amount of the charge which is in dispute. However, you are obligated to pay the entire balance for the charges that are not in question.

**17. Does US Bank provide accommodations for persons with disabilities?**

Yes. US Bank Customer Service Center offers TDD lines to assist hearing-impaired cardholders. Cardholders who require this service can call US Bank at 1-800-846-2580.

**18. How are conversion rates determined?**

Conversion rates are determined on the day Visa receives the transaction. The currency conversion rate used to fix foreign purchases to the US dollar is the wholesale market (interbank) rate or government mandated/controlled rate in effect one day prior to the charge processing plus the 1% conversion fee, retained by Visa International. The cardholder will see an exact conversion rate on their monthly statement.

**19. Does the US Bank Corporate Card provide car rental insurance coverage?**

Your US Bank Corporate Card offers primary car rental insurance. This coverage is worldwide up to the full value of most rental cars for damage or theft when the rental is primarily for business purposes for a period of up to 31 consecutive days. The entire rental transaction must be paid with your US Bank Corporate Card and you must decline the rental company's collision damage waiver option or similar provision offered by the car rental company. If you have an accident, you must contact the Visa Assistance Center immediately at 1-800-VISA-911 and the EOU Risk Coordinator.

**20. What if my US Bank Corporate Card is lost or stolen?**

Immediately call US Bank Customer Service at 1-800-344-5696. A report will be filed and a new card with a new account number will be issued.

**21. What should I do if my US Bank Corporate card fails to receive authorization for a charge?**

If a merchant fails to receive authorization, they may decline the transaction. The merchant may obtain a manual (verbal) authorization by contacting US Bank Customer Service at 1-800-344-5696. The customer service representative will review the status of the account, and if the account meets approval criteria, the manual authorization will be provided. Note: Some merchants have internal policies that prohibit accepting manual authorizations.

**22. What if I have question concerning my Corporate Card Account?**

Contact US Bank Customer Service at 1-800-344-5696, 24 hours a day, 365 days a year.

**23. What if I have any other questions concerning the Corporate Card?**

Contact Jolynne Spencer Program Administrator 541-962-3377