# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCUREMENT CARD HANDBOOK</td>
<td>3</td>
</tr>
<tr>
<td><strong>P-CARD PROGRAM OVERVIEW</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>GENERAL INFORMATION</strong></td>
<td>3</td>
</tr>
<tr>
<td>STEPS TO OBTAIN A P-CARD</td>
<td>4</td>
</tr>
<tr>
<td>RECONCILIATION TIMELINE</td>
<td>4</td>
</tr>
<tr>
<td>ESTABLISH A NEW P-CARD ACCOUNT</td>
<td>4</td>
</tr>
<tr>
<td><strong>ROLES AND RESPONSIBILITIES</strong></td>
<td>4</td>
</tr>
<tr>
<td>P-CARD PROGRAM ADMINISTRATOR</td>
<td>4</td>
</tr>
<tr>
<td>P-CARDHOLDER</td>
<td>5</td>
</tr>
<tr>
<td>FINAL APPROVER</td>
<td>6</td>
</tr>
<tr>
<td>ACCOUNTS PAYABLE COORDINATOR</td>
<td>7</td>
</tr>
<tr>
<td><strong>PROCEDURES</strong></td>
<td>7</td>
</tr>
<tr>
<td>P-CARD RECONCILIATION PACKET</td>
<td>7</td>
</tr>
<tr>
<td>APPROVAL/ASSEMBLY/SUBMITTAL</td>
<td>7</td>
</tr>
<tr>
<td>INVOICES/RECEIPTS</td>
<td>8</td>
</tr>
<tr>
<td>LOST OR MISSING RECEIPTS</td>
<td>8</td>
</tr>
<tr>
<td>ACCIDENTAL/PERSONAL CHARGE REIMBURSEMENT</td>
<td>9</td>
</tr>
<tr>
<td>WAIVERS</td>
<td>9</td>
</tr>
<tr>
<td>TRANSACTIONS</td>
<td>9</td>
</tr>
<tr>
<td>DECLINED TRANSACTIONS</td>
<td>9</td>
</tr>
<tr>
<td>DISPUTED TRANSACTIONS</td>
<td>9</td>
</tr>
<tr>
<td>REPORTING FRAUDULENT CHARGES</td>
<td>10</td>
</tr>
<tr>
<td>PASSWORD RESETS</td>
<td>11</td>
</tr>
<tr>
<td>PLACING ORDERS</td>
<td>11</td>
</tr>
<tr>
<td>REPLACEMENT P-CARDS</td>
<td>11</td>
</tr>
<tr>
<td>EMPLOYEE TRANSFER OR SEPARATION FROM THE UNIVERSITY</td>
<td>11</td>
</tr>
<tr>
<td>ESTABLISH A NEW FINAL APPROVER</td>
<td>12</td>
</tr>
<tr>
<td><strong>P-CARD USES</strong></td>
<td>12</td>
</tr>
<tr>
<td>PROHIBITED TRANSACTIONS</td>
<td>12</td>
</tr>
<tr>
<td>TRANSACTIONS REQUIRING A WAIVER</td>
<td>13</td>
</tr>
<tr>
<td><strong>INFRACTIONS/NON-COMPLIANCE</strong></td>
<td>16</td>
</tr>
<tr>
<td><strong>P-CARD PROGRAM RESOURCES</strong></td>
<td>16</td>
</tr>
<tr>
<td>REFERENCES</td>
<td>17</td>
</tr>
</tbody>
</table>
PROCUREMENT CARD HANDBOOK

The CSUN Procurement Card Handbook is in support of the CSU system ICSUAM policy 5250.00. This handbook is intended to clarify our campus procedures that pertain to the use of all campus Procurement Cards. CSUN’s Purchasing & Contract Administration Department reserves the right, at its discretion, to change, modify, add, or remove portions of the Procurement Card Handbook at any time by posting the amended Terms. Notification of changes will be communicated to all P-Card Holders and Final Approvers; however, please check the Procurement Card Handbook Terms periodically for changes.

P-CARD PROGRAM OVERVIEW

In today’s streamlined environment, government, state and local agencies are looking for ways to improve the efficiency, flexibility and convenience related to purchasing goods and certain approved services. A procurement card (hereafter referred to as “P-Card”) is a university liability credit card that is used for certain business-related purchases and serves as an alternate procurement method without direct involvement of CSUN’s Purchasing & Contract Administration Department. The benefits of the P-Card include streamlining the processes for small dollar orders; reducing invoices and payments; enabling employees to be more efficient and focus on their core missions; providing cost savings through consolidated payments to the P-Card company; and enabling faster payments to CSU vendors.

The CSU Sustainability Policy establishes Environmentally Preferred Purchasing and Use practices that are applicable to all California State Universities. California State University, Northridge (CSUN) is committed to implementing Environmentally Preferred Purchasing and Use practices that meet or exceed CSU’s goals. When procuring products or services with the P-Card, alignment with CSUN’s Environmentally Preferable Purchasing Policy shall be adhered to wherever possible. As such, the P-Cardholder shall give preference to environmentally friendly products whose quality, function, and cost are equal or superior to more traditional products. In situations where environmentally preferable products are unavailable or impractical, secondary considerations should include the environmental management practices of suppliers and producers.

