

# OFFICE OF THE CONTROLLER

## Card Programs Top 10 Q and A

January 2026





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# Top 10 Card Programs Q and A



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# #1 Card Program Q and A

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## When is my Expense Report due and what dates should be included?

- ✓ Expense reports must be fully approved within 30 days of the end of the billing cycle for the card statement.
- ✓ Choose transactions that match the posted charges to your statement to avoid timing mismatches on your report.
- ✓ Late report submission can lead to card suspension and delayed financial posting.
- ✓ Each card program's billing cycle has a specific date range (e.g., Program, Team, and Travel cards run from the 26th–25th).



# #2 Card Program Q and A

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## How do I access My Wallet and Expense Reports?

**Pro Tip:** Ensure you are accessing [PeopleSoft Finance](#).

Updating details in My Wallet ensures clean posting into your Expense Report.

- ✓ Use the [Expense Reports](#) page to assign, edit Chartfields, add receipts, and submit for approval.
- ✓ You can locate the pages using the navigations below:
  - [Main Menu > Employee Self-Service > Travel and Expenses > My Wallet](#)
  - [Main Menu > Employee Self-Service > Travel and Expenses > Expense Reports > Create/Modify](#)



# #3 Card Program Q and A

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## What do I include when submitting my Expense Report?

Required documentation includes:

- ✓ The Bank of America statement showing card activity.
- ✓ Itemized receipts for every transaction.
- ✓ Justification for each charge and business purpose.
- ✓ Program Expense Cards require participant lists or documentation supporting the program activity.



# #4 Card Program Q and A

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## How can I find and download my monthly billing statement?

**Tip:** Download the statement as soon as it becomes available and label it clearly

- ✓ You can download your statement within 48 hours after the billing cycle ends.
- ✓ Statements can be downloaded from [Global Card Access](#) website or app.
- ✓ Download the current statement to attach to your Expense Report.



# #5 Card Program Q and A

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## What happens if my card is lost, stolen, or compromised?

- ✓ Immediately contact Bank of America at 1-888-449-2273, which is also on the back of your card to report the issue.
- ✓ Notify the Controller's Office at [cards@mailbox.sc.edu](mailto:cards@mailbox.sc.edu).
- ✓ The card will be canceled, and a replacement will be issued once all security and audit requirements are met



# #6 Card Program Q and A

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**Can my business manager or a department admin assist me with my Expense Reports?**

**Tip:** Review all reports carefully — the cardholder remains responsible

- ✓ Yes, business managers or department administrators may assist by preparing Expense Reports on your behalf.
- ✓ They must be set up in PeopleSoft Finance to access your transactions for each cardholder they will assist.
- ✓ The cardholder is still responsible for accuracy, completeness, and timely submission.



# #7 Card Program Q and A

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## How can I make changes to my card information or default chartfields?

- ✓ Use the appropriate [\*\*Card Programs Form\*\*](#) to update an existing card or deactivate a card.
- ✓ Use the form to
  - Permanent Card Limit Change
  - Temporary Spend Limit Change
  - Exact Authorization Override
  - Add or Change Liaison
  - Change in Chartfield
  - Change Card Intended Use (Program Card)
  - Updated Cardholder Information
- ✓ For permanent card limit changes, please complete the [corresponding request form](#) and email it to corresponding card mailbox.



# #8 Card Program Q and A

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## For what expenses can I use the Travel Card?

**Common Mistake:** Carefully review descriptions and Chartfields

- ✓ Airfare, hotel, and registration for travel directly related to University business.
  - Use itemized travel receipts (hotel folio, complete airfare including flight details and class of service)
- ✓ Individual Travel Card covers one traveler; Department Travel Card may cover airfare/registration for department travel.
- ✓ Travel Cards should **not** be used for items outside allowable travel expenses (e.g., unrelated registrations).



# #9 Card Program Q and A

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## For what expenses can I use the Program Card?

**Common Mistake:** Not including the participant list and itemized receipts

- ✓ Purchases for educational programs, such as study abroad and outreach events.
- ✓ Participant incentive payments, including research gift cards and small awards.
- ✓ One-time, nominal amount for a program prize/award
- ✓ Approved group meals/expenses for educational programs (meals only allowed for program participants)
- ✓ Cannot be used for individual travel or items subject to procurement rules.



