Purchasing Card (PCard) Guidelines

6.11.13
# TABLE OF CONTENTS

**GENERAL INFORMATION: THE PCARD PROGRAM SUMMARIZED** .............................................................................................................2

**PCARD PROGRAM ROLES AND RESPONSIBILITIES AT STEVENS** .............................................................................................................3

  - CARDHOLDER ..................................................................................................................................................................................3
  - AUTHORIZED APPROVER (CARD APPROVER) ..........................................................................................................................3
  - PCARD ADMINISTRATOR ...........................................................................................................................................................3

**CONTACTS** ....................................................................................................................................................................................4

**WHO WILL HAVE A PCARD?** ............................................................................................................................................................4

**CARDHOLDER RESPONSIBILITIES** .....................................................................................................................................................5

  - BEFORE THE PCard IS CARD ISSUED ........................................................................................................................................5
  - ACTIVATING THE PCard ..................................................................................................................................................................5

  - USING THE PCard ........................................................................................................................................................................6
    - Sales Tax Exemption........................................................................................................................................................................6
    - Types of Transactions....................................................................................................................................................................6
      - In-Person transactions........................................................................................................................................................................6
      - Telephone or Online ....................................................................................................................................................................6
      - Overseas Transactions..................................................................................................................................................................6

  - PCard Security Fraud Prevention ..................................................................................................................................................7

**DOCUMENTING YOUR TRANSACTION: RECEIPT RETENTION** ......................................................................................................7

**CARDHOLDER ONLINE RECONCILING AND EXPENSE ALLOCATION** .................................................................................................8

  - Reconciling/ActivePay ........................................................................................................................................................................8
    - Non-business related Transactions ..................................................................................................................................................8
    - Unauthorized Transactions ..............................................................................................................................................................8
    - Incorrect Dollar Amount on Transaction ........................................................................................................................................8
    - Product Not Received ....................................................................................................................................................................8
    - Credit not applied to your Statement ........................................................................................................................................9

  - Expense Allocation ........................................................................................................................................................................9

**FORMS** ......................................................................................................................................................................................10

  - STEVENS PURCHASING CARD - EMPLOYEE ENROLLMENT FORM ..............................................................................................................11
  - PNC BANK PURCHASING CARD - EMPLOYEE USAGE AGREEMENT .................................................................................................12
  - PURCHASING CARD BILLING INQUIRY FORM ...................................................................................................................................13
  - PURCHASING CARD MISSING RECEIPT FORM ..................................................................................................................................14
General Information: The PCard Program Summarized

The Stevens Institute of Technology Purchasing Card (PCard) program is designed as an efficient means for Stevens’ employees to make business purchases, including those related to business travel.

The PCard gives buying power directly to those employees who the University deems as needing it.

The PCard is:
- A VISA card issued and managed by PNC Bank
- Intended for business purposes only and may not be used for personal purchases
- Only to be used by the authorized user(s).
  - If a PCard is issued to an employee in their name, they are the authorized user.
  - If the PCard is issued in the name of a Department, Organization or Club, the authorized users are defined and controlled by the PCard’s designated administrators

The cardholders and designated administrators are responsible for:
- Treating the PCard with the same level of care as a personal credit card
- Performing monthly online reconciliations which includes submitting receipts and allocating expenses to the appropriate Stevens’ accounts and object codes

The PCard cycle ends on the last day of each month. Transactions must be allocated by the cardholder by the 7th day of the following month. Not doing so, can result in PCard suspension and/or PCard termination. Please note there is online access to each account so allocation can be done throughout the month.

The Authorized Approver will be required to review and approve the allocations by the 11th day of the month.

The PCards have dollar limits per transaction, as well as a dollar limit per month. These limits are determined when the card is first-issued. Limits can be changed on an as-needed basis by contacting the PCard Administrator with approval from the cardholder’s Dean or Department Head.
PCard Program Roles and Responsibilities at Stevens

Cardholder
This is the named individual or department on the face of the PCard.