GENERAL INFORMATION

CSUN uses the U.S. Bank Visa card for its P-Card program, which is jointly administered by Purchasing & Contract Administration and Accounts Payable. With the ease of a widely accepted Visa card, employees may make purchases at a merchant’s place of business, by telephone, and/or via the Internet. P-Cardholders are encouraged to use the P-Card to achieve cost savings and improve processing time. P-Cardholders and/or Final Approvers are considered designated positions and thus subject to CSU’s conflict of interest code. Each P-Cardholder and/or Approver may be required to complete the Statement of Economic Interests form 700. Human Resources will contact new P-Cardholders and/or Approvers regarding the required forms.

The P-Card should be used as the first option, before other existing methods, to obtain supplies that are not prohibited. Use of the P-Card does not replace existing procedures but is a complement to current procurement procedures. Procurements valued at $10,000 and below shall be purchased using the campus department P-Card where eligible in lieu of a requisition. Purchase requisitions of $10,000 and below that meet the criteria for P-Card use will be cancelled by Purchasing & Contract Administration. The requestor will be asked to complete the purchase using the P-Card. Eligible anticipated purchases that include the use of the campus P-Card shall adhere to the following campus bidding thresholds. Please contact the campus Purchasing department (x2301) for assistance with any bidding efforts. Note: Goods valued at $2,000 or more (unit price inclusive of sales tax) may require that item to be tagged by campus Asset Management. Taggable items are not permitted on the P-Card.
BIDDING THRESHOLDS

- $5,000 & above  Three comparable written quotes are required for printing and promotional orders.
- $10,000 & below  No quotes are required that do not involve printing/promotional.
- $10,001 - $100,000 Three comparable written quotes are required.
- $100,001 and above Not eligible for the P-Card due to formal bidding requirements.

CSUN Asset Management tracks state-owned equipment, furniture and other property on campus. Before purchasing furniture or other products, please check Asset Management’s revolving inventory, as they could have what you need free of charge. Commonly claimed items include desks, chairs, supply cabinets and bookshelves. Call (818) 677-5537 to inquire about what is currently available.

STEPS TO OBTAIN A P-CARD

- P-Cardholder completes application for a P-Card (P-Card Account Request Form).
- Final Approver approves P-Card application.
- P-Card Program Administrator orders and activates the P-Card.
- P-Cardholder attends mandatory P-Card training and receives the P-Card.

RECONCILIATION TIMELINE

- The P-Card billing cycle ends on the 18th of each month. If the 18th falls on a weekend, the billing cycle closes on the following business day.
- U.S. Bank statements are available to print the day after the billing cycle closes.
- Monthly deadlines are posted in the U.S. Bank Reconciliation Schedule.

ESTABLISH A NEW P-CARD ACCOUNT

Purchasing & Contract Administration will establish a P-Card account for a state employee, excluding Student Assistants, as requested by the Financial Manager (College or Division). Final Approver must complete the P-Card Account Request Form and submit it via email to pcardhelp-l@csun.edu. Once the P-Card has been ordered, the P-Cardholder will be invited to attend a mandatory P-Card training. After the completion of training, the P-Cardholder will be given the activated P-Card.

ROLES AND RESPONSIBILITES

P-CARD PROGRAM ADMINISTRATOR

P-Card Program Administrator: The individual in CSUN’s Purchasing & Contract Administration department who is responsible for the day-to-day management and operation of the P-Card program.

- Activates P-Cards
- Assists departments
- Issues infractions
- Manages the P-Card Help Desk / approves Waiver Requests
- Monitors the proper use of the P-Card
- Orders P-Cards

1 Purchasing & Contract Administration will require an executed Memorandum of Agreement for the use of P-Cards for “non-state” staff prior to establishing a P-Card account (i.e., Centers and Institutes staff).
Performs P-Card Training for P-Cardholders and Final Approvers
Reset passwords

P-CARDHOLDER

P-Cardholder: The individual to whom the P-Card is issued and whose name appears on the P-Card.

- **Appropriate Uses of the P-Card.** All purchases must be programmatic and support the University’s educational mission. Never use the P-Card for personal use. All personal charges must be reimbursed to the University. Items of a personal nature are the exception and shall require a waiver prior to purchase (i.e., employee service awards hosted by CSUN HR).

- **Approval of Transactions Online.** P-Cardholder must approve all transactions online each month and make adjustments to the chartfield allocations as needed. Approval of transactions not completed in U.S. Bank Access Online will render the P-Card Reconciliation Packet incomplete. Incomplete P-Card Reconciliation Packets may result in suspension of charging privileges for the P-Cardholder.

- **Authorized Signature.** Only the P-Cardholder is authorized to use the P-Card. Do not loan the P-Card or give out the P-Card number to another individual. The P-Cardholder is responsible for all transactions on the P-Card.

- **Compliance with P-Card Policies.** All P-Cardholders are required to sign an agreement acknowledging the P-Cardholder has attended the mandatory P-Card training and agrees to abide by the guidelines of the P-Card program.

- **Employee Separation.** Notify the P-Card Program Administrator immediately of P-Cardholder’s separation or transfer to another department. P-Cardholder must submit all receipts/invoices to the Final Approver and return the P-Card in person to the P-Card Program Administrator with the HR Employee Separation form, as outlined by the Office of Human Resources.

