

One Card Move to US Bank

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One Card Program Transition Update

- The Texas Comptroller of Public Accounts has awarded the credit card services contract for procurement and travel to US Bank for all state agencies
- What's Changing
 - UT San Antonio is transitioning all One Cards from Citibank to US Bank
 - No new application is required for existing cardholders
 - Existing account details (dept, credit limits, etc.) will transfer automatically from Citibank to US Bank
 - UTSA One Card guidelines remain in effect during the transition

Updates *(Continued)*

- Key Dates
 - Final day to use Citibank One Cards: **December 16, 2025**
 - Distribution date for new US Bank One Cards: **TBD**
- Important Notes
 - No "blackout period" is anticipated, Citibank cards remain active until **12/16/25**
 - All Citibank transactions must be fully reconciled by **01/20/26**

Action Checklist

- For Cardholders
 - Return Citibank card before receiving the new US Bank card
 - Sign addendum to existing application (required for issuance)
 - For security purposes, personally return and pick up their card
 - Complete all reconciliations on Citibank card before the cutoff date
 - Review training materials and job aids (to be distributed by DTS)

Action Checklist

- For Financial Area Representatives (FAR)
 - Communicate transition details to all cardholders in your area
 - Reinforce deadlines and security requirements
 - Assist with questions, but Business Affairs will send formal communications
 - Remind cardholders: failure to return Citibank card will delay issuance of US Bank card

Next Steps

- Updating One Card financial guideline
- Creating new job aid for US Bank processes
- One Card application for **new** cardholders
- Updating webpages
- Email communications

Questions?