

***The Florida
State University***

Purchasing Card

USER'S MANUAL

FSU Purchasing Department

Revised, April 2007

FLORIDA STATE UNIVERSITY PURCHASING CARD PROGRAM CONTACTS

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The procedures contained in this manual apply to all university employees who have been issued a Florida State University Purchasing Card or who have direct or delegated responsibilities under the Purchasing Card system.

I. GENERAL

Purchasing cards may *only* be used for commodities for *official, state-related purposes*. Purchases must follow appropriate state laws and guidelines and must be made with reasonable judgment. If there is a question about the official purpose of a purchase or if the use of the purchasing card to make a purchase is questionable, contact the Purchasing Department or the Purchasing Help Desk at (850) 644-6850 for clarification prior to making the purchase.

Cardholder and Cardholder/Approver Eligibility: The FSU/Visa Purchasing Card will be made available to all permanent USPS, A&P, OPS (must have current FSU employee ID) or Faculty members, with the consent of the person's Dean or Department Head and supervisor. FSU/Visa Purchasing Card cardholders, and those who are appointed to approve the charges made to the card, must be individuals of unquestioned honesty and integrity, who have consistently demonstrated the ability and willingness to follow University policies and procedures. Individuals who do not meet all of the above criteria shall not be issued a Visa Purchasing Card, and shall not be named to approve the charges of others.

The P-card is not a status symbol, and should not be treated as such. It should be issued only to individuals who are responsible for making purchases on behalf of their departments. It requires the cardholder to know purchasing rules and regulations and to be organized to the extent that complete records of all payments are available for audit at any time, without prior notification. Having a P-card is a privilege, not a right. The privilege may be withdrawn at any time, with good reason. The card may be suspended pending retraining, or it may be permanently revoked. As part of the cardholder application process, the cardholder will be advised of all their rights and responsibilities, including the possibility of firing, for misuse of the card.

ITEMS AVAILABLE ON UNIVERSITY AND STATE CONTRACTS MUST BE PURCHASED FROM THOSE MERCHANTS/VENDORS, UNLESS THE NEEDED COMMODITIES ARE NOT AVAILABLE THROUGH UNIVERSITY OR STATE CONTRACTS.

Any employee knowingly and willingly makes purchases or attempts to make purchases that violate state laws, university purchasing card policy, or procedures contained in this manual or assists another employee in such purchases, or fails to report the violation, may be subject to disciplinary action in accordance with Cardholder Agreement. The Office of Audit Services will be notified of these attempts.

Cardholders are encouraged to use certified State of Florida minority merchants, RESPECT (commodities made by blind or other physically challenged), PRIDE of Florida (commodities made by prisoners), and purchase commodities that are made of recycled material or of recycled content.

Contact the Purchasing Department at (850) 644-6850 for non-routine or questionable purchases before the purchase is made. For example, computer software/hardware that must meet specific requirements, critical delivery schedules, or assurance of compatibility with existing equipment, might require the use of a purchase order to ensure that specifications are met.

All transactions conducted within the State of Florida are exempt from State Sales and Use tax. The tax-exempt number is listed on each purchasing card. Federal or local taxes are not exempt. The cardholder should

always inform the merchant that the purchase is tax-exempt before the card is swiped and insure they are not charged taxes before signing any receipt.

Merchants are not authorized to charge the purchasing card until they have shipped the merchandise to the cardholder. Cardholders must make the vendors aware of this requirement.

The merchant should ship the delivery receipt and the item purchased directly to the cardholder or designated departmental receiving point. All receipts will be maintained at the department level.

DO NOT INSTRUCT THE VENDOR TO SHIP ITEMS TO THE FSU CENTRAL RECEIVING OFFICE OR THE PURCHASING DEPARTMENT.

“Important Message from Bank of America Regarding Preset Spending Limit (\$999) and Merchant Category Codes.”

Merchant Responsibility: “Merchants ARE REQUIRED, by Visa rules and regulations, to obtain an authorization number for every transaction – whether manual or automatic (i.e. “knuckle buster” machine, card-swiper, over the telephone, over the Internet). If the merchant does not obtain an authorization #, the cardholder can dispute the transaction (in other words, the transaction is not automatically rejected without an authorization. #), and the cardholder is not liable. That’s why the P-card is so safe – even if a merchant breaks the rules and does not get an authorization #, the cardholder & company are not liable if they choose to dispute the transaction. The transaction is not automatically rejected because the transactions are usually legit; the merchant has simply failed to follow the rules”.

