

2013



The University Corporation  
Research, Investments and Commercial Services  
California State University, Northridge

# PCard Program Manual

The University Corporation  
California State University, Northridge

Available on-line at:

<http://www.csun.edu/tuc/policies-procedures>



## **GENERAL USE**

The term used for the TUC procurement credit card is 'PCard'. The PCard should be used as the first option to obtain supplies and services in accordance with the procedures contained in this manual. Cardholders are encouraged to use the PCard for purchases whenever possible in order to achieve cost savings and efficiency. Use of the PCard does not replace existing procedures but is a complement to current procurement procedures.

## **PROGRAM ADMINISTRATION**

TUC's Accounting Office, Accounts Payable and Sponsored Programs staff jointly administer the program, and are responsible for accumulating, reporting, coordinating, auditing and evaluating all aspects of the program. TUC Accounting and/or Sponsored Programs is responsible to administer Cardholder and Approver PCard training, distribute PCards, assist departments and monitor the proper use of the PCard program. Accounts Payable and/or Sponsored Programs is responsible for receiving the Monthly Reconciliation documentation, performing a post audit and making monthly payments to US Bank.

The use of the PCard is a privilege, as well as a cost effective and efficient method to procure goods and services. Failure to comply with the procedures in this guide (including timelines for monthly reconciliation) will result in sanctions to the Cardholder. The first infraction will result in a warning memo to the Cardholder. The second infraction will result in a temporary revocation of this privilege for a minimum of three months. The third infraction will result in a permanent revocation of this privilege. The warning memo will remain active in the Cardholder's file for two fiscal years (the fiscal year it is issued in and the following fiscal year). After that time, if no revocation is made, the warning memo will be removed from Cardholder's file. In addition to this sanction process the employee will be directed to immediately reimburse TUC for the purchase when applicable.

Failure to comply with providing original invoices/itemized receipts is also considered an infraction. The following sanction process applies only when a Cardholder fails to provide invoices/itemized receipts with their monthly statements. The first infraction will result in an e-mail warning. The second infraction will result in a warning memo. The third infraction will result in a temporary revocation for a minimum of three (3) months. The fourth occurrence of missing invoices/receipts will result in a permanent revocation of the PCard privilege.

The Cardholder's Manager and Approver will be copied on all correspondence involving sanctions.

## ESTABLISHING A PCARD ACCOUNT

TUC Accounting will establish a PCard account for any employee (excluding temporary help and student assistants) as requested by the employee's Financial Manager/Principle Investigator. Requests shall be submitted via e-mail to Cindy.Ruan@csun.edu. The e-mail must identify the cardholder name, accounting code defaults, Employee ID and the single and monthly transaction limits.

## CARDHOLDER

The Cardholder is responsible for the following:

1. Security of the PCard.
  - Keep your card secure, do not leave it on your desk or any place it is easily accessible and do not loan it to another individual.
2. Appropriate use of the PCard.
  - All purchases must be for TUC use in support of our educational mission. Never use the PCard for your own personal use or for items of a personal nature such as gifts, flowers, or party goods.
3. Compliance with this PCard Manual.
  - Each Cardholder is required to sign an agreement that confirms they have been trained, and are aware of the guidelines of this program.
4. Timely and accurate review of transaction online and preparation of the Statement.
5. Cardholders approve transactions online and must forward the Statement and back-up receipts/invoices to the Approver within four (4) working days of the bank posting each month. However, Cardholders can approve transactions as soon as they post in Access Online. In the event a Cardholder will be out of the office when the back-up documentation is due, advance preparation of PCard purchases is necessary. Contact your Approver, so he/she can print your statement.
6. Cardholders must have original, itemized receipts/invoices for all transactions.
7. Cardholders must request a new receipt/invoice, if the original is lost.
8. Follow-up and resolution of all disputed items must be completed no later than the following month.
9. When a credit appears on the Statement, even though there may not be other transactions listed, you must provide PCard receipts/invoices along with your Statement.
10. Notify TUC Accounting of equipment items purchased that must be inventory tagged.
11. Notify US Bank immediately of credit card fraud, lost, or stolen cards.
12. The Cardholder must not allow any other individual, including co-workers to use the PCard or sign PCard drafts under any circumstances. The Cardholder can instruct co-workers to sign packing slips if a co-worker will be picking up items the Cardholder has already ordered.