- The cardholder is responsible for the safety and appropriate use of the PCard, as well as the monthly reconciliation and allocation of transactions
- In the case of a department PCard, the designated Dean or Department Head shall be responsible for the usage and allocation of expenses.

- Each cardholder is responsible for all transactions identified on their statement
- If an audit is conducted, the cardholder must be able to produce receipts and/or proof of the transaction
- It is the cardholders’ responsibility to safeguard the PCard and PCard’s number.

If a PCard is lost or stolen, the cardholder must notify the PCard Administrator immediately. If the PCard Administrator is not available, the cardholder should contact PNC Bank directly at 800-685-4039. PNC will ask you for a 4-digit security code. This is the code you used to activate your PCard.

Authorized Approver (Card Approver)
This is the person designated by the department to:

- Review PCard transactions within area of responsibility to ensure appropriateness
- Verify that the statement and all receipts are submitted by the specified due dates
- Approve and submit the reconciliations and expense allocations

Each month, after the cardholder has logged into ActivePay and reconciled and allocated transactions the Authorized Approver must log in and review, approve and submit the reconciliations and allocations.

PCard Administrator
This is the individual designated by Stevens to manage the issuance of new PCards, PCard renewals and PCard cancellations.
Contacts

<table>
<thead>
<tr>
<th>Role</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCard Administrator at Stevens</td>
<td>201-216-5132</td>
</tr>
<tr>
<td>Available during regular business hours</td>
<td><a href="mailto:pcard@stevens.edu">pcard@stevens.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>PNC Bank Customer Service</td>
<td>800-685-4039</td>
</tr>
<tr>
<td>Available 24 hours a day, 7 days a week</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>ActivePay</td>
<td><a href="https://www.pncactivepay.com/">https://www.pncactivepay.com/</a></td>
</tr>
<tr>
<td></td>
<td>Accessed with User name,</td>
</tr>
<tr>
<td></td>
<td>Password and Organization ID</td>
</tr>
</tbody>
</table>

Who will have a PCard?

Deans or Department Heads can approve personnel within their areas to be cardholders. Anyone requesting a PCard will need to contact the PCard Administrator to complete a Stevens Purchasing Card Employee Enrollment Form.

Cardholders are employees who travel frequently, host off-campus donor, alumni, or student events, make travel arrangements for others, make business purchases for their departments or purchase items for student clubs and activities. Named PCardholders cannot be students.
Cardholder Responsibilities

Before the PCard is card issued

Prior to PCard issuance, potential PCard holders must take the following steps:

• Attend a mandatory PCard training session, conducted by the PCard Administrator

• Submit completed and approved Stevens Purchasing Card Employee Enrollment form (This form must be approved by the Dean or Department Head and submitted to the PCard Administrator. A copy of this form can be found in the appendix.)

• Complete and sign a PNC Bank Purchasing Card – Employee Usage Agreement indicating the PCard understands the procedures and responsibilities associated with the PCard. (A copy of this form can be found in the appendix.)

Activating the PCard

There is an activation sticker on the face of the PCard.

• An activation code will be provided by the PCard Administrator upon issuance of the PCard.
• Contact the toll-free number on the sticker to activate the PCard.
• Sign the PCard after activation.
  ➢ A non-activated account will be declined for all purchase attempts.
Using the PCard

The PCard has special controls built into the PCard to prevent misuse. The approval process will verify that your PCard is active, has available credit, and that the vendor is approved. If the card is declined, contact PNC Bank’s Customer Service, the phone number is located on the back of the PCard. You will be asked for your 4 digit activation code.

Sales Tax Exemption

- Based on its tax-exempt status, Stevens has been granted an exemption from payment of state sales tax on the goods and services it purchases. At the time of purchase, Stevens’ may be required to show its sales tax exemption number, which is printed on the front of the PCard. If a copy of Stevens’ tax-exempt certificate is required, please contact the PCard Administrator.

- When purchasing goods or services on behalf of Stevens, whether through the PCard or other means, check to see you are not charged sales tax. If you have questions about the applicability of the sales tax exemption, contact the PCard Administrator.