“Many merchants still use the old fashioned knuckle buster machine. P-card transactions are taken over the telephone and via the Internet and sometimes the electricity goes out, or the phone lines are down, or the computer is broken. The merchant is still required to obtain an authorization # before posting the transaction”. JW @ Bank of America

In short, NO AUTHORIZATION #, NO LIABILITY - if the transaction is disputed. For details on how to file a dispute Refer to the **CARDHOLDER STATEMENT OF DISPUTED ITEMS** in this manual.

University Payables and Disbursements and the Purchasing Department will perform periodic post audits of purchasing card activity. These audits will be performed on an unscheduled basis and without prior notice to the department.

Purchasing Cards will be immediately cancelled and destroyed for the following reasons:

- ❖ Cardholder terminates employment or transfers departments within the Florida State University;
- ❖ Cardholder no longer requires a Purchasing Card;
- ❖ Cardholder reports the loss or theft of Purchasing Card.
- ❖ Cardholder misuses the Purchasing Card

II. GUIDELINES

A. Card Issuance and Cancellation

The Purchasing Card Administrator (Purchasing) is responsible for all card issuance and cancellation.

- ❖ Cards are issued following the Purchasing Card Plan that is approved by the President of the University.

- ❖ Eligible employees may apply for a card by using the “Cardholder Profile Information” form. Their Dean, Director, or Department Head, Budget Manager, and immediate supervisor must also sign the form.
- ❖ Cards must be returned to the Purchasing Card Administrator (Purchasing) when cardholder changes departments within the University or terminates employment with the University, or when cardholder no longer requires a card.
- ❖ Cardholder can turn the P-Card in to the P-Card Administrator (Purchasing) on a Cardholder Termination Form.

B. Purchasing Card Limitations and Restrictions

- ❖ Cardholder profiles are determined by the Purchasing Card Administrators. Cardholder profiles determine how the card may be used.
- ❖ The Purchasing Card Administrator (Purchasing) is responsible for establishing and changing cardholder profiles.

C. Cardholder Transaction Information

❖ Individual Transaction Limit:	Limit	(Up to)
❖ Daily Dollar Limit:	\$999	\$2500 -With specific DDD written request)
❖ Cycle limit:	\$3,000	\$7500 -With specific DDD written request)
	\$10,000	\$15,000 -With specific DDD written request0

D. Cash Advances are Specifically Excluded From The Program

- ❖ Under no circumstances are cash advances on the Florida State University Purchasing Card allowed.

E. Purchasing Card Security

- ❖ **Use of the purchasing card is limited to the University employee whose name appears on the face of the card. The purchasing card should not be loaned to another person under any circumstances.** If a cardholder is absent for a period of time, the department should seek to obtain another card for a different designated employee, either temporarily or permanently. **Any cardholder sharing their card information or allowing another individual to use their card for purchases will have their cardholder privileges revoked.**

CARDHOLDERS MUST NEVER GIVE THEIR PURCHASING TO ANYONE ELSE TO MAKE PURCHASES OR SHARE THEIR CARD INFORMATION WITH ANYONE.

- ❖ **Each cardholder is responsible for the security of his/her card.** All precautions should be used to maintain confidentiality of all information relating to the card, such as the cardholder account number and expiration date. The account number should **never** be left in a conspicuous place.

F. Reconciliation of Charge Receipts

- ❖ Reconciliation between the cardholders charge receipts and what is reported as being charged by Bank of America must be prepared monthly.

- ❖ The Proxy must prepare reconciliation, **but in no case may a cardholder approve his/her own card charges**, and the cardholder and his/her supervisor must sign the monthly report attesting to the fact that all charges are valid and were initiated by the cardholder.
- ❖ Reconciliation will utilize reports generated by the electronic P-Card system currently in use. The Associate P-Card Administrator (Controller) will email this file on a monthly basis.
- ❖ The Associate Purchasing Card Administrator (Controller) and department managers are responsible for ensuring that each cardholder account is reviewed and approved monthly.
- ❖ The Proxy is responsible for maintaining the system prescribed for receipt retention and reconciliation.
- ❖ Cardholders, their supervisors, and Department Management should review reconciliation on a monthly basis to consider appropriateness of purchases.
- ❖ Internal control plans call for periodic internal audits of the program. Audits will take place without prior notice to the department.