- **Orders.** Orders may be placed at the merchant’s establishment, by telephone, fax, mail-order or online.

- **Password Reset.** Contact U.S. Bank Customer Support at (877) 887-9260 or visit the pcardhelp link located on the Purchasing website.

- **P-Cardholder’s Absence.** In the event a P-Cardholder will be out of the office during the close of the billing cycle, the P-Cardholder is responsible for coordinating with their Final Approver to ensure the P-Card transactions have been approved in U.S. Bank Access Online. The statement along with the invoices/receipts must still be submitted in accordance with the U.S. Bank Reconciliation Schedule.

- **Replacement P-Cards.** Report any worn or damaged P-Card to the P-Card Program Administrator to order a new replacement P-Card.

- **Security of the P-Card.** Guard the P-Card account number by keeping the P-Card secure. If kept in the office, it should be out of sight and locked up when not in use.

- **Security of U.S. Bank Access Online.** Do not share your User ID and password.

- **Submittal of the P-Card Reconciliation Packet.** Submit approved P-Card Reconciliation Packets to Accounts Payable in accordance with the U.S. Bank Reconciliation Schedule by emailing the packets to pcardrecon@csun.edu. Each packet should be attached as a separate PDF and an email submission may contain more than one packet. **DO NOT COMBINE SEVERAL P-CARDHOLDER PACKETS TOGETHER INTO ONE PDF.** This may result in the appearance of missing/late P-Card Reconciliation Packets. **Note:** Missing/late P-Card Reconciliation Packets may result in suspension of charging privileges for the P-Cardholder.

- **Transactions.** P-Cardholder must monitor their P-Card for declined and disputed transactions as well as report any fraudulent charges.

- **Waiver Approval.** Transactions requiring waiver approval from Purchasing & Contract Administration must be obtained prior to purchase.
Final Approver: An individual at a supervisory level who is responsible for reviewing and approving purchases made by the P-Cardholder.

- **Annual Review of Inactive P-Cardholders.** A notification to the P-Card Program Administrator shall be sent to close the inactive P-Cards.

- **Approval of Transactions.** Ensure approval and final approval of all transactions in U.S. Bank Access Online in accordance with the [U.S. Bank Reconciliation Schedule](#) before the submittal of the P-Card Reconciliation Packet. Approval of transactions not completed in U.S. Bank Access Online will render the P-Card Reconciliation Packet *incomplete*. Incomplete P-Card Reconciliation Packets may result in suspension of charging privileges for the P-Cardholder.

- **Employee Separation.** Notify the P-Card Program Administrator immediately of P-Cardholder’s separation or transfer to another department. P-Cardholder must submit all receipts/invoices to the Final Approver and return the P-Card in person to the P-Card Program Administrator with the HR Employee Separation form, as outlined by the Office of Human Resources.

- **New Accounts.** Establish new P-Card and Staples/Ghost card accounts.

- **P-Card Limit Changes.** Authorize and request changes to P-Cardholder’s single transaction and monthly spending limits by sending an email request to pcardhelp-l@csun.edu. The request must include the following:
  - P-Cardholder’s name
  - Temporary or permanent increase
  - Amount of increase for single transaction or monthly spending limit
    - For temporary increases, indicate an end date. The limit will revert to the permanent limit upon the end date.
    - For permanent increases of $25,000 or greater, a justification will be required as well as approval by the Associate Vice-President of Financial Services.

- **P-Card Limits.** Determine transaction limits and monthly spending limits for each P-Cardholder.

- **P-Cardholder's Absence.**
  - In the event a P-Cardholder will be out of the office during the close of the billing cycle, the Final Approver is responsible for ensuring the P-Card transactions have been approved in U.S. Bank Access Online and the P-Card Reconciliation Packet is submitted in accordance with the [U.S. Bank Reconciliation Schedule](#). The Final Approver has the access to update chartfields, approve for the P-Cardholder, and print the P-Cardholder statement. Approval of transactions not completed in U.S. Bank Access Online will render the P-Card Reconciliation Packet *incomplete*. Incomplete P-Card Reconciliation Packets may result in suspension of charging privileges for the P-Cardholder.
  - Notify the P-Card Program Administrator of an extended leave of absence of a P-Cardholder. The P-Cardholder's P-Card will be temporarily suspended during the period of absence to avoid fraudulent transactions being posted to the account.

- **Review of Monthly Transactions.** Review monthly transactions of each P-Cardholder statement for:
  - Accuracy and Appropriateness.
  - Compliance with University bidding thresholds for P-Cards as stated in this handbook under GENERAL INFORMATION.
  - All proper documentation that must be included with the monthly P-Card Reconciliation Packet.
  - Prohibited items or transactions requiring a waiver that may have been purchased. Verify that the transactions requiring a waiver are properly justified in U.S. Bank Access Online and the approved waiver numbers are noted. Notify the P-Card Program Administrator of any non-compliance transactions.
- **Security of U.S. Bank Access Online.** Keep your user ID and password secure. Do not share your password.

