

## **DINERS CLUB CORPORATE CARD PROGRAM**

### *Frequently Asked Questions*

- ***Who is eligible to apply for a Diners Club Corporate Card?***

Any Towson University faculty or staff member, regardless of whether or not you are full or part time, regular or contingent, is eligible to apply for a card. Student employees are not eligible.

- ***How do I obtain a Diners Club Corporate Card?***

Complete an application form and return it to the Working Fund Office located on the 4<sup>th</sup> floor of the Administration Bldg. Applications can be obtained by contacting the Financial Services Help Line by phone at 410-704-5599 or via e-mail: [finservicehelp@towson.edu](mailto:finservicehelp@towson.edu). You will be contacted via email when the card is ready for pick up, usually within 10 - 15 business days. Please bring a photo ID with you to the Working Fund during business hours to pick up your card.

- ***What type of expenses can I charge to the Diners Club Corporate Card?***

The Corporate Card is intended to pay for individual business travel expenses such as airfare, ground transportation, lodging and meals. Do not use the Diners Club Card for personal expenses.

- ***My spouse is accompanying me on my business trip. Can I charge airfare for my spouse to the Diners Club Corporate Card?***

Since the airfare cost for a spouse/companion is a personal expense, it should not be charged to this credit card.

- ***Will Towson University pay my Diners Club bill?***

All airfare, Amtrak, and baggage fees purchased using the Diners Club card will be centrally billed to the University. These expenses will appear on your monthly statement under the heading "These Items Are Memo Only". Do not pay any charges listed under this heading; they are for informational purposes only.

All other expense types (hotel, restaurant, registration fees, etc.) will appear under the heading "Purchases" and are the responsibility of the cardholder and should be paid directly to Diners Club.

- ***How & when do I get reimbursed for the business travel expenses charged to the Diners Club Corporate Card?***

Upon return from your trip, complete a Travel Expense Voucher for ALL travel/trip related expenses. Submit the voucher to the Working Fund Office along with ORIGINAL receipts to document expenses claimed. Assuming documents are in good order; the Working Fund will process your voucher and issue you a reimbursement check within 7 - 10 business days. You will be contacted via email when your check is available for pickup.

- ***I've used a travel agent to book my airfare and their service fee is appearing on my bill. How do I get reimbursed?***

Upon return from your trip, include the fee as part of your travel settlement as described above. The fee should be listed in the OTHER line on the Travel Expense Voucher and a copy of your Diners Club bill should be submitted as your receipt.

- ***When will Diners Club send me a bill?***

The statement closing date is on or about the 24<sup>th</sup> of each month and statements are received in the mail around the first of the month. You also have the option to view and/or receive your bill online. Visit [www.dinersclubus.com](http://www.dinersclubus.com) for more information.

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- ***When do I have to pay the bill?***

You are encouraged to pay by the due date. However, you do have up to 30 days to pay from the billing statement date, for current month charges, without penalties or late fees.

- ***What happens if I'm late paying the bill?***

If the bill has not been paid within the 30-day floating period from the billing statement due date, your account is then considered delinquent. A non-reimbursable \$30 late fee *PLUS* 2.5% of the outstanding balance will be assessed for each 30-day period the balance remains outstanding.

- ***What if my Diners Club Corporate Card is lost or stolen?***

Notify Diners Club immediately by calling 1-800-2DINERS in order that your card can be cancelled and a new one re-issued. Also please notify the program administrator in Financial Services by calling 410-704-2622.

- ***What is the difference between the Diners Club Corporate Card and the VISA Procurement Card?***

The Diners Club Corporate Card is to be used to pay for individual business travel related expenses. Airfare charged to this card is billed directly to the University and all other expenses are billed to the home address of the cardholder.

The VISA Procurement Card's primary use is to buy goods and services (except those that are travel related such as airlines, hotels & restaurants); and is billed directly to the State of Maryland where the University, not the cardholder, pays the bill.

- ***Can I use the Diners Club Corporate Card to pay for registration fees for conferences/training etc?***

Yes, as long as the conference/training program vendor accepts Master Card or Diners Club. If credit cards are not accepted, complete a Miscellaneous Expense Voucher form and submit it to Accounts Payable along with your completed registration form. Keep a copy for your records. Accounts Payable will process the voucher and a check will be mailed directly to the company.

- ***Can I charge someone else's business travel expenses on my Diners Club Corporate Card?***

Vendors will allow this, but this practice is NOT recommended because the travel accident, rental car & lost luggage insurances tied to the Diners Club Corporate Card *ONLY* apply to the cardholder and not to others whose expenses are charged to the card. If you are sponsoring student travel or group travel, contact Cyndi Zile in Financial Services at 410-704-2622 to discuss other payment options.

- ***What if there is a mistake on my Diners Club statement?***

Contact Diners Club directly (1-800-2Diners) as soon as you can and a Customer Service Representative will assist you. For further assistance, contact Cyndi Zile in Financial Services at 410-704-2622.

- ***What if my employment at Towson University has ended?***

Diners Club cards must be cancelled upon separation from the University. Please contact Towson University's program administrator, Cyndi Zile in Financial Services at 410-704-2622 who will notify Diners Club to cancel your card.

- ***Who do I call if I have any other questions regarding the Diners Club program or business travel in general?***

Call the Financial Services Help Line at 410-704-5599.