G. The Payment Process

- ❖ The University is responsible for assigning persons to authorize payment of purchasing card charge receipts **daily**.
- ❖ Purchasing card Proxy must be independent of cardholders, must be knowledgeable regarding card procedures, and must report any “wrong-doing” to the card administrators.
- ❖ Purchasing card charges are received by the University on a **weekly** basis and should be authorized/paid no later than three (3) days from receipt of this file. Proxies will be notified via email of pending charges.
- ❖ Payments must be authorized and approved within three (3) working days of the charge receipt date. Proxies must put the charges in “Approved” status for payment or if the charge is to be disputed, in “Verified” status. Failure to process the charges by the fourth day, will result in the Purchasing Card Administrator (Controller) putting a “Forced” status on that charge.
- ❖ Purchasing card Proxy should have confirmation of receipt of goods from the cardholders before payment can be authorized.
- ❖ **If goods have been returned for credit a Bank of America credit should appear for approval on a subsequent transaction file. If the credit is not processed by the vendor, a dispute can be filed within 60 days of the original transaction.**
- ❖ Purchasing card Proxies are responsible for notifying the Associate Purchasing Card Administrator (Controller) when they and their back up will be absent or unable to process card charges for any reason. The card should not be used during the immediately prior to and throughout the period that both the Proxies are absent.
- ❖ Default accounting codes are automatically assigned to a given cardholder's default account unless the charges are distributed, to other accounts at the time of approval. If the charges must be put into “Forced” status by the Administrator, the default Dept Id and Fund will be used.

H. Training and Information

- ❖ All cardholders and Proxies must attend training or accomplish on-line training on the policies and procedures associated with the Purchasing Card Program. They must be informed on purchasing card statements and other sources of information relevant to the program. Cardholders and Proxies are responsible for enforcing all purchasing card policies.
- ❖ In the event a cardholder violates P-Card policies, there is a “three-strikes” policy established. There are two levels of offenses; 1) purchases made that violate purchasing card policy but may be authorized using another method of payment, such as a purchase order and 2) purchases made that would not be authorized regardless of the method of payment, such as personal use items.

The three strikes policy for both scenarios is as follows:

1) The first time a cardholder violates a policy of the purchasing card program, but the item(s) would be authorized for purchase using a different method of payment, the cardholder will be notified in writing of the offense, along with their supervisor and may need to take corrective action depending on the offense and reminded to reread the manual. Second offense, the cardholder will be notified in writing of the offense, along with their supervisor and DDD. Third offense, the cardholder will be notified, along with their supervisor and DDD of their immediate loss of card privileges and can only obtain reinstatement with specific request of the DDD and with retraining for the card program.

2) The first time a cardholder violates a policy of the purchasing card program and that purchase would not be authorized using any method of payment, the cardholder will be notified in writing and must take immediate corrective action. This will involve reimbursement using Foundation or personal funds, depending on circumstances of the purchase. Second offense, the cardholder will be notified in writing along with their supervisor and DDD, and must reimburse for the purchase. Third offense, the cardholder will be notified of their immediate loss of card privileges, along with their supervisor and DDD, and must reimburse for the purchase.

- ❖ If cardholder uses the card for personal gain or commits fraudulent use of the P-card, FSU reserves the right to revoke cardholder privileges immediately and take action as required. The Office of Audit Services will be notified of any suspected fraudulent activity on the P-Card.

I. Encumbrance

- ❖ The Purchasing Card Program was established, in part, to lessen the amount of paperwork and processing time currently needed for small dollar purchases. Therefore, purchasing card charges are not encumbered.

III. PROCEDURES

A. Deans, Directors, Department Heads, Immediate Supervisors and Budget Account Managers will:

1. Recommend potential Cardholders, Proxy and appropriate backups.
2. Ensure that potential cardholders are not assigned to Proxies who are related to them.
3. Sign the *Purchasing Card Application* form.
4. Sign the *Proxy Application* form.
5. Forward completed forms to the Purchasing Card Administrator (Purchasing).

6. Ensure that employees who will be issued a purchasing card or have been delegated responsibilities under the purchasing card system meet the purchasing card requirements and have duties or responsibilities commensurate with the established spending limits.
7. Notify the Purchasing Card Administrator (Purchasing) of changes in the cardholder, Proxy, or approver's status.
8. Ensure that cardholders who terminate employment or transfer stop using the purchasing card immediately upon notification of the termination or transfer, and review all outstanding purchasing card transactions with the appropriate approver prior to termination or transfer.
9. Collect purchasing cards during the exit interview from employees who terminate from or transfer within the university.
10. Collect cards and cut in half and submit with the *Cardholder Termination Form* to the Purchasing Card Administrator (Purchasing).

