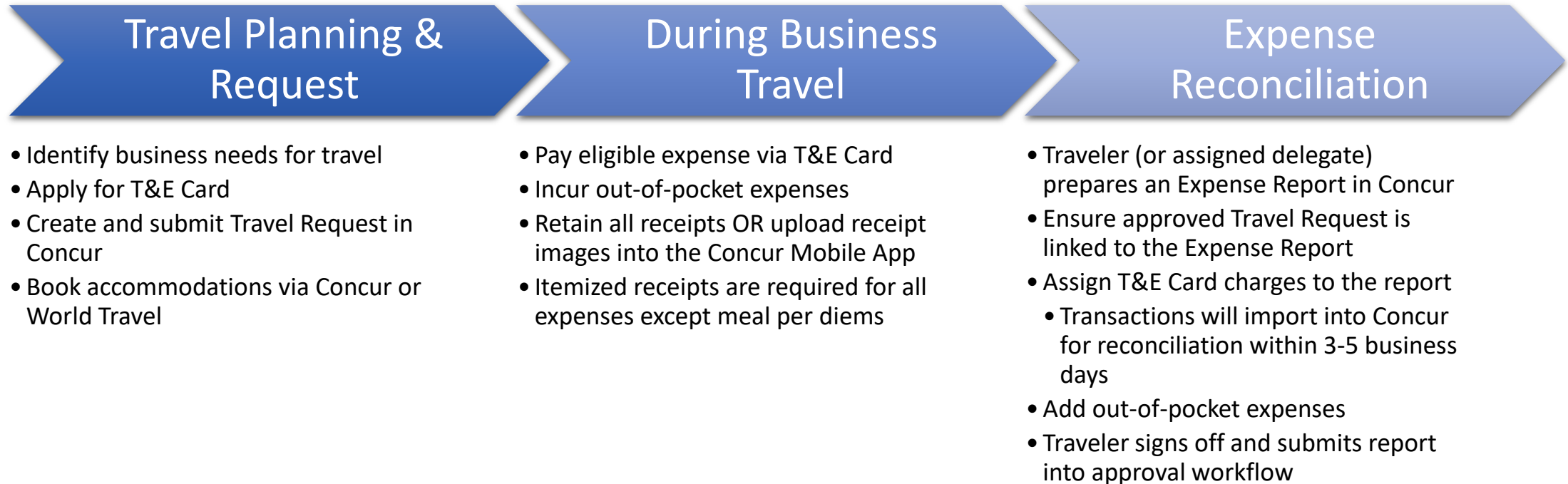


T&E Card Expense Reconciliation

Travel Process



Reconciling the T&E Card

- Reconciliation of T&E card purchases must be completed in a timely manner not to exceed 30 days from the posting date of the transaction or from the last day of travel.
- All transactions made with the University T&E Card are subject to audit to verify that card transactions are authorized and that no fraudulent or personal use of the card has occurred.
- Account holders in violation of compliance may have card privileges suspended or permanently revoked and could face additional disciplinary actions up to and including termination of employment.
- Disciplinary action will be enforced at the discretion of the Business Manager and/or Department Head, based on the severity of the violation.
- Refer to [1506 - Policy on T&E Card Infractions](#) for more information.

Transaction Reconciliation

- T&E Card transactions are imported nightly into Concur Expense and will appear in the Accountholder's available expenses list, usually within 3-5 days of the transaction.
- International transactions may take longer to appear.
- Concur will send a notification to the Accountholder when new transactions are available to reconcile. It is a violation of T&E Card Policy to disable this notification.
- It is a best practice to reconcile expenses either on a monthly expense report (for non-overnight travel expenses) or on an expense report by trip (for travel-related expenses).
- Any personal expenses incurred on the T&E Card must be processed as a personal transaction in Concur.
- The UNC-Chapel Hill Concur step-by-step guide provides instructions on several common tasks for the reconciliation process. The step-by-step guide is available on the [Travel Services website](#).

Receipt/Document Retention

- As purchases are made, Accountholders must retain their original receipts and other supporting documentation. A receipt is a written acknowledgement that the vendor has been paid for providing goods and services. Itemized receipts are required for all transactions.
- To be a valid receipt it must show: the name of the vendor, date of the transaction, final amount due, and confirmation of payment in full.
- It is best practice to immediately convert paper documentation to electronic format to expedite the reconciliation process. Accountholders may also leverage the Concur Mobile App to capture receipt images as well as email receipts to Concur from a verified emailed address.

International Transaction Fee

- Transactions made in a foreign currency incur a fee of approximately 1.00% of the total transaction amount, also known as an International Transaction Fee.
- These fees will appear in Concur as a separate expense, for which there is no receipt.
- International transactions fees should be reconciled in the same expense report as the foreign currency transactions with which they were incurred.
- Best practice is for users to upload the original transaction receipt and select “International Transaction Fee (T&E Card Only)” as the Expense Type.

Lost Receipts

- If the Accountholder has lost a receipt and a duplicate receipt cannot be obtained from the merchant, the Accountholder may use the “Missing Receipt Affidavit” feature in Concur Expense when completing and submitting an expense report.
- **Missing Receipt Affidavits are not allowed for Airline tickets, lodging cost, car rentals, and/or Conference Registration fees.**

Fraudulent Charges

- Accountholders must immediately report a fraudulent charge (e.g., a charge not initiated by the Accountholder) to BAML Fraud Department at 1-866-500-8262 and to the Program Administrator
- Cards with active fraud transactions must be closed and a new account activated. The bank will only transfer valid charges to the new account and the Accountholder will not be held liable for any fraud charges.