- **Submittal of P-Card Reconciliation Packet.** In the event of a P-Cardholder’s absence, submit P-Cardholder’s P-Card Reconciliation Packet(s) to Accounts Payable in accordance with the [U.S. Bank Reconciliation Schedule](mailto:pcardrecon@csun.edu) by emailing the packets to pcardrecon@csun.edu. Each packet should be attached as a separate PDF and an email submission may contain more than one packet. **DO NOT COMBINE SEVERAL P-CARDHOLDER PACKETS TOGETHER INTO ONE PDF.** This may result in the appearance of missing/late packets. **Note:** Missing/late P-Card Reconciliation Packages may result in suspension of charging privileges for the P-Cardholder.

**ACCOUNTS PAYABLE COORDINATOR**

**Accounts Payable Coordinator:** The individual in CSUN’s Accounts Payable Department who is responsible for the post audit of the monthly P-Card Reconciliation Packages.

- Accrues use tax for applicable transactions
- Assists with all P-Card Reconciliation Packet questions
- Receives monthly P-Card Reconciliation Packages (submitted to pcardrecon@csun.edu) according to the U.S. Bank Reconciliation Schedule

**PROCEDURES**

**P-CARD RECONCILIATION PACKET**

The P-Card Reconciliation Packet is a comprehensive review of each transaction charged on the P-Card statement during the current billing cycle. All transactions must be approved in U.S. Bank Access Online in accordance with the [U.S. Bank Reconciliation Schedule](mailto:pcardrecon@csun.edu) deadline. All supporting documentation and necessary back up for each transaction must be included in the P-Card Reconciliation Packet and submitted on time in order for Accounts Payable to complete the post audit. Unapproved transactions and missing supporting documentation will render the P-Card Reconciliation Packet incomplete. **Incomplete P-Card Reconciliation Packets will be returned** and may result in suspension of charging privileges for the P-Cardholder until the required documentation is submitted to Accounts Payable.

**APPROVAL/ASSEMBLY/SUBMITTAL**

- **Approval**
  - Make adjustments to transaction chartfields as needed. Failure to update transaction chartfields by the approval deadline will result in mischarged accounts. A [Journal Entry Request Form](mailto:pcardrecon@csun.edu) must be submitted for each misallocated account.
  - Approve all transactions in U.S. Bank Access Online in accordance with the [U.S. Bank Reconciliation Schedule](mailto:pcardrecon@csun.edu). Transactions may be approved as they post to the account. Approval of transactions **is required** to be completed in U.S. Bank Access Online **prior** to submittal of the P-Card Reconciliation Packet. Approval of transactions not completed in U.S. Bank Access Online will render the P-Card Reconciliation Packet **incomplete**. Incomplete P-Card Reconciliation Packages may result in suspension of charging privileges for the P-Cardholder.

- **Assembly** (in the following order):
  - P-Cardholder’s account statement, found under Account Information in U.S. Bank Access Online.
  - Scanned copies of all receipts/invoices combined into a single PDF. Items must be legible and in the order they appear on the P-Cardholder’s account statement. Original receipts shall be kept for at least forty-five days after the electronic submittal of the P-Card Reconciliation Packet before the receipts can be destroyed. Any missing receipt/invoice will result in the P-Card Reconciliation Packet incomplete and may result in suspension of
charging privileges for the P-Cardholder until the required documentation is submitted to Accounts Payable.

- Applicable supporting documentation must follow the related receipt/invoice. If the supporting documentation applies to more than one receipt, the documentation must follow the first applicable receipt/invoice. Any subsequent related receipt/invoice must be noted directly onto the supporting documentation with the vendor name, transaction post date, and total transaction amount.

- All approved waiver numbers must be noted directly on the invoice or noted in U.S. Bank Access Online. Waiver approval does not need to be printed and included in the P-Card Reconciliation Packet.

- Forward the P-Card Reconciliation Packet to the Final Approver for final review. In the event a P-Cardholder will be out of the office during the close of the billing cycle, the P-Cardholder is responsible for coordinating with their Final Approver to ensure timely submittal of the P-Card Reconciliation Packet in accordance with the U.S. Bank Reconciliation Schedule.

### Submittal

- Final reviewed P-Card Reconciliation Packets must be scanned electronically and submitted to Accounts Payable at pcardrecon@csun.edu. If the P-Cardholder does not have transactions during the billing cycle, a monthly P-Card Reconciliation Packet is not required to be submitted as there will be no statement available to submit.

- P-Card Reconciliation Packets may be considered late and/or incomplete if any of the following occur, which may result in suspension of charging privileges for the P-Cardholder until the required documentation is submitted to Accounts Payable:
  - Received after the U.S. Bank Reconciliation Schedule deadline.
  - Receipts/invoices are missing
  - Transactions are not final approved in U.S. Bank Access Online

### Use Tax

- Use tax will be added to the transaction and posted to the department’s general ledger (GL) for applicable purchases in which sales/use tax was not appropriately applied.

### INVOICES/RECEIPTS

- An original, itemized invoice/receipt that lists out individual item cost, tax, and totals for each transaction is required for all transactions. If any fees or discounts are applied to the transaction, they must be clearly listed out.

- An online receipt or an email confirmation for internet orders can be used in place of an original invoice/receipt. Invoice/receipt must be itemized and must match the total of the transaction appearing in U.S. Bank.