B. Cardholders will:

1. Accomplish University Purchasing Card training to acknowledge the responsibilities with respect to use of the card. The cardholder will be required to sign a *Cardholder Agreement*, when the card is issued, acknowledging these responsibilities.
2. Follow appropriate state laws and guidelines and use good judgment when making purchases. Abuse or misuse of this privilege can subject the cardholder to disciplinary action, up to and including dismissal from the University.
3. Ensure the physical security of the purchasing card and protect the account number. The purchasing card number must be not posted in the cardholder's work area. **Under no circumstances will a cardholder allow another individual to use the card or provide another individual with their card information.** If a purchasing card is lost or stolen, the cardholder will immediately notify the Bank of America at 1-800-300-3084 **AND** the Purchasing Department at (850) 644-6850. Lost or stolen cards reported missing over the telephone to Bank of America would be blocked immediately.
DO NOT HAVE BANK OF AMERICA ORDER A NEW P-CARD FOR YOU.
4. Contact the P-Card Administrator (Purchasing) to obtain a replacement card through the bank.
5. At time of purchase, request State Sales and Use taxes not to be charged to the purchasing card account. Show (read, if on telephone) the merchant the sales tax exemption number on the front of the purchasing card. The Tax-Exempt Certificate copies are available to you in the Purchasing Department, (850) 644-6850. (If merchant insists on charging tax, purchases may still be made at the cardholder's discretion).
6. Obtain, sign and forward purchasing card receipts within three (3) work days of purchase, to their Proxy for monitoring of charges. If a receipt is or the cardholder cannot obtain a receipt, complete ***Replacement Receipt Form*** documenting the transaction in detail, item by item, with a statement that it was for official business and forward the form to the Proxy within three (3) workdays. Cardholders that continually lose receipts may be subject to loss of P-card privileges.
7. Identify disputed items and contact merchant directly to resolve disputes; document all attempts at dispute resolution. If a cardholder returns merchandise, a credit should be issued to the cardholder's purchasing card account and a credit receipt obtained. ***Under no circumstances may a cardholder receive cash.*** If the merchant refuses to resolve the dispute, the cardholder must complete and sign a ***Cardholder Statement of Disputed Items*** form and forward the original form to the Associate Purchasing Card Administrator (Controller) and send a copy to the cardholder's Proxy/approver. For canceled orders, obtain a cancellation number and include it on the dispute form.
8. Upon termination of employment or transfer to another position within the university:
 - a. **Stop using the purchasing card at least two (2) weeks prior to departure.**
 - b. Return the purchasing card to their Immediate Supervisor or turn it in to Purchasing Card Administrator (Purchasing); and

c. Review all outstanding purchasing card transactions with the appropriate Proxy prior to leaving the department.

9. **If an inappropriate item(s) was purchased and cannot be authorized, it must be returned to the merchant for a full refund. Otherwise, the charge must be paid and the Cardholder must provide reimbursement to FSU by a personal check or a check from the FSU Foundation.** The Payer must be notified immediately. If reimbursing FSU from a personal check, the Cardholder must submit a personal check to the FSU Cashier's Office (payable to "FSU Cashier") within ten (10) working days upon notification of the inappropriate charge. If reimbursing FSU from the FSU Foundation, the department will submit a request for foundation funds within ten (10) working days of notification of the inappropriate charge. The receipt from the FSU Cashier or Foundation must be attached to the Purchasing Card receipt documentation. The identical Dept Id, Fund, account code and charge amount must be reimbursed.