## **APPROVER**

The Approver is responsible for:

1. Determining transaction limits for each Cardholder.
2. Requesting and authorizing changes to transaction limits for each Cardholder.
3. Reviewing all monthly charges of each Cardholder for accuracy and appropriateness.
4. Ensuring no prohibited items have been purchased.
5. Ensuring all proper documentation is included with each Cardholder's Monthly Reconciliation packet.
6. Timely online authorization in Access Online.
7. Forwarding all Cardholder's back-up documentation to Accounts Payable in a timely manner; within two (2) working days. However, Approvers can authorize as soon as the Cardholder approves their transactions.
8. Making advance preparations for authorization of Cardholder's statements in the event you will be out of the office; written authorization will be accepted and must be elevated to a higher level.

In cases where the Principle Investigators or their designee is the card holder, the approver will be the TUC Sponsored Programs staff. The TUC Sponsored Programs staff will review all transactions to be sure that items purchased are allowable within the grant, that they are coded to the proper chart field string within the grant and that there is funding available for the purchase. Items purchased that are not approved within the grant, or for which funding is not available will be considered "personal" and will need to be reimbursed to the Corporation by the PI/Cardholder. Please take extra care to be sure that items you are purchasing for your grant are budgeted and allowable.

## **CONTACT LIST FOR ASSISTANCE**

**For day-to-day questions regarding appropriate use of the PCard, card declines, updates to your account and requests for replacement of worn/defective cards:**

Maryann Camarillo, Ext. 3061

Email: [mcamarillo@csun.edu](mailto:mcamarillo@csun.edu)

Accounts Payable

**For accounting/billing questions:**

Teresa Loren, Ext. 2981

Email: [tloren@csun.edu](mailto:tloren@csun.edu)

Assoc. Director, Accounting Purchasing & Contract Administration

**For PCard Fraud/Lost/Stolen Cards or assistance on resolving disputed items:**

US Bank

General Account Inquiries\*: 800-344-5696/701-461-2010

Password Resets & General Navigation: 877-887-9260/701-461-2028

Dispute Address & FAX: Cardmember Service  
P.O. Box 6335  
Fargo, ND 58125-6335  
Fax: 866-229-9625

**Note:** Be sure to have the card number and security code number ready. Remember do not use any personal information (mother's maiden name or social security number). A substitute security code number for your PCard account was given to you when you were trained.

**PROHIBITED USES OF THE PCARD**

The following transactions are prohibited:

1. Cash Advances
2. Splitting of purchases to circumvent regulations.
3. Purchase of any goods, services, gifts or items of a personal nature or for personal use.
4. Purchase of alcoholic beverages, narcotics and other controlled substances.
5. Purchase of equipment \$5,000 or more in value. The requisition/purchase order process must be used.
6. Consulting Services whether provided by an individual or a consulting firm. The Request for Independent Contractor or Minor Contracted Service Agreement must be used.

## RESTRICTED USES OF THE PCARD

1. **Contract Agreements.** Purchases that require an agreement or contract to be signed must be reviewed and signed by an officer of The University Corporation.
2. **Software Licenses.** Other than purchase of off-the shelf software, software licenses and subscriptions must be reviewed and approved by an officer of The University Corporation prior to the purchase.

**Supporting documentation:** The following transactions require the cardholder to document their transactions.

**Meals and light refreshments:** Purchases of this nature must be for programmatic purposes and allowable with the grant. As with all PCard transactions, an itemized receipt must be obtained in addition to a list of attendees. Gratuities are permitted for meals for programmatic events (served on- or off-campus or delivered to campus). Gratuities are allowed in an amount up to 20% of the cost of the meal. This means the gratuity shall be calculated on the dollar amount of the meal (do not include costs for tax, handling fee, and/or delivery fee when calculating the gratuity). As with all PCard transactions, an itemized receipt must be obtained. Cardholders will be required to reimburse the University for any gratuity amount that exceeds the permitted amount.

**Travel:** Travel expense claim forms are still required. You may **NOT** use your pcard at **gasoline stations** if you are driving. You must claim your mileage on a travel expense claim. Please note on your travel expense claim those items that you paid for with your pcard.

## OFFICE PRODUCTS ORDERS

The University Corporation encourages staff to use the CSU's exclusive office products vendor OfficeMax (OM). Orders for office supplies should be placed via OfficeMax online system.