- Expenses incurred for transportation (plane, rail, etc.), hotel and meals are **not** exempt from sales tax.

Types of Transactions

**In-Person transactions**

1. Advise the Vendor that the purchase will be tax exempt
2. Obtain a sales receipt
3. Secure the signed receipt plus detailed receipt for all purchases

**Telephone or Online**

1. Advise the vendor that the purchase will be tax exempt
2. Obtain a confirmation/order number or a person’s name for verification of purchase
3. If possible, request a receipt of confirmation via fax, mail, or email from the supplier
4. If your PCard is declined, contact the PCard Administrator for further assistance

**Overseas Transactions**

1. Transactions that occur outside the country carry a high risk of decline
2. One week prior to your travel, notify the PCard Administrator of your travel plans
3. The bank will be contacted and the likelihood of declines will be greatly decreased
PCard Security Fraud Prevention

There are many things you can do to avoid becoming a victim of PCard fraud, including:

- Sign the back of PCard upon issuance from the PCard Administrator
- Check your PCard statements for unfamiliar transactions
- At the conclusion of the transaction, obtain a receipt
- Retain any receipts you get from a PCard transaction and reconcile them with your monthly PCard account statements
- Be sure to get your PCard back after each use
- Be sure you can see your PCard at all times when it's being used for a transaction.
- If you're shopping online, be sure the website you're visiting is secure (indicated by https://) before you enter your PCard number
- Don't allow anyone else to use your PCard
- Know where your PCards are at all times, and never leave your wallet or purse unattended

Documenting Your Transaction: Receipt Retention

Backup documentation is required for all PCard transactions. Cardholders should retain original receipts. Scanned copies of all receipts will need to be entered by the cardholder as part of the reconciliation process.

Business and travel receipts must include the purpose for the transaction. All dining receipts should include the business purpose of the event, all persons present, and the details of the expenses including quantities and items ordered.

In the event the original receipt is lost, contact the Vendor to attempt to obtain a copy of the missing receipt. If a copy cannot be obtained, a Purchasing Card Missing Receipt Form must be completed and submitted with the statement. A copy of this form can be found in the appendix.
Cardholder Online Reconciling and Expense Allocation

Reconciling/ActivePay

- The ActivePay website is accessed with a username, password and organization ID.
- Statements will be available online and must be reviewed and reconciled by the cardholder and the Authorized Approver. Please note there is online access to each account so viewing and allocation can be done throughout the month.
- Online reconciliation and expense allocation is done on the ActivePay website: [https://www.pncactivepay.com/](https://www.pncactivepay.com/). Statements can be retrieved from the ActivePay website under Quick Links, Statements.
- All receipts must be scanned and attached to each online statement.
- Transactions should be reviewed for validity. Cardholders are responsible for all transactions identified on their statement. Cardholders must be able to produce receipts or proof that the transaction occurred.
- If you do not have a receipt, a Purchasing Card Missing Receipt Form needs to be completed by the cardholder and approved by the Authorized Approver and attached to the online statement. A copy of Purchasing Card Missing Receipt Form can be found in the appendix.
- If an error is found, the cardholder is responsible to correct the error or show that the dispute process has been invoked. Common errors include:

  **Non-business related Transactions**
  The cardholder will be held personally liable for transactions that are made by them with the card that are not authorized or business related.

  **Unauthorized Transactions**
  If you do not recognize a transaction or a group of transactions, contact the PCard Administrator immediately to begin the dispute process. Your PCard number may have been compromised and your account may need to be closed. A copy of the Purchasing Card Billing Inquiry Form can be found in the appendix.

  **Incorrect Dollar Amount on Transaction**
  Contact the vendor to find out why it is different than your receipt. The vendor should adjust the charge to your signed receipt. If they are going to issue a credit, make sure you get a copy of the credit slip. If you are unable resolve the issue with the vendor, contact the PCard Administrator.

  **Product Not Received**
  If a product hasn’t been received and it appears on your statement, the vendor may not have sent it yet. The item may also have been lost during shipment.
Contact the vendor immediately and find out when and where your shipment was sent. If you are unable to resolve the issue with the vendor, complete the Purchasing Card Billing Inquiry Form and send to the PCard Administrator.

