



# Pro-Travel Card User Guidelines

Last updated 03/20/23 – Prepared by Lynette Kvatek, Financial Specialist Lead

## Card Activation –

- Call US Bank Customer Service, 1-800-344-5696, to activate your card.
- During the card activation process, you will be prompted to enter the last 4 digits of your social security number. *At the prompt, key in 0000 (four zeroes)*

## Individual Cardholder Responsibility –

- Retain statements and receipts, including duplicates if necessary, for all charges
- Reconcile ProTravel statements using eReimbursement
- Dispute inaccurate charges/refunds with the vendor
- Ensure all purchases comply with [UW System](#) and UWSP policies

## Allowable Transactions –

- The Pro-Travel card may be used for:
  - Airfare
    - Ticket, Service Fees, and Baggage Fees
  - Lodging
  - Parking: Airport, Hotel and parking ramps for overnight travel only
  - Rental Cars & Rental Car Gas
  - Registration Fees
  - Internet (while on travel status)
  - Commercial Transportation including Train, Bus, Taxi, and Shuttle
- The Pro-Travel card may NOT be used for:
  - Personal Meals
  - Conference/convention events included in a registration fee that are not allowed according to state travel regulations
  - Retail purchases
  - Personal travel expenses

## Special Considerations –

- The ProTravel card is a state-provided institutional liability purchasing card to be used for selected business travel related expenditures. Charges on this card are paid directly by the University.
- Your ProTravel card is linked to one department. An expenditure transfer will be required to split travel costs amount multiple departments. Contact General Ledger for assistance with this process.
- All charges on a Pro-Travel card will be coded as 'Travel' with no distinction as to the nature of travel. Your budget authority may require copies of your charge transactions to document the expenses for audit purposes.

## Contacts –

- US Bank Customer Service - Card Activation/Charge Disputes
  - 1-800-344-5696
  - [Access Online Link; Instructions for Registering](#)
- Payment Services – General Card/Travel Questions/Card Maintenance Issues
  - 715-346-2052
  - [Email Payment Services](#)
- Accounting Services (General Ledger) – Expenditure Transfers
  - 715-346-2051
  - [Email General Ledger](#)