- Gratuities
  - Meals related to programmatic events served or delivered on or off campus are permissible.
  - An itemized receipt must be obtained.
  - Gratuities up to 20% of the meal only are allowed. Costs for tax, handling fee and/or delivery fee when calculating the gratuity shall not be included.
  - Any gratuity amount that exceeds 20% of the meal cost may require reimbursement to the University by the P-Cardholder.

### LOST OR MISSING RECEIPTS

For lost, missing, or non-itemized receipts, the P-Cardholder must request a new receipt/invoice from the merchant. All measures must be exhausted to obtain a duplicate receipt/invoice prior to submittal of the P-Card Reconciliation Packet. If a duplicate receipt/invoice cannot be obtained, the P-Cardholder must
complete a Lost/Itemized Receipt Form to avoid an incomplete P-Card Reconciliation Packet submittal. The form must be itemized like any normal receipt/invoice.

**ACCIDENTAL/PERSONAL CHARGE REIMBURSEMENT**

- P-Cardholder shall make a check payable to CSUN for the amount to be reimbursed.
- A completed Deposit Transmittal Form will accompany the check when it is deposited at University Cash Services (UCS), located on the first floor of Bayramian Hall.
- A copy of the deposit slip received from UCS shall be included in the P-Card Reconciliation Packet with a memo explaining the reimbursement.
- In the case of an accidental/personal charge or gratuity overage, P-Cardholder shall enter a note in U.S. Bank Access Online indicating “Accidental Charge”, “Personal Charge”, or “Gratuity Overage”.

**WAIVERS**

A waiver must be approved prior to the purchase of any transaction requiring waiver approval. Email pcardhelp-l@csun.edu to log a request or, using your Portal User Name and Password, log into the pcardhelp link located on the Purchasing website. Select “Service Requests” (top left of the screen) and click “Log a New Request”.

Each request must contain:

- Description of the item or service
- Justification for the purchase or service
- Quote and supporting documentation, if applicable
- Total cost
- Vendor information

All requests will receive an email confirmation with the six-digit case number that will allow the requestor to view the case log.

The approved waiver number must be written on the original invoice/receipt or in U.S. Bank Access Online during reconciliation. Justification must be entered in the Comments Section of U.S. Bank Access Online. Submission of a request is not an automatic approval.

**TRANSACTIONS**

**DECLINED TRANSACTIONS**

Send an email request to pcardhelp-l@csun.edu or access the pcardhelp link located on the Purchasing website. Include the P-Cardholder name, merchant name and the amount of the transaction. The transaction decline may be due to a number of reasons (see examples below):

- **CV2 Code (Security Code), Expiration Dates, Billing Zip Codes:**
  - At the point of sale terminal, the merchants may enter in the wrong CV2 Code (security code on the back of the P-Card), the wrong expiration date, or the wrong billing zip code.

- **Merchant Activity Code:**
  - All vendors are categorized according to commodity and service type. The vendor may fall into a restricted merchant category code.

- **Purchase Limits:**
  - The P-Cardholder may have exceeded the single and/or monthly transaction limit. Final Approvers must request all limit increases for P-Cardholders by sending an email request to pcardhelp-l@csun.edu or access the pcardhelp link located on the Purchasing website.

**DISPUTED TRANSACTIONS**
Dispute situations are defined as a disagreement between the merchant and the P-Cardholder where the P-Cardholder is asking for the Issuer’s assistance. Visa regulations offer assistance with a variety of dispute reasons.

Disputed transactions must still be approved in U.S. Bank Access Online. Once the dispute has been initiated, the P-Cardholder and Final Approver must approve the transaction by the [U.S. Bank Reconciliation Schedule][1] deadline even if the dispute has not yet been resolved.

Some of the more common reasons are:

- **Duplicate processing**: The P-Card has been charged for a transaction twice when only one charge was authorized.
- **Merchandise or service not received**: The P-Card has been charged for a transaction but the merchandise or service has not been received.
- **Merchandise returned**: The P-Card has been charged for a transaction but the merchandise has been returned and there has been no credit given by the merchant.
- **Unrecognized**: The P-Card has been charged for a transaction that is not recognized. A copy of the documentation received from the merchant to certify the charge (sales draft) will be sent to the P-Cardholder for review.

Before disputing or questioning a charge on the statement, validate that you have noted/taken the following actions:

- P-Cardholder is responsible for resolving disputes.
  - Attempt to contact the merchant to resolve the issue.
  - Document all interactions with the merchant (names, dates, responses).
- Dispute cases need to be initiated by the P-Cardholder within 60 days from the post date on the statement. **Failure to do so will forfeit the disputed charge and the P-Cardholder will not be issued a credit.**
- Foreign transactions may post for more or less than your receipt.
- Review receipts for the amount in question as it may have posted to the statement with a different merchant name or with a different amount.
- Unauthorized transactions must be reported to U.S. Bank Card member services at (800) 344-5696. U.S. Bank will assess the proper action to be taken including a dispute or fraud case.

**REPORTING FRAUDULENT CHARGES**

Immediately contact U.S. Bank Customer Service at (800) 523-9078 and email the request to pcardhelp-l@csun.edu or access the pcardhelp link located on the Purchasing website.