*Credit not applied to your Statement*

The merchant may have not submitted the credit in time to post to your current statement. Contact the merchant and inquire about the status of your credit. If you are unable to resolve the issue with the vendor, contact the PCard Administrator. It is the cardholders’ responsibility to ensure proper credits are received and to make follow up calls if necessary. If you are unable to resolve the issue with the Vendor, contact the PCard Administrator.

**Expense Allocation**

- Each transaction must be allocated to the appropriate KFS account number and object code.
  - The due date for the cardholder to complete the Expense Allocation is the 7th of the month.
  - The due date for the Authorized Approver to review and approve the Expense Allocations is the 11th of the month.
  - Transactions not allocated by the due dates will be charged to the default KFS account number that was assigned when the PCard was issued.
- Expense Allocation can be done at any time after the charge appears in ActivePay, but before the allocation due dates. (The 7th and 11th of each month)
Forms

Pictures of these forms are found on the next four pages:

- Stevens Purchasing Card - Employee Enrollment Form
- PNC Bank Purchasing Card – Employee Usage Agreement
- Purchasing Card Billing Inquiry Form
- Purchasing Card Missing Receipt Form

Electronic fillable versions the forms can be found on this web page:

  http://www.stevens.edu/sit/finance/processes-forms

Complete PCard information can be found at either of these web pages:

  http://www.stevens.edu/sit/finance/policies-guidelines
  http://www.stevens.edu/sit/finance/processes-forms
Stevens Purchasing Card - Employee Enrollment Form

Stevens Purchasing Card
Employee Enrollment Form

The Stevens Purchasing Card (PCard) issued to you is subject to the following terms and conditions:

1. With the PCard you will be making financial commitments on behalf of the University.
2. You understand the University is liable to PNC Bank for all charges made on the PCard.
3. You must use the PCard for approved purchases only and must not make personal purchases. The University will audit the use of the PCard and take appropriate actions on any discrepancies.
4. You have been given a copy of The Stevens Purchasing Card Guidelines. You are required to adhere to these guidelines in using the PCard. Failure to do so may result in revocation of your PCard privileges and other disciplinary action including termination of employment.
5. You must return the PCard immediately upon request or upon termination of employment (including retirement). Should there be a change to the KFS Account Number for which the PCard has been issued, you must notify the PCard Administrator.
6. If a PCard is lost or stolen, the cardholder must notify the PCard Administrator immediately. If the PCard Administrator is not available, the cardholder should contact PNC Bank directly at 800-685-4039.
7. Stevens Institute of Technology may change these terms and conditions or its guidelines concerning the use of the PCard.

Employee Information:

<table>
<thead>
<tr>
<th>Employee Name (please provide)</th>
<th>Employee Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Phone Number</th>
<th>KFS Account Number</th>
</tr>
</thead>
</table>

Card Approver Information

<table>
<thead>
<tr>
<th>Card Approver's Name (please provide)</th>
<th>Card Approver's Phone Number</th>
</tr>
</thead>
</table>

Departmental Approval

<table>
<thead>
<tr>
<th>Department Head (please provide)</th>
<th>Department Head Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Please send completed form to pcard@stevens.edu
Employee Usage Agreement

Your participation in the Visa Purchasing Program is a convenience that carries responsibilities. Although the card is issued in your name, it should be considered company property and should be used with good judgement. Your signature below verifies that you understand the Visa Purchasing Program guidelines outlined below and agree to comply with them.

1. The Visa Purchasing Card is provided to employees based on their need to purchase business-related goods and services. A card may be revoked at any time based on change of assignment or location. The card is not an entitlement nor reflective of title or position.

2. The card is for business-related purchases only, personal charges are not to be made to the card.

3. You are the only person entitled to use the card and are responsible for all charges made against the card.

4. Improper use of the card can be considered misappropriation of company funds which may result in disciplinary action, up to and including termination.

