Cardholder Communication
SAMPLE E-MAIL #1

****High Priority****

Good afternoon -

This message is being sent to all of you who recently applied for a CitiBank VISA Individually-billed, Joint/Several liability travel card and are waiting for its distribution. Cards are handed out only after completing the Department's mandatory Commercial Card training. The next opportunity for training is: _____.

If you get this message and have not requested a commercial card, please let me know as soon as possible.

Attached is the Department's Commercial Cardholder manual prepared to maintain compliance with associated State Fiscal Rule, CRS§, Executive Orders; Department Rule, Policy and Procedures. It is recommended that you review the manual in preparation for training & required testing.

Please remember that as noted in the Commercial Cardholder Agreement for the Individually-billed, Joint/Several liability travel card each of you signed:

- You have the responsibility for the protection and proper use of the commercial card;
- the card is to be used only by you (the person named on the card);
- the card is to be used only to purchase allowable goods and services for official government business travel;
- the card cannot be used for personal purchases or personal travel under any circumstances;
- the card cannot be used for cash advances without prior authorization & approval;
- the card statement must be paid by the due date on the statement (25th) regardless if you have not yet received reimbursement by the Department; and
- if your travel card is lost or stolen, you will immediately notify the Department's Travel Compliance Designee and the bank issuing the card

These and other requirements are noted in your Commercial Cardholder Agreement along with penalties for failure to comply. You should keep the fully signed Commercial Cardholder Agreement for your records.

The Department Travel Compliance Designee is: _____

Cardholder Communication
SAMPLE E-MAIL #2

****High Priority****

Good afternoon -

Recent commercial card reporting is indicating that despite the fact that: **1)** each travel cardholder signed an agreement stating that the cards would not be used for personal charges (i.e., nothing other than reasonable, approved departmental travel costs), and **2)** I have been sending reminders to all that only approved state travel costs can be charged to the travel card, a variety of obviously non-travel related costs appear on the report.

These non-travel related charges include charges made at the following:

- Gasoline charges within Denver Metro Area [or area surrounding your Entity's location]
- Restaurants within the Denver Metro Area [or area surrounding your Entity's location]
- Taxicab service where there is not associated authorized travel
- Miscellaneous charges within the Denver Metro Area [or area surrounding your Entity's location]

Charges made in the Denver Metro Area [or area surrounding your Entity's location] are indicative that they are not associated with approved official business travel. Therefore, questionable charges will require documentation they were reasonable, authorized state travel expenditures. If such documentation is not provided within the time allotted, that person's travel card will be canceled and a recommendation for *personnel action* will be made to the appropriate division director (as indicated in the signed commercial cardholder agreement). The State Travel Program and the appropriate executive manager will be coped on all such communication.

My role as the Department Compliance Designees indicates that I am the ". . .*internal control point for the Travel Card Program by ensuring that cardholders comply with state Procurement, Fiscal and Travel Rules, and the provisions of the Department's Travel Card Program. . . . will review the spending/payment activity by each of my cardholders and take appropriate action should violations occur, and provide guidance to those who process travel reimbursement and review cardholder transaction statements".*

Feel free to contact me with any questions you may have.

Your cooperation is appreciated.

Regards,

Travel Compliance Designee

Cardholder Communication
SAMPLE E-MAIL #3

****High Priority****

Good afternoon -

I just received the notice from Human Resources that you will be leaving the department on: _____. Our records indicate that you have been issued an Individually-billed, joint/several liability travel card therefore, prior to your departure please complete the following:

1. Finalize any transaction disputes with associated merchant(s);

2. notify CitiBank immediately to have the account closed;

3. destroy your commercial credit card;

4. make payment in-full to CitiBank for all charges to your commercial card prior to leaving the department;

5. make sure that you have all travel reimbursement requests properly completed and submitted prior to your departure

Feel free to contact me If you have any questions –

Regards,

Travel Compliance Designee

Cardholder Communication
SAMPLE E-MAIL #4

****High Priority****

Good afternoon –

On _____ a message was sent by the Travel Compliance Designee, _____, regarding unauthorized use of the state issued commercial card. This message is to notify you that you have charges on your commercial card that have been questioned.

Please provide a written (email) explanation for each of the following charges:

- merchant name
- merchant name
- merchant name

Your explanation must be received no later than _____.

Thank-you,

Travel Compliance Designee