- The P-Card account will be closed and transferred to a new P-Card. A new P-Card will be mailed to the P-Card Program Administrator. The P-Card Program Administrator will contact the P-Cardholder when the P-Card has arrived and is ready for pick up.
- U.S. Bank will send a Statement of Fraud (SOF) to the P-Cardholder to report the fraudulent charges. The SOF will be mailed to the system address in U.S. Bank Access Online. The P-Cardholder should verify the address is updated by clicking on My Personal Information in U.S. Bank Access Online.
- **An Affidavit must be completed and returned by the P-Cardholder and mailed directly to U.S. Bank Fraud Department within ten days.**
- Upon receipt of the Affidavit, U.S. Bank will issue a credit for the fraudulent charge. The P-
Cardholder may credit the amount back to the original posting chartfield account number.

- Fraudulent charges that appear on the P-Cardholder’s account statement in the U.S. Bank Access Online Transaction Management module require approval of the transaction.

PASSWORD RESETS

- Contact U.S. Bank Customer Support at (877) 887-9260 or
- Access the [pcardhelp link](https://example.com) located on the [Purchasing website](https://example.com) to:
  - Visit the [Frequently Asked Questions](https://example.com) page on how to reset passwords.
  - Log a request.
  - Email the P-Card Program Administrator at pcardhelp-l@csun.edu to reset a password.

PLACING ORDERS

Orders may be placed at the merchant's establishment, by telephone, fax, mail-order or via the internet. Transactions requiring waiver approval from Purchasing & Contract Administration must be obtained prior to purchase. Refer to the Transactions Requiring a Waiver section of this handbook. When placing orders, adherence to the following items is required:

- Request an original, itemized invoice/receipt with totals for each transaction.
- Invoice/receipt must be itemized and must match the total of the transaction appearing in U.S. Bank.
- To protect P-Card account information, always use a fax cover sheet. Phoning in the P-Card account information is preferred.
- The “Bill To” and “Ship To” address should be:
  - California State University, Northridge
  - 18111 Nordhoff Street
  - Northridge, CA 91330-(Department's mail code)
  - Attention: (P-Cardholder’s Name)

- Do not use the University FedEx account number. This will result in an invoice to be billed to the University versus the P-Cardholder’s credit card.

REPLACEMENT P-CARDS

For replacement of a worn or defective P-Card:

- Submit a request for a replacement P-Card by accessing the [pcardhelp link](https://example.com) located on the [Purchasing website](https://example.com) or send an email to pcardhelp-l@csun.edu.
- The P-Card Program Administrator will notify the P-Cardholder when the replacement P-Card is available for pick-up. P-Cardholder shall return the worn/defective P-Card in person at the time of picking up the new replacement P-Card. Worn/defective P-Cards shall not be returned through the campus interoffice mail.

EMPLOYEE TRANSFER OR SEPARATION FROM THE UNIVERSITY

Final Approver must notify the P-Card Program Administrator if a P-Cardholder will be separating from the University or transferring to another division. Include in the request the last work date of the P-Cardholder and the date the P-Card should be terminated. Requests can be submitted by accessing the [pcardhelp link](https://example.com) located on the [Purchasing website](https://example.com) or an email can be sent to the P-Card Program Administrator.
The following items will be needed:

- Upon transfer to another department, all receipts for pending transactions in the current billing cycle must be obtained and given to the Final Approver. The P-Card account will be closed. **The P-Card must be returned in person to the P-Card Program Administrator. Do not return a P-Card through the interoffice mail.**

- Upon termination of employment from the University, the P-Cardholder must submit all receipts for transactions in the current billing cycle to the Final Approver. The P-Card must be returned to the P-Card Program Administrator with the HR Employee Separation Form, as part of the separation/clearance process as outlined by the Office of Human Resources. The P-Card account will be closed. **Do not return a P-Card through the interoffice mail.**

Upon notification of a terminated or separated employee, the P-Card Program Administrator will contact the Final Approver to confirm that the P-Cardholder approved any pending transactions in the current billing cycle appearing in U.S. Bank Access Online.

The P-Card Program Administrator will deactivate the P-Card account and access in U.S. Bank Access Online and Staples.

## ESTABLISH A NEW FINAL APPROVER

The Financial Manager (College or Division) may submit an email request to establish a Final Approver account to **pcardhelp-l@csun.edu**. The email request must include the following:

- Building/Mail Code
- College/Department
- Department ID Numbers
- Email Address
- Final Approver’s Name
- Final Approver’s Title
- Fund Numbers
- Name of Previous Final Approver
- Phone Number

**Note:** A subordinate cannot be designated as a Final Approver in U.S. Bank Access Online. In accordance with the **Authorized Fund Authorization** requirements, all Approvers in U.S. Bank are required to have an **Authorized Signature Form** on file with Financial Services and/or an approved **State Trust Account Application**.

Upon receipt of all required documents, Purchasing & Contract Administration will establish a Final Approver account.