C. Proxy (or back-up Proxy) in the Department will:

1. Accomplish training on the use of purchasing card and Proxy responsibilities.
2. Maintain two separate folders for each cardholder where purchase receipts are retained until they are accounted for in the departmental ledger. Need an "Unpaid" and "Paid" folder for each cardholder. When the cardholder provides receipts, they are put into the "Unpaid" folder. When the charge hits the OMNI FSU system is coded, and put into approved status, the receipt is moved to the Paid folder and maintained there to await the receipt of the monthly report.
3. Monitor purchasing card transactions to insure all charges are authorized and within the program requirements, agree with the receipt in folder, and cardholder has received the items. Monitor the P-Card module to insure all transactions are processed immediately when notification is received. All charges must be placed in either an Approved or Verified status immediately when email notification is received. Proxy must ensure the record reflects the correct information as per the cardholder receipt on file and correct information was entered into the electronic Purchasing Card System.
4. Track any disputed purchasing card charges awaiting credits or placed in **verified** status to ensure that the appropriate credit is received and/or dispute is settled. Notify cardholder if expected credit is not received on the next **monthly** report. When the disputed charge is credited back, change the status on the charge in **verified** status to approved and note "credit received" in the description. Then process both the charge and credit through OMNI.
5. Research all transactions that may be questioned by the Payer (Controller) or that may have a budget error and provide corrected information immediately. If rejected charges/budget errors are not corrected by the department proxy, the Associate P-Card Administrator will find a DeptId and Fund that have sufficient funds, change the information on the charge, and the department proxy must process a correction with a budget transfer form later.
6. Notify the P-Card Program Administrator (Purchasing) when unusual or restricted transactions appear in the electronic Purchasing Card System and work with cardholder on resolving problems.
7. Collect **FULL** reimbursement, from the cardholder for unauthorized purchases, and submit immediately upon receipt to the Payer.
8. Ensure that departmental ledgers and any reports provided are **reviewed/approved** and that appropriate purchasing card receipts are attached for each charge and credit **within ten (10) days** after receipt of monthly charges listing. Reports should be maintained as follows:
 - a. Print the pages of the report sent each month with your cardholders listed. Attach the reconciliation sheet to that report and fill in all charge information. Attach all receipts listed on the report (should be all found in the Paid folder. Have Cardholder, Proxy and Cardholder's supervisor sign each report and file report, clearly labeled with the cardholder and department name, month and year.
 - b. All reports must be retained for seven years or until after state audit, whichever comes later.
 - c. Reviewed/Approved reports and receipts should be retained in the same location as other departmental official business records.

- d. All reports must be made available to the Payer and/or Purchasing Card Administrators (Purchasing and Controller) for audit upon request.
9. Ensure compliance with this manual.

D. Administrator (Controller) will:

1. Review all purchasing card transactions coded for payment in order to process the voucher in the time allotted per the program. Ensure the coding is correct and coordinate any errors that may occur. If questions arise or when contacted by departments regarding questionable charges, work with department to resolve those issues.
2. Submit purchasing card voucher transaction report to the Bank of America for payment.
3. Notify the Purchasing Card Program Administrator (Purchasing) if unusual or restricted transactions are noted.
4. Coordinate remission of sales and use tax and deposit of reimbursement for unauthorized purchases.
5. Initiate audits of departmental records.
6. Ensure compliance with this manual.

IV. PURCHASING PROCEDURES AND CONTRACTS

The Purchasing Card can be used to procure a wide variety of commodities. The web sites listed below are provided by the FSU Purchasing Department. Use these sites as a guide for purchasing your goods. The contracts have been established by either Florida State University or the State of Florida to provide the best possible pricing.

FSU Purchasing Department Web site	http://www.purchasing.fsu.edu/
Contracts Web site for University, State	http://www.purchasing.fsu.edu/contract.html
Purchasing Card Web site	http://www.purchasing.fsu.edu/PCardIntro.html

There may be a few merchants that will not accept both the VISA card and contract pricing. In this case, it is advised to requisition an order through the Purchase Order System to get the best possible pricing and notify the P-Card Administrator (Purchasing).

The following commodities **are authorized purchases** under the FSU Purchasing Card Program, **but only under specific procedures, mandates, or authorizations that must be adhered to PRIOR TO THE PURCHASE.** Those specific requirements are listed next to each item listed. If the specific conditions are not met or the approvals are obtained after the purchase was made, the purchase may be considered unauthorized and the cardholder will be required to return all items or reimburse FSU for the purchases.

Heaters, Fans, Air Conditioners or Air Purifiers – must have **PRIOR** written authorization from Environmental Health and Safety (4-6895) attached to receipt

Gasoline or Diesel Fuels – Must have FSU Vehicle Tag # on every charge record and receipt – Not for use in any personal vehicle

Memberships – Must have approved Membership Justification Form and Certification of Payment using Public Funds Forms prior to purchase

Uniforms/Safety Clothing/Uniforms – Perquisite Form is required prior to purchase

Food/Beverages– Catering and banquets authorized **ONLY** if specifically allowed on individual card

OCO Items of any kind (any item costing \$1000 and life expectancy of at least one year) – only authorized with **PRIOR** written approval from Purchasing Card Administrator and the FSU Asset Management Department

Furniture – Must use state contract vendors and be in line with FSU furniture policies

<http://www.vpfa.fsu.edu/policies/bmanual/purchasing.html#furn>

THE FOLLOWING COMMODITIES ARE UNAUTHORIZED PURCHASES UNDER THE FSU PURCHASING CARD PROGRAM. Also, any item(s) that requires FSU internal approval is not allowed. Disallowed commodities include, but may not be not limited to:

Any Items Prohibited by State Law, and/or FSU Regulation or Policy (OP-D-2-C)

Business Machines Copiers, Complete Computer Systems (require internal FSU approval)

Construction, Remodeling, Renovations

Contractual Services

Controlled Substances : Prescription or Legend Drugs and U.S. Drug Enforcement Agency Controlled Substances (unless purchased by licensed medical or veterinary practitioners)

COPYING/ PRINTING/ PHOTOCOPYING

Travel/ Travel related Expenses: Must be on Travel Card ONLY!