5. All charges are billed directly to and paid directly by the company. Any personal charges on the card could be considered misappropriation of company funds since the cardholder can not pay the bank directly.

6. Cardholders are expected to comply with internal control procedures in order to protect company assets. This includes keeping receipts, reconciling Visa Purchasing monthly memo statements and following proper card security measures.

7. Cardholders are responsible for reconciling their Visa Purchasing monthly memo statement and resolving any discrepancies by contacting the supplier first and then the bank.

8. Each account is assigned a cost accounting code by management and purchases may be automatically charged to that code. The code can only be changed by management approval. If changed, a new accounting code does not affect past charges, only future charges.

9. If a PCard is lost or stolen, the cardholder must notify the PCard Administrator immediately. If the PCard Administrator is not available, the cardholder should contact PNC Bank directly at 800-665-4039.

10. A cardholder must surrender the card upon termination of employment (i.e., retirement or voluntary/ involuntary termination). At this point, no further use of the account is authorized.

_________________________  __________________________
Cardholder signature     Program Administrator signature

_________________________  __________________________
Cardholder printed or typed name     Program Administrator printed or typed name

_________________________  __________________________
Date     Date
Purchasing Card Billing Inquiry Form

Purchasing Card Billing Inquiry Form

If you believe an item on your on line statement is in error, complete and sign this form. We must hear from you no later than 60 days from the date of the statement where the error or problem first appears. Please be as complete as possible when explaining your inquiry and remember to include relevant documents. Insufficient documentation may delay the resolution of your inquiry. Also, please be sure to make a good faith effort to resolve with the merchant prior to filing a dispute.

Primary Cardholder Name (Please print): ________________________________

Daytime Phone: ________________________________

Card No: ____________ - ____________ - ____________ - ____________

Transaction Date: ________________________________

Post Date: ________________________________

Amount in question: ________________________________

Merchant Name: ________________________________

Primary Cardholder Signature: ____________________________ Date ________________

Check the ONE box below that best fits your situation and supply the requested items or information.

☐ 1. A credit for $___________ was not applied to my card number. (Attached credit slip)

☐ 2. The amount charged to my card number is incorrect. The correct amount is $___________ (Attach copy of the sales slip that shows the correct amount)

☐ 3. I certify that the charge listed above was not made by me or any person authorized by me. Nor were the goods or services for this charge received by me or anyone authorized by me. The Card (circle one) is/is not in my possession. (Attach detailed letter outlining your attempts to resolve with merchant)

☐ 4. Although I did participate in a transaction with the merchant, I was billed for additional transactions which I did not authorize. The valid charge was billed to my card number on ____________ (date). (Attached copy of the authorized sales slip)

☐ 5. I have not received the merchandise that was to have been shipped to me. Expected date of delivery was ____________ (date). I contacted the merchant on ____________ (date) and the merchant's response was ____________________________

☐ 6. I have (circle one) returned/canceled merchandise on ____________ (date) because ____________________________ Please provide proof of return/cancellation. If this is a hotel reservation, please provide cancellation number.

☐ 7. Merchandise that was shipped arrived damaged and/or defective on ____________ (date). I returned it on ____________ (date). Please provide merchant response.

☐ 8. My card was used to secure this purchase; however, payment was made by cash, check or other credit card. Please provide a legible copy of front and back of canceled check, cash receipt, or card statement showing the transaction.

I have reviewed the above information for Bank action

Program Administrator's Signature ____________________________ Date ____________________________ Phone ____________________________
Purchasing Card Missing Receipt Form

This form is to be completed and scanned into ActivePay as part of the monthly reconciliation in lieu of the original receipt(s).

<table>
<thead>
<tr>
<th>Cardholder Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
</tr>
<tr>
<td>Card Number (last 4 digits):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Vendor Name</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I certify that the amounts shown above were expended for Stevens Institute of Technology Business purposes:

Cardholder signature: __________________________ Date: ____________

Person Responsible for Statement Review

Signature: __________________________ Date: ____________

---

ADMINISTRATIVE USE ONLY

Notes