

Travel Card Declines/Overrides

Reasons for declines:

1. Entering incorrect information (e.g., expiration date, PIN, billing address, etc.)
2. Transaction exceeding credit/transaction limit
3. Merchant Category Code (MCC) restriction

How to find out the reason your transaction was declined:

1. Call the number on the back of your travel card and ask the bank
The bank may require the following information for verification:
 - Card Information (16 digits, expiration date, CVV, card name, etc.)
 - Address (contact AP travel if needed)
 - Verification ID for Dept cards (new custodians should call AP to get the ID)
 - Last 4 digits of EmplID for Individual cards
 - Phone number or e-mail address registered (new custodian should call AP)
2. Email aptravel@uh.edu and ask why your travel card was declined

If your transaction was declined because incorrect information was entered when the purchase was attempted, then you will need to try to process the transaction again with the correct information. Note: Citibank will block the transaction if too many incorrect attempts are made.

When should you request for a travel card override:

1. You need to increase the credit limit (temporary or permanent)
2. The travel card is being declined due to a \$200 purchase limit; MCC restriction
3. The charge is being picked up as a non-travel related expense; MCC restriction

How to request for an override:

For an override request, please fill in the information below (via email) and submit the request to the College Division Administrator for approval. Once the College Division Administrator has approved the transaction, email aptravel@uh.edu and a member from AP Travel will process the override within 24 hours.

- Note: When requesting for a temporary credit limit increase, be sure to indicate the date for how long the credit limit increase is needed.

PLEASE SEND THE CDA APPROVAL FOR YOUR OVERRIDE TRANSACTION

Vendor Name: _____

Cardholder name: _____

LOCAL T-Card # (last4): _____

Amount: _____

Purpose: _____

Benefit: _____

***PLEASE NOTE: EACH OVERRIDE WILL ONLY BE AVAILABLE THE DAY THE OVERRIDE IS REQUESTED.**

Travel Card Tips:

- When traveling with a multiple user travel card, be sure you know the PIN to prevent the card from getting locked.
- When making fuel purchases at the gas station, go inside the store and pay there, as opposed to paying at the gas pump outside.
- Due to the increase of credit card skimmers at the gas pump, many gas stations are being flagged from the credit card company's fraud department.
- Be sure to remove the travel card information from any apps where the travel card may have been stored (Uber, Lyft, etc.) once travel has ended.