## P-CARD USES

### PROHIBITED TRANSACTIONS (BY STATE AND CSU REGULATIONS)

- Alcoholic beverages, ammunitions, tobacco, controlled substances, firearms and narcotics purchases.
- All commodity purchase orders greater than $1,000 (total cost of order) for services (i.e., assembly, disassembly, set in-place and installation) that includes prevailing wages. This also pertains to orders for installation of new fencing, sprinklers, carpeting, etc.
• Cash advances, cash refunds for returned merchandise, store credits.
• Consulting services, whether provided by an individual or a consulting firm.
• Drones.
• Electronic communication devices including but not limited to cell phones and hot spots.
• Equipment that requires the purchase of additional cellular service (including but not limited to):
  o iPads
  o Laptops
  o Notebooks
  o Touchpads
• Equipment valued at $2,000 or more (unit price inclusive of sales tax), with or without installation.
• Gifts or items of a personal nature. Gifts or items of a personal nature purchased for University personnel are prohibited. The only department authorized to purchase gifts or items of a personal nature for University personnel is Human Resources (e.g., employee service awards and employee of the year awards). University personnel are defined as student assistants, staff, faculty or administrators. Gifts or items of a personal nature are defined as, but not limited to, greeting cards, awards or plaques, flowers or plants, food or drink, party supplies, holiday decorations, microwaves, refrigerators, coffee makers, etc. For further details, see the Purchasing Handbook (Prohibited Practices).
• Goods or services for personal use. The employee will be directed to immediately reimburse the University for the purchase.
• Maintenance/Service/Lease Agreements/Renewal Contracts (e.g., copiers, software license renewals, subscriptions/licenses paid in advance of Fiscal Years (“prepaid”)) must be submitted via a requisition.
• Payments to international vendors.
• Public works, construction, repair or remodeling of State buildings.
• Splitting purchases to circumvent purchase limits.
• Travel expenses including registration fees, off-campus training costs, conference seminar fees and lodging.

TRANSACTIONS REQUIRING A WAIVER (PER CAMPUS POLICY)

The following transactions require waiver approval from Purchasing & Contract Administration prior to purchase. Waivers shall be submitted via email to pcardhelp-l@csun.edu or by accessing the pcardhelp link located on the Purchasing website.

• Agreements
  o All purchases (including “free” items) that require an agreement to be executed must be reviewed and signed by Purchasing & Contract Administration prior to the purchase. These may include but are not limited to equipment rentals, music score rentals, banquet and hotel agreements for conferences, etc.
  o A copy of the agreement shall be included with the P-Cardholder’s waiver request for review and approval.

• Chemicals/Hazardous Materials
  Per CSUNs Hazardous Material Procurement Program, P-Cards may be used for the purchase of hazardous materials with an approved waiver under the following conditions:
  o The hazardous materials are infrequently needed
  o The hazardous materials are available only from specialty vendors
There are no established Blanket Purchase Orders in place with vendors who can supply the majority of a College’s or Department’s hazardous materials needs.

A current P-Card waiver approved by EH&S and P-Card Help is in place.

A copy of the approved Hazardous Materials Requiring Approval Form must be included with the P-Cardholder’s waiver request for review and approval.

- **Computers**
  - All computer-related hardware under $2,000; unit price inclusive of sales tax (e.g., touchpads, notebooks, desktops, laptops, servers, etc.).
  - Computer supplies do not require a waiver (e.g., cables, monitors, keyboard, etc.). Please visit the list of items that have been pre-approved for purchase and DO NOT require an ICT procurement form submission. These items have been vetted by the ATI Procurement Committee as either low accessibility impact or as not falling into the criteria of ICT. More information on what technologies fall under ICT can be viewed on Universal Design Center’s website.

- **Equipment**
  - Equipment in compliance with the Accessible Technology Initiative regardless of the total purchase value (includes free items). Please see link for Pre-Approved ICT forms.
  - Equipment valued under $2,000; unit price inclusive of sales tax, purchased with a warranty. Warranties may require vendors to come on campus to perform services.

- **Furniture**
  - All furniture orders that include services (i.e., assembly, disassembly, set in-place and installation).

- **Gift Cards/Tickets for Educational Programs**
  - Approval for these items must be obtained from the Financial Approver. A copy of the memo or email received from the Financial Approver authorizing the purchase of gift cards/tickets must be provided with the waiver request.
  - All gift card and ticket purchases require the Gift Card/Ticket Recipient Log to be attached to the monthly P-Card Reconciliation Packet that includes the following information:
    - Date received
    - Dollar amount of each gift card
    - Gift card account number
    - Name of recipient/student
    - Signature of the recipient receiving the gift card
    - Student ID number, if applicable
  - Gift cards and tickets shall be used immediately for the intended purpose of the purchase and must be used in the same Fiscal Year that they were purchased.
  - Unused cards and tickets should be returned to the respective merchants for a refund or placed in a department safe for future use if refunds are not available. Unused cards shall be recorded on the new recipient log and submitted to Accounts Payable.

- **Meals and Light Refreshments**
  - Purchases of this nature must be for programmatic purposes only.
  - The P-Card cannot be used for hospitality events/expenses.
  - All food purchases require justification by providing the programmatic event on the invoice or in the comments section of U.S. Bank Access Online.
    - Further supporting documentation to include when applicable: event flyer, meeting agenda and general details, list of attendees, etc.
If the purchase of food involves catering services, a waiver approval is required due to insurance requirements. The waiver number must be noted on the receipt or in U.S. Bank Access Online. Pick up and curbside delivery of food items do not require a waiver. Curbside deliveries shall be from designated CSUN parking lots only.