## CARDHOLDER PROCEDURES (Overview)

1. **Placing Orders**
  - a. Determine the need to purchase authorized goods or services.
  - b. Determine if the request is an appropriate use of the PCard and if a prior approval is needed.
  - c. Place the order either at the vendor's establishment, telephone, fax, and mail order or via the Internet. Remember the following when placing orders:
    - Request an original, itemized receipt/invoice for the purchase. For Internet orders a printout of the purchase confirmation can be used in place of an original receipt/invoice.
    - Instruct the vendor that the "Bill to" and "Ship To" instructions are:

California State University, Northridge  
18111 Nordhoff Street  
Northridge, CA 91330-Your Department's Mail Drop Code  
Attention: Cardholder's Name

## **2. PCard Online Reconciliation**

Upon completing PCard transaction(s) whether by telephone/fax/mail/Internet or in person, the Cardholder shall begin their reconciliation of their transactions each month online in Access Online. Follow the procedures to reconcile online in Access Online in the instruction manuals.

## **3. Statement of Account**

- a. At the close of each monthly billing cycle, the Statement will be available. The PCard Coordinator will notify all Cardholders of this date via e-mail.
- b. Cardholder approves their transactions (as soon as the item posts in Access Online for accuracy. Be sure to note that if you purchase a commodity from an out-of-state vendor, you are responsible for sales tax (9.00%). Tax will be added once the transaction is posted to the GL.
- c. If you note a discrepancy on your statement, immediately enter the dispute online in Access Online. The transaction then becomes a disputed item, and it is the Cardholder's responsibility to resolve the dispute with the vendor.
- d. If the vendor fails to forward an original, itemized receipt/invoice to you in time for the monthly reconciliation or if you have lost an original, itemized receipt/invoice, complete the Lost/Itemized Receipt Form located at:

<https://www.csun.edu/sponsoredprograms/forms/certificationmissingdocumentation.doc>

The Cardholder must then notify the vendor to send an original, itemized receipt/invoice and forward it to TUC-Accounts Payable, Mail Drop Code #8309. This must be done before the monthly reconciliation.

- e. Assemble the documents in the following order:
  - Statement (billing statement)
  - Cardholder Statement of Disputed Items (if applicable)
  - Original Receipts/Invoices (receipts/invoices that are less than 8-1/2" x 11", tape to an 8-1/2" x 11" sheet of paper).
- f. Forward the documentation to TUC-Sponsored Programs department within two (2) working days. If the cardholder is not the Principle Investigator, have the PI sign the Statement since they have signature approval over the grant.

## APPROVER PROCEDURES (Overview)

1. View/approve online in Access Online each Cardholder's transactions to ensure that purchases are appropriate. Make sure all original, itemized receipts/invoices and documentation is attached.
2. Approver will have two (2) working days to approve transactions and file the cardholder's statements and attached receipts in the grant's file located at the TUC accounting office.

**Special Note:** One (1) copy of the Statement, itemized receipts/invoices and other required documentation are to be kept by the department for one (1) year then dispose of the paperwork.

## OTHER PROCEDURES

1. **When your password to login to Access Online is disabled**, Access Online Help Desk at 877/887-9260 to reset your password.
2. **Reporting PCard Fraud** – If you detect fraud (unauthorized purchases) contact US Bank Customer Service/Fraud Department immediately (800/344-5696) and the PCard Coordinator. Here are the steps you need to take when you report fraud charges on PCard.
  - a. In some instances, US Bank may notify the PCard Coordinator of fraud. The Cardholder will be contacted by the Coordinator and given instructions.
  - b. In either case when you see the credits for the fraud charges, the Cardholder should leave the chartfields blank and indicate "Fraud" in the Additional Comments section of the Transaction Detail Record in Access Online.
3. **What To Do When a Charge Is Declined** – In the event a transaction is declined, please contact the TUC PCard Coordinator. The PCard Coordinator will take the necessary action to allow the transaction to go through. The denial may be due to a number of reasons, for example:
  - a. Merchant Activity Code – All vendors are categorized according to commodity and service type. The vendor may fall into a category that we have globally blocked, and we can easily remedy this situation.
  - b. Purchase Limits – You may have inadvertently exceeded your single or monthly transaction limit. Again, we can easily remedy this situation, and provide a temporary increase on your card to allow the transaction to process.

