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:
Kate Leahy—774-455-7616
kleahy@umassp.edu

UMass Travel Card Program
Hillary Osgood,
Procard and Travel Card Program Manager
100 Venture Way, Room 334
Hadley, MA 01035-9430
Tel: 413-545-1748
Email: hosgood@umass.edu

UMass Travel Expense Reimbursements Travel
Controller’s Office
100 Venture Way, Room 319
Tel: 413-545-3341
Fax: 413-545-4233
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. Please sign the back of your card after activating it.

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 for each card.

ALLOWABLE travel and business expenses:
- airfares
- Amtrak fares
- fuel for vehicles *
- hotels/lodging
- restaurants
- conference registration
- airport parking
- car rentals
- ground transportation
- professional memberships
- travel agency & airline fees
- exhibitions

* 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 consecutive 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) people or for losses from motor vehicles rented in Australia, Ireland, Israel, Italy, Jamaica and New Zealand.

PER DIEM RATES
All travelers should review the UMass Amherst Travel Manual http://www.umass.edu/aco/ss/travel/manual/Travel_Policy_Manual.pdf, which is located on the Controller’s Department Web Site, to determine the per diem rates they should use for their trip. Section 10 of this manual covers domestic per diem rates. Section 21 of the manual covers international travel. The U.S. General Services Administration (GSA) web sites are now used to determine all per diem rates.

Domestic travelers will use the rates available at http://www.gsa.gov/perdiem

International travelers will use the rates 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

Suspected Accounts and Late Fees
A late fee will be charged when the account has a balance that is 31 days (2 Months) past due. 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 charged a 2.5% late fee on the past due balance. Your account will be suspended and another late fee will be charged if your account reaches 61 days past due. The account will remain suspended until the balance on the account is below 60 days past due.

Closed Accounts
If the balance on your account becomes 121 days or more past due your account will be closed and your personal credit will be affected. Once the account is closed Citi Bank will not issue a new you a card.

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

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