# #10 Card Program Q and A

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## For what expenses can I use the Team Card?

**Common Mistake:** Not including personal consumption memo and participant list

- ✓ Expenses related to athletic team travel and activities (Hotel, Transportation, Team meals, Group activities/ticketed events)
- ✓ Snacks, drinks & supplements for games, practices and team events
- ✓ Meals for an entire athletic team
- ✓ Activities for an entire athletic team
- ✓ Designed for team benefit, not for individual purchases or non-team expenses.



# Questions



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# Resources & Contacts



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# Card Program Resources

- [Card Matrix](#)
- [Program Expense Card Request Form](#)
- [Program Expense Card Update Form](#)
- [Program Expense Card Missing Receipt](#)
- [Program Expense Card FAQ](#)
- [Team Card Request Form](#)
- [Team Card Update Form](#)
- [Team Card Missing Receipt Form](#)
- [Travel Card Request Form](#)
- [How to Create an Expense Report for Card Programs Recording](#)
- [How to Create an Expense Report for Card Programs Presentation](#)
- [Program Expense Card Recording](#)
- [Program Expense Card Presentation](#)
- [My Wallet Team Card Webinar Recording](#)
- [Using My Wallet Job Aid](#)
- [Expense Report Team Card Webinar Recording](#)
- [Creating a Card Statement Expense Report Job Aid](#)
- [Team Card Approver Webinar Recording](#)
- [Team Card Approver Presentation](#)
- [Approving a Card Statement Expense Report Job Aid](#)
- [Using the My Wallet Pivot Grid Webinar Recording](#)
- [Using the My Wallet Pivot Grid Job Aid](#)
- [Travel Card Program Webinar Recording](#)
- [Travel Card Program Presentation](#)
- [Travel Card Job Aid](#)
- [Travel Card Descriptions One Page Reference](#)
- [Finding a Pending Travel Card Expense Report](#)
- [Creating Travel Card Expense Reports](#)





## Office of the Controller

### Office of the Controller

#### General Accounting

Accounts Payable

Capital Assets

#### Card Programs

Chart of Accounts

General Ledger

Miscellaneous Accounts Receivable

Relocation

Travel

Treasury Management

General Accounting Staff Directory

### Grants and Funds Management

### Compliance and Tax Management

### Payroll Department

### Operational Management and Reporting

### External Financial Reporting and Transparency

### Card Programs

The Controller's Office Card Programs provide approved payment solutions for university programs, travel, team-related expenses, and research participant incentives.

The [Card Matrix \[pdf\]](#) provides a guideline of purchases allowed on each USC Card Program.

### Card Program Contacts

Card Program	Contact
P-Card Purchasing Shared Service	<a href="mailto:pcardpurch@sc.edu">pcardpurch@sc.edu</a>
Program Expense Card	<a href="mailto:cards@mailbox.sc.edu">cards@mailbox.sc.edu</a>
Team Card	<a href="mailto:teamcard@mailbox.sc.edu">teamcard@mailbox.sc.edu</a>
Travel Card	<a href="mailto:travelcard@sc.edu">travelcard@sc.edu</a>
Tremendous	<a href="mailto:cards@mailbox.sc.edu">cards@mailbox.sc.edu</a>

Expand all



P-Card Purchasing Shared Service

Program Expense Card

Team Cards

Travel Cards

Tremendous

# Where to Find the Resources

For Travel Card, Team Card and Program Expense Card resources, visit the [Cards Program](#) page found in the General Accounting section.





## Office of the Controller

### Office of the Controller

#### General Accounting

#### Grants and Funds Management

#### Compliance and Tax Management

#### Payroll Department

#### Operational Management and Reporting

#### External Financial Reporting and Transparency

#### Resource and Training Toolbox

##### Business Manager

#### Business Manager

The role of each Business Manager at the University of South Carolina varies across each college and department. Each Business Manager handles several responsibilities that directly influence the success of their departments and the University overall. They provide business expertise on a variety of topics including, but not limited to budget, expenses, supplier onboarding, transaction corrections, and University policies and procedures.

Below is a list of tasks a Business Manager may be responsible for within their college/department. Sections include links to training resources that support each task.