- c. CV2 Code (Security Code) – Merchants are requiring the 3-digit code, which is imprinted on the reverse side in the signature strip of the PCard, and is adjacent to the account number. You should provide this 3-digit code to the merchant to remedy the situation.
4. **Disputed Items** – Once a Cardholder identifies a disputed item on their statement, they must report the dispute online in Access Online. The Cardholder is responsible for resolving the dispute. If the Cardholder has any questions regarding disputed items, please call the PCard Coordinator.
5. **Reporting Lost PCards** – The following steps must be taken immediately:
  - a. Cardholder contacts US Bank Customer Service at 800/344-5696.
  - b. Cardholder notifies the TUC PCard Coordinator.
  - c. TUC PCard Coordinator notifies the Cardholder when replacement card is available for pickup.

6. **Replacement of Worn/Defective Cards**

- a. To replace a PCard that is worn or defective:
  - the Cardholder must cut the card in half and return it in person to the TUC PCard Coordinator;
  - attach a memorandum requesting a replacement card;
  - the destroyed card and memorandum must be submitted to,  
  
**The University Corporation**  
**Mail Drop 8309**  
**ATTN: PCard Coordinator**
- b. PCard Coordinator will notify the Cardholder when a replacement card is available for pickup.

## 7. Replacement Due To Employee Turnover or Separation from the University or The University Corporation

- a. If a Cardholder transfers to another department, they must obtain all receipts for transactions in the current billing cycle (if any), provide these receipts for their Approver and return the card in person to the PCard Coordinator.
- b. Upon termination of employment from the University, the Cardholder must obtain all receipts for transactions for the current billing cycle (if any), provide these receipts for their Approver and return the card to their department as part of the separation/clearance process as outlined by Human Resource Services prior to separation.
- c. In both instances, the PCard Coordinator will confirm with the Approver that the Cardholder has provided receipts for the transactions in the current billing cycle to the Approver.

## PCard Check List

### Contact Information:

- For waivers, limit adjustments, declines and questions, send an email to [Cindy.Ruan@csun.edu](mailto:Cindy.Ruan@csun.edu) or call Maryann Camarillo –ext. 3061.

### 1. Before making a purchase:

- Verify that the service or merchandise is not listed as a Prohibited or Restricted Use.
- Check the Restricted Use List. If the service or merchandise is on the Restricted Use List, follow the procedure to obtain a waiver prior to making the purchase.
- If merchandise is being purchased by fax, remember to use a cover sheet to protect your pcard information.
- If merchandise is purchased by telephone, check Appendix D (PCard Phone Order Instructions) in the PCard Manual.
- Remember when placing an order, you need an original itemized receipt/invoice for every transaction. When placing an order via the Internet, remember to print the order confirmation and use this in place of the original, itemized receipt/invoice.

## 2. **During the Month:**

- Check to make sure you received itemized receipts/invoices, apply chartfields and monitor your transactions.
- Make sure you follow the instructions in the monthly e-mail reminder to print the Cardholder Transaction Report, which will include the Date Range and Sort by: Post Date.

## 3. **Monthly Reconciliation:**

- Print statement;
- Verify original itemized receipts/invoices to your statement;
- Verify chartfields;
- Enter descriptions;
- Make sure the back-up documentation is prepared in the same order as it appears on the Access Online statement;
- Assemble original, itemized receipts/invoices in order, making sure that receipts/invoices smaller than 4-1/4" x 5-1/2" are taped to an 8-1/2" x 11" sheet of paper;  
Attach to the Statement a "Lost/Itemized Receipt" form  
<https://www.csun.edu/sponsoredprograms/forms/certificationmissingdocumentation.doc>  
with an explanation, if the Cardholder has lost an original, itemized receipt/invoice and a duplicate copy cannot be obtained from the vendor;
- Be responsible to follow-up and resolve any disputed items with the vendor. Enter the dispute in Access Online.

## 4. **Once reconciled:**

- The Cardholder has four (4) working days to forward the Statement and back-up documentation to their Approver in the following order:
  1. Statement;
  2. Original, itemized receipts/invoices, and backup documentation (in order as listed on Statement).
  3. The approval Signature of the Principle Investigator (PI) if not the cardholder.
- Within two (2) working days after receipt of the Statement and documentation, the Approver shall:
- Review charges to ensure that purchases are appropriate;
- Review the Statement and back-up documentation to make sure that all original, itemized receipts/invoices are attached in the proper order;
- Authorize online transactions in Access Online;
- Forward to Maryann Camarillo, Accounts Payable, The University Corporation, Mail Drop #8309, one set of original documents in the following order:
  1. Statement
  2. Original, itemized receipts/invoices, and back-up documentation (in order as listed on the Statement).