**Office Products Orders**
- The CSU’s exclusive office products vendor is Staples. Orders for office supplies shall be placed via Staples Advantage.
  - Exceptions:
    - If a purchase cannot wait for Staples’ next-day delivery, the P-Card may be used at a Staples store.
    - If the item is not available, please email pcardhelp-l@csun.edu or access the pcardhelp link located on the Purchasing website.
    - If Staples does not have the items needed, the P-Card may be used to purchase from another office supply retail location. These purchases require justification and the programmatic event must be noted on the receipt or in the comments section in U.S. Bank Access Online.
- Amazon Purchases:
  - Items that are noted as “Company Restricted” require approval prior to purchase. Please contact Purchasing & Contract Administration (x2301) or the P-Card Program Administrator (x5916).

**Lamps, Portable Heaters, Fans, Air Purifiers and Humidifiers**
- Approval for these items must be obtained from Physical Plant Management (PPM).
- A copy of the written memo or email received from PPM approving the purchase of these items must be included in the P-Cardholder’s waiver request for review and approval.

**Services of Any Nature (Performed On or Off Campus)**
- Insurance requirements apply for any type of service. Services may include but are not limited to equipment repairs, printing, mailing services, catering, imprinting on company assets (e.g., apparel and promotional items), and installation services.

  **Note:** Promotional items do not need insurance and therefore a waiver is not required unless the CSUN logo is used and/or the total value of the promotional order is $5,000 and above. Promotional items include but are not limited to pencils, pens, swag, etc.
- For questions on what constitutes a service, contact the campus Risk Management Department (x6830).
- To identify vendors who already have insurance on file with the University, contact Purchasing & Contract Administration (x2301). **Note:** Waiver approval is required prior to purchase.

**Software, Software Licenses and Online Subscriptions**
- Software/Licenses/Online Subscription purchases will require an Accessible Technology Procurement Form, regardless of total order value (includes “free” items). Some Web Applications and Cloud Services, however, have been pre-approved for purchase and **DO NOT** require an ICT procurement form submission nor a waiver (PRE-APPROVED ICTs). For the items listed in this section, you are required to review and sign the Plan for Alternate Access (PAA) through Adobe Sign. Ultimately, **it is your department’s responsibility** to ensure accessibility compliance for these ICT products. You must review the findings listed in this plan and ensure these ICT products area comply with accessibility guidelines.
Excludes renewals for maintenance and software and software/licenses paid in advance of Fiscal Years (prepaids) and software that includes the use of Level 1 or Level 2 data, or Cloud Base Software all of which must be submitted via a requisition.

**INFRINGEMENTS/NON-COMPLIANCE**

Failure to submit a complete P-Card Reconciliation Packet by the deadline according to the [U.S. Bank Reconciliation Schedule](#) may result in the following penalties to the P-Cardholder’s account:

- **First** late submission: Automatic suspension, pending receipt of P-Card Reconciliation Packet in Accounts Payable.
- **Second** late submission: Automatic suspension for thirty days. P-Card Reconciliation Packet is required to be turned in regardless of suspension period.
- **Third** late submission: Permanent revocation of the P-Cardholder’s privileges.

Failure to comply with the transactional procedures in this guide will result in the following infractions/penalties to the P-Cardholder’s account:

- **First** infraction: Warning email notifying the P-Cardholder of the specific infraction and what should have occurred.
- **Second** infraction: Warning memo notifying the P-Cardholder of the specific infraction and what should have occurred.
- **Third** infraction: Temporary revocation of the P-Card privilege for a minimum of three months. Prior to their P-Card being reactivated, the P-Cardholder will be required to complete a P-Card Refresher Training.
- **Fourth** infraction: Permanent revocation of the P-Card privilege.

The P-Cardholder, Manager and Final Approver will be copied on all correspondence regarding infractions and non-compliance.

In accordance with [Procurement Cards: Executive Order (EO) 760](#), the P-Card Program Administrator reserves the right to determine the appropriate disciplinary action to suspend or permanently revoke the P-Card delegation when warranted.

**P-CARD PROGRAM RESOURCES**

- [Hospitality Expenses vs. Program Expenses Matrix](#) - Matrix of allowable events for payment with hospitality and programmatic funds.
- [Lost/Itemized Receipt Form](#) - Form for lost, missing, or non-itemized receipts.
- [P-Card Account Request Form](#) - Application to establish a new P-Card account.
- [P-Card Program Agreement](#) - Agreement signed by all P-Card holders that acknowledges the P-Cardholder has attended the mandatory P-Card training and agrees to abide by the guidelines of the P-Card program.
- [Procurement Matrix](#) - Quick reference guide for purchases related to Direct Pay, P-Card Waivers, Prohibited Transactions and Requisitions.
- [U.S. Bank Access Online](#) - Portal to view, approve and reconcile P-Card transactions. Organization Short Name is “CSUCA.”
REFERENCES

E.O. 760 Procurement Cards
E.O. 1031 Systemwide Records/Information Retention and Disposition Schedules Implementation
HR 2013-02 Conflict of Interest Annual Filing
ICSUAM 3601.01 Travel Policy
ICSUAM 5205.00 Low Value Purchases
ICSUAM 5250.00-Procurement Cards (University Liability Credit Cards)