Telecommunications - Answering Machines, Pagers (“Beepers”), Telephone Equipment or any device connected to a phone line, or installation (answering machines, headphones, cellular phones or services)

Alcoholic Beverages or products with alcoholic content

Cash Advances or cash awards including Honorariums or Stipends

Employee Benefits: entertainment, tuition, gifts, gift cards

Fines, late fees, penalties (including parking tickets)

Flowers for any reason

Gifts/Giveaways/Promotional Items (flowers, knick-knacks, etc.)

Internet or any Other Monthly Recurring Charges, On-Line Subscription Charges (includes any other service that is password protected)

Money (Cash Advances)

Payments in Advance (Deposits)

Personal purchases, personal use items (purchases must be for the official business use of the University)

Decorative Items of any kind (i.e. tissues, knick knacks, plants, clocks, lamps, picture frames, etc.)

Promotional Items of any kind (giveaways, T-shirts, mugs, etc.)

Refrigerators/Microwaves, etc. for break room use

Renewals that are automatic (i.e. subscriptions, etc.)

Rent (Recurring Charges)

FREQUENTLY ASKED QUESTIONS

1) What do I do if my credit card is declined at point-of-purchase?

The merchant may make an inquiry as to why the transaction was declined or you may make an inquiry by calling 1-800-300-3084. If you make the call, most likely an automated attendant will ask you to enter 1) your account number, and 2) other security information. After that if you wish to speak to someone, you must press 0 (zero).

*You may also call your Purchasing Card Administrator (Purchasing Department) at (850) 644-6850 for more information. **WE RECOMMEND THAT YOU NOT CALL FROM THE STORE, AS DECLINED CARDS CAN RARELY BE RECTIFIED IMMEDIATELY.***

2) Under what circumstances might my card be declined? *Your card will be declined if:*

- ❖ *You have exceeded your designated transaction limit, daily or cycle credit limits.*
- ❖ *You attempt to use the card for a blocked merchant category (these are controlled by MCC's – Merchant Category Codes). Note: If you wish to purchase from a vendor and believe the category is incorrectly denied, the possibility can be investigated by your Purchasing Card Administrator or the Purchasing help desk at: 644-6850, however, most vendors select these codes upon application with VISA and are not changeable by FSU.*
- ❖ *Bank of America has a security concern because of a use pattern (e.g., you haven't used the card for a long time). They may ask for your mother's maiden name, your social security number, and/or your address for security purposes.*

Note: *If you are asked for your billing address for verification, give them the FSU Purchasing Dept. address which is: 1400A University Center, Purchasing Department, Tallahassee, FL 32306-2370.*

3) What do I do if I am charged tax?

If you are still at the place of purchase, ask the merchant to correct the charge. If you have left the place of purchase or if the merchant refuses to credit the tax, you may still make the purchase and pay the taxes. However, first contact the vendor and request they credit the taxes that were charged.

4) Will I encounter questions concerning the tax-free status of my purchases?

The card itself should be sufficient identification to allow you to make tax-free purchases. However, there are vendors who will want to have you fill out a standard form that their business requires or provide a tax-exempt certificate. Tax-exempt certificate copies are available in Purchasing or the Purchasing Help Desk at (850) 644-6850.

5) Should I give the vendor both the "bill to" and "ship to" addresses?

*The billing address (the address that was on your Purchasing Card Application) does not match your shipping address. **(The Bill to address is always: 1400A University Center, Purchasing Department, Tallahassee, FL 32306-2370) and is used for verification and security purposes.***

The Ship to address will be YOUR department address and is used for shipment of your purchases. NEVER HAVE ITEMS SHIPPED to the FSU Receiving department or the Purchasing Department.

6) What would happen if I accidentally used my Purchasing Card to make a personal purchase?

You will be required to do one of the following actions immediately. 1) Return the item for full credit on the P-Card, or 2) Reimburse the University immediately using your own personal funds. You may lose your P-Card privileges temporarily or permanently. You would also be subject to disciplinary action, if the

charge is deliberate. See the Cardholder agreement for more information.

7) What do I do if a charge shows that I (the cardholder) did not make?

