

# Statewide Travel Program Travel Payment Services 101

The Travel Payment Services (TPS) contract provides agencies participating in STP with a Visa product to pay for travel and travel-related services. U.S. Bank is the state's contracted TPS provider.

## \* Reporting

**U.S. Bank Managing Account Statement:** This statement lists all payments and credit card transactions for the billing cycle. Download this statement for payment and reconciliation purposes.

**U.S. Bank Card Statement:** This statement lists all transaction charges for the billing cycle. This is a memo statement only; do not remit payment.

**Access Online:** Standard reports are available to run at any time. Include transaction details, account summaries, and payment statuses.

**Access Online:** You can request a custom report by emailing [CPSPublicSectorClientServices@usbank.com](mailto:CPSPublicSectorClientServices@usbank.com) and providing report title plus job number information.

**iBank:** Captures travel booking data.

## \*\* If you see a strange charge...

Gather as much information as possible, including itinerary, traveler name, hotel, airline, and other vendors.

And you're unsure if it's a valid charge: Dispute the charge.

And you're sure it's not a valid charge: Report it as fraud.

Call U.S. Bank Customer Service at 877-846-9302, option 3.

Call U.S. Bank Fraud Team at 1-800-815-1405.

## \*\*\*Types of card accounts

Each agency has a CTA.

VCA, MTG, and IBT are optional.

- Central Travel Account (CTA)
- Virtual Card Account (VCA)
- Meeting Card Account (MTG)
- Individually Billed Travel (IBT) Card

### CTA

Nonphysical cards used as the agency's primary form of payment for:

- airline.
- rail.
- car rental.
- travel agency fees.

Each agency will have two CTA numbers: a centrally billed card and a centrally billed account. Transactions are processed in the centrally billed card CTA. These card transactions roll into the account, which is used for accepting payments.

## Additional Resources

- [State Travel Policy Resources](#)
- [Travel Payment Contract](#)
- [TMS Resources](#)
- [Travel Payment Services Training](#)

## 7 Best Practices to Using Travel Payment Services

Access guides, videos, workshops and more via the Travel Payment Services Training page, which can be shared upon request.

Use the state's online booking tool or travel agency to book all business lodging.

Always include the full 16-digit billing account number on checks to U.S. Bank.

Pay statements on-time, to be eligible for the [Prompt Payment Incentive](#).

Access reports via U.S. Bank's reporting platform Access Online and CI Azumano's reporting platform iBank. \*

Review accounts frequently to avoid misuse of funds. \*\*

Familiarize yourself with the types of card accounts available through U.S. Bank. \*\*\*

### MTG

Centrally billed physical cards for payment of state-conducted meetings, conferences, and events. See [SAM 4117.6](#) for more information.

### VCA

One-time use credit card numbers used to pay for:

hotel room.

tax.

resort fees.

self-parking.

Virtual payments work for a specific transaction amount, merchant, and time.

See [VCN 101](#) for more information.

- Individual liability travel cards used by frequent travelers.
- IBT cards have a \$5,000 monthly spend limit.
- Business meals, parking, gasoline, and other business-related expenses are considered authorized transactions.
- ATM use and cashback are not authorized.
- See [Travel Bulletin 23-06](#) for more information.

IBT