**Note:** Each year the Controller's Office provides refresher trainings starting the month of February thru the end of April. Registration links for all scheduled trainings are sent to our BIZMANAGER listserv end of January, provided in our monthly newsletter, and in a prior week reminder email. On demand training can be found in the sections below.

Expand all



##### Account Funding Change



##### AP Uploads



##### Business Expense Prepaid Cards



##### Cash Advances



##### Cost Transfer



##### Departmental Deposits



##### Employee Reimbursement (Non-travel)



##### Endowments



##### Finance Intranet



# Where to Find the Resources

For Accounts Payable training resources, visit our [Business Manager](#) page.



# Controller's Office Contact List

<b>General Accounting (JEs, JVs, Apex, GL issues/Questions)</b>	<b>Email Address</b>
General Email Address	<a href="mailto:genacctg@mailbox.sc.edu">genacctg@mailbox.sc.edu</a>
Cash Advance Settlement	<a href="mailto:cashadvc@mailbox.sc.edu">cashadvc@mailbox.sc.edu</a>
Payroll Retro Journal Entries	<a href="mailto:retroje@mailbox.sc.edu">retroje@mailbox.sc.edu</a>
Chartfield Maintenance	<a href="mailto:cfmaint@mailbox.sc.edu">cfmaint@mailbox.sc.edu</a>
Moving & Relocation Mailbox	<a href="mailto:moving@mailbox.sc.edu">moving@mailbox.sc.edu</a>
PeopleSoft Finance Security Requests	<a href="mailto:pssecure@mailbox.sc.edu">pssecure@mailbox.sc.edu</a>
<b>Accounts Payable</b>	<b>Email Address</b>
General Email Address	<a href="mailto:ap@mailbox.sc.edu">ap@mailbox.sc.edu</a>
AP Uploads	<a href="mailto:apupload@mailbox.sc.edu">apupload@mailbox.sc.edu</a>
Supplier Maintenance	<a href="mailto:apsupplr@mailbox.sc.edu">apsupplr@mailbox.sc.edu</a>
<b>Travel Office</b>	<b>Email Address</b>
General Email Address	<a href="mailto:teoffice@mailbox.sc.edu">teoffice@mailbox.sc.edu</a>
Student/Non-employee Travel Authorizations and Travel Reimbursement Vouchers	<a href="mailto:tesubmit@mailbox.sc.edu">tesubmit@mailbox.sc.edu</a>

# Controller's Office Contact List

Capital Assets	Email Address
Physical Inventory	<a href="mailto:physinv@mailbox.sc.edu">physinv@mailbox.sc.edu</a>
Capital Leases	<a href="mailto:lease@sc.edu">lease@sc.edu</a>
Cash Management and Treasury	Email Address
General Treasury Email Address	<a href="mailto:treasury@mailbox.sc.edu">treasury@mailbox.sc.edu</a>
Program Expense Card	<a href="mailto:cards@mailbox.sc.edu">cards@mailbox.sc.edu</a>
Team Card	<a href="mailto:teamcard@mailbox.sc.edu">teamcard@mailbox.sc.edu</a>
Travel Card	<a href="mailto:travelcard@sc.edu">travelcard@sc.edu</a>
Compliance and Tax	Email Address
General Compliance Email Address	<a href="mailto:controllercompliance@sc.edu">controllercompliance@sc.edu</a>
General Tax Email Address	<a href="mailto:tax@mailbox.sc.edu">tax@mailbox.sc.edu</a>
Research/Development Sales/Use Tax Exemptions	<a href="mailto:rdequip@mailbox.sc.edu">rdequip@mailbox.sc.edu</a>
Time and Effort Reporting	<a href="mailto:timeandeffort@sc.edu">timeandeffort@sc.edu</a>

# Controller's Office Contact List

Grants and Funds Management	Email Address
Sponsored Award Specific Questions	Contact your <b>Post Award Accountant (PAA)</b>
Payroll	Email Address
General Email Account	<a href="mailto:payroll@mailbox.sc.edu"><u>payroll@mailbox.sc.edu</u></a>



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# THANK YOU!

## Office of the Controller



Alone, we can do so little; together,  
we can do so much.

**Address:**

1600 Hampton Street  
Columbia, SC 29208

**Contact Number:**

Phone: 803-777-2602  
Fax: 803-777-9586

**Email Address:**

controller@sc.edu



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