You should call the merchant to request the vendor provide you the details on the charge. If you did not make the charge and cannot resolve the problem with the merchant, complete the **Statement of Disputed Items** and fax to Bank of America to dispute the charge as you would with your personal credit card. Then be sure to provide a copy of the dispute form and all backup information to the P-card Administrator (Purchasing). Bank of America will send the dispute information through the P-card Administrator so they need a copy for reference.

8) If the merchant is out-of-stock for a particular item, am I allowed to back-order with the Purchasing Card?

Yes, however, the merchant must agree that the charge cannot be processed until goods are shipped to FSU and the charge cannot be processed until goods are received.

9) How often do I code the charges?

FSU receives a file weekly from Bank of America and you will be notified via email when one of your cardholder has charges to process. You must process those charges within four (4) days and then monitor the departmental ledge.

10) What is the minimum number of employees needed to allow a department to participate in the program?

Three. You need at least one cardholder, Proxy, and backup Proxy.

11) Why is the VISA card issued to an individuals name and not the department?

Accountability. Charge card activity is traced to the individual cardholder/ credit card number. This is why it is so important for cardholders NOT to share their card information or allow anyone else to use their card, and always secure their card information.

12) Does the number on the VISA P-card tie to the budget number?

Yes. Upon entering the P-card Program, each department will provide a budget to pay the charges made with the card. Bank of America issues credit cards/ numbers. The embossed credit card number will not reflect the actual departmental budget number.

13) The transaction limit is set at \$999 for commodities, can a department set a lower limit?

The University has set the limit at \$999 due to FSU requirements. If your department wishes to set a higher limit (up to \$2500) or lower limit for commodities, your Dean/Director/Department Head should send the request, in writing to the Purchasing Administrator(Purchasing). The single transaction limit of \$999 shall remain as the FSU P-card Program limit for commodities.

14) Is the card to be used locally?

The card can be used anywhere VISA is accepted. However, some commodities/ merchants are blocked from the P-card Program and are considered unacceptable purchases.

15) Can my department distribute the charges to several budgets?

Yes, when the charges are coded in the OMNI system, proxies can change the Dept Id, Fund, and Project number and/or split a charge between multiple Dept Id, Fund and Project number as required.

16) Can I purchase Other Capital Outlay (OCO) items?

OCO items can **ONLY** be purchased if the cardholder requests **and obtains** approval from the Purchasing Card Administrator in writing **PRIOR TO** the purchase. This approval must be provided in writing and kept with the receipt for audit purposes.

17) Are visiting Faculty eligible to use the card?

No. Only FSU A &P, USPS, or OPS employee (with special request from DDD), or faculty can participate in the program.

18) Can receipts be faxed to the Proxy?

Yes, but use caution. Make a photocopy of the receipt and blank-out the charge card number and the signature on the photocopy only. Maintain the actual receipt and turn it in to the Proxy upon your return to FSU.

19) Who is required to accomplish P-card Training?

All P-card Program Participants are required to complete the P-card On-Line Training. This includes the Cardholder(s), Proxy(s), and Backup Proxy.

20) Can a Budget Account Manager be a cardholder?

Yes, they can be any of the levels of responsibility within the program.

21) Would UBA departments act as a Payer?

No. The Payer for the P-card Program is the FSU Controller's Office P-Card Administrator (Payables and Disbursements).

22) Can Cardholder or Proxy training be exempted?

No. All participants must attend or no cards can be ordered for that department.

23) Is there a limit to the number of cards per department?

No, provided that the P-card support system is complete for each cardholder.

24) Can the card cover vending accounts, student activities, C&G, or athletic funds?

Yes, the program is open to all types of budgets. Cardholders are cautioned to insure purchases are authorized both on the budget to be used **AND** the P-Card program prior to making any purchases.

25) Will the Purchasing Card transactions appear on departmental ledgers?

Yes. Purchasing card payment amounts will reflect on departmental ledgers as direct disbursements and purchasing card refunds/credits will reduce disbursements. Both transaction types will be listed ledger reports and inquiries that provide transaction listings.

26) How will making purchases with the Purchasing Card affect the University's minority business statistics?

Spending with state certified minority vendors using a purchasing card will be accumulated by the P-Card system electronically.

27) What reports are available?

Bank of America will provide monthly statements of activity by Bank of America to the University.

GLOSSARY

Purchasing Card Administrator (Controller) - The individual in the University, Payables and Disbursements area that administers the Payer function and associated purchasing card payment training. (Riley Kinney 644-5294)

Purchasing Card Administrator (Purchasing) - The individual in the Purchasing Department who administers the cardholder profiles, card issuance, card cancellation, and cardholder training. (Nancy Milburn 644-9725)

Cardholder - A person designated by an agency to be given a Purchasing Card to make purchases within preset limits, on behalf of the agency.

