IMPORTANT UMASS TRAVEL CONTACTS

Citi Bank Customer Service
1-800-248-4553
Open 24 hours a day, 365 days a year
If outside the U.S., call collect at 904-954-7314

MasterRental Coverage
1-800-MC-ASSIST or 1-800-62-277478

Roadside Dispatch
1-800-MC-ASSIST or 1-800-62-277478
Roadside Dispatch provides emergency roadside automotive assistance. Costs are the responsibility of the card holder.

Automobile Accidents
In the event of an accident with a University owned, leased or rented vehicle, the University Treasurer’s Office must be contacted:
Matt Wamback—774-455-7588
mwamback@umassp.edu

UMass Travel Card Program
Gary Duggan, Manager of Business Services
407, Goodell Building
Tel: (413) 545-6231
Fax: (413) 545-1643
Email: gsduggan@admin.umass.edu

UMass Travel Expense Reimbursements
Travel Controller’s Office
405, Goodell Building
Tel: 413-545-3341
Fax: 413-545-4233

More information about the University’s travel policies, designated travel agencies, the travel card program and other travel links can be found on the Travel Services home page:

www.umass.edu/travel
**WELCOME TO THE AMHERST CAMPUS CORPORATE TRAVEL CARD PROGRAM**

The MasterCard corporate travel card provides many important features to employees who travel on business for UMass. Please read the following before using your card.

**Card Activation**

You are required to activate the card before you can use it, write a check, or withdraw cash from an ATM machine by calling the 800# on the sticker attached to the front of your card. For identification purposes, you will need to provide the bank with your SSN to activate your card.

**Charging Travel**

The MasterCard corporate travel card may only be used for University travel and approved business expenses. Personal charges may not be made on the card. Shortly after the 21st of each month, you will receive an email from Citi Bank to inform you that you can go to the Citi Bank web site and download your monthly statement. All charges are payable in full each month. Because the MasterCard corporate travel card is an individual liability card, University cardholders are responsible for the charges made to the card and for maintaining their accounts in good standing. The University receives information on spending information details and delinquent accounts.

**ALLOWABLE travel and business expenses:**

- airfares
- Amtrak fares
- fuel for vehicles *
- hotels/lodging
- restaurants
- conference registration

* excluding personal vehicles

**PROHIBITED charges include:**

- catalog orders
- equipment
- subscriptions
- supplies & commodities
- personal expenses
- alcohol (refer to the Travel Policy & Procedures Manual)
- entertainment (varies by department)

**AUTOMOBILE RENTAL INSURANCE**

Physical Damage Insurance

Full value, up to $50k of primary coverage is provided for most rental cars when the entire rental transaction is made with your MasterCard corporate travel card. Travelers must decline the car rental company’s CDW/LDW coverage to take advantage of this no-cost service. This coverage includes coverage for damage or theft for rentals up to 31 days worldwide. Certain restrictions, limitations, and exclusions apply, so please refer to the MasterCard Corporate Services and Benefits notice that was included with your MasterCard corporate travel card. Call 1-800-MC-ASSIST if you have any questions.

Liability Insurance

**Within Massachusetts**

Decline the liability insurance if you are renting the vehicle in Massachusetts and you will only be driving the vehicle in the State of Massachusetts. In Massachusetts, rental companies are required by state law to carry the minimum liability coverage on their rental vehicles.

**Outside of Massachusetts**

Purchase the liability insurance offered by the rental company, if renting a vehicle outside of the State of Massachusetts or for use outside of Massachusetts.

Employees must include the "University of Massachusetts" next to their names on rental applications.

**Notes:** This coverage is not provided for vans that carry more than nine (9) or for losses from motor vehicles rented in Australia, Ireland, Israel, Italy, Jamaica and New Zealand.

**PER DIEM RATES**

The full per diem rate is allowed when an employee is traveling for at least 24 hours. One half the per diem is allowed when travel status is at least 12 consecutive hours.

The domestic per diem rate includes meals and gratuities. The per diem rate in high rate cities within the United States is $71 per day. Please go to the Procurement Department Web Site for a listing of these cities. For travel in all other cities within the United States, Canada, Mexico, Guam, Puerto Rico and the U.S. Virgin Islands, the per diem rate is $46 per day. The per-diem allowance will not be granted to travelers that are provided meals as part of their official university business. The value of any meals provided while on travel status should be subtracted from the daily meal per diem rate based on the following schedule:

<table>
<thead>
<tr>
<th>Meal Provided</th>
<th>Amount to subtract for $71.00 cities</th>
<th>Amount to subtract for $46.00 cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>$12.00</td>
<td>$7.00</td>
</tr>
<tr>
<td>Lunch</td>
<td>$18.00</td>
<td>$11.00</td>
</tr>
<tr>
<td>Dinner</td>
<td>$36.00</td>
<td>$23.00</td>
</tr>
<tr>
<td>Incidentals</td>
<td>$5.00</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

International travelers may use the U.S. General Services Administration (GSA) Per Diem rates. These rates are available at http://www.defensetravel.dod.mil/site/perdiemCalc.cfm

**ATM CASH WITHDRAWALS**

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For out-of-pocket expenses, cardholders have access to cash by using worldwide ATMs. PIN numbers are mailed directly to your campus address.

**TRANSACTION FEES**

You will be charged a $5 transaction fee if you use an ATM for a cash withdrawal. Citi Bank will charge a fee of 2% of each cash advance if a teller processes your transaction. The University has determined that ATM transaction fees are reimbursable expenses provided cash advances have not been issued by the Bursar’s Office for the same trip. Travelers should make only one ATM cash withdrawal per trip. Check transaction fees are fully reimbursable when used as payments for allowable travel/business expenses and when accompanied by original receipts for such expenses.

**HOW YOUR MASTERCARD BILL IS PAID**

Travelers must complete an expense report at the completion of each trip to process reimbursements. Departmental Certified Travel Preparers can arrange direct payments for certain pre-trip expenses -- airfare, conference registration, hotel deposits -- and all post-trip expenses directly to your MasterCard corporate travel card account.

**DELINQUENT ACCOUNTS**

**Suspended Accounts**

Travel card accounts will be suspended (unavailable for use) when the account has a balance that is 61 days ( 2 Months ) past due, and a 2.5% late fee will be assessed on the past due amount. For example, a charge on your January 21st statement must be paid before March 21st. If the charge isn't paid by this date, your account will be suspended and you will be charged a 2.5% late fee on the past due balance. The account will remain suspended until the balance on the account is below 60 days past due.

**Closed Accounts**

Your account will be closed and your personal credit will be affected, if the past due balance on your account becomes 151 days ( 5 Months) past due. Once the account is closed, Citi Bank will not issue a new card.

**NOTE:** Normally, late fees are not reimbursable travel expenses and are the responsibility of the card holder.