Cardholder Profile - Parameters that are set for a designated Cardholder that identify the Cardholder, set default Budget information and provide restrictions or spending limitations in the VISA bank and FSU OMNI systems.

Proxy - The individual responsible for maintaining all receipts on purchases and for verification of all charges made by the cardholder and correct and authorized under the P-Card program. A backup proxy must also be assigned.

Cycle Limit - A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority for the billing cycle.

Daily Limit - A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority per day. FSU's limit is currently \$3000.00 per day and can be increased to \$7500 per day with DDD written request.

MCC - Merchant Category Code assigned to a merchant by VISA, which identifies the primary goods or services, provided by the merchant.

Monthly Limit - A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority during a month. Monthly limit is currently \$10,000.00 and can be increased to \$15,000 with DDD written request.

Payer - An individual located in the University Controller's office who is responsible for validating the payment of an approved transaction for one or more Cardholders. For example, ensuring that adequate or appropriate accounting codes are assigned or checking the available budget or cash. Normally, this will be the last level of review prior to routing a transaction through the electronic P-Card system for payment but is not considered part of the "approval" levels.

Splitting Charges – Splitting a transaction is when a cardholder allows a merchant to take a higher dollar transaction and process it in two or more lower dollar transactions to avoid the transaction limit. Cardholders cannot exceed \$999 per vendor per day unless they have a higher transaction limit (not to exceed \$2500).

Transaction - A charge, credit, correction or other activity associated to any Card account.

Transaction Limit - A dollar limit that may be applied to a Cardholder's purchasing authority per transaction but cannot exceed \$999.00 unless their DDD has requested a higher limit in writing.

University Agency Plan - A set of key controls and agency objectives that the Florida State University must be met to participate in the Purchasing Card Program.

University Purchasing Card Administrator - The individual, at the Florida State University, who is responsible for the Purchasing Card Program is Nancy Milburn, Purchasing Specialist, 644-9725.

**Florida State University Purchasing Card Program
Replacement Receipt Form**

DATE OF PURCHASE: _____

MERCHANT NAME: _____

METHOD OF PURCHASE: TELEPHONE FAX INTERNET STOREFRONT

OTHER: _____

DESCRIPTION OF PURCHASE: _____

PURCHASE AMOUNT \$ _____

RECEIPT WAS (CHECK ONE) LOST NOT OBTAINABLE

I, _____, the undersigned do certify that the above purchase
(Type or Clearly Print Name) was made for official state business.

CARDHOLDER SIGNATURE

DATE

**Commercial Card
Statement of Disputed Item**

Instructions: Your company should first make good-faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and mail or fax with required enclosures within 60 days from

**P.O. Box 53142
Phoenix, AZ 85072-3142
Phone (800) 352-4027 Fax (888) 678-6046**

Gov't/Agency Name: _____

Account Number: _____

Cardholder Name: _____

This charge appeared on my statement:

Billing close date: _____

Transaction date: _____

Reference Number: _____

Merchant Name: _____

Merchant Location: _____

Posted Amount: _____

Disputed Amount: _____

Please check only ONE of the following

Unauthorized Transaction

I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. The card was in my possession at the time of the transaction.

Charge Amount Does Not Agree With Order Authorizing The Charge

The amount entered on the sales slip was changed from \$_____ to \$_____. I have enclosed a copy of the unaltered sales slip.

Merchandise or Services Not Received

I have not received the merchandise or services represented by the above transaction. The expected date of delivery or services was _____. (On your business letterhead, please describe your attempt to resolve this matter with the merchant, the date(s))

Disputed Transaction

I did engage in the above transaction, which I am now disputing. I have contacted the merchant, but I have been unable to return the merchandise and/or I have been unsuccessful in reaching an acceptable resolution with them. (On your business letterhead)

Defective or Wrong Merchandise

I returned the merchandise on (date) _____ because it was:(please choose one):
__defective __wrong size __wrong color __wrong quantity

Recurring Charges After Cancellation

On _____ (date), I notified the above merchant to cancel our monthly/yearly agreement. Since then, my account has been charged _____ time(s). (Please enclose a copy of the merchant's response to confirmation of your confirmation of your cancellation).

Items Charged Already Paid by Other Means

I already paid for the goods and/or services represented by the above charge by means other than my card. (We must have a copy of the front and back of the canceled check, money order, cash receipt, credit card statement, or other documentation as proof of payment.

Credit Appears as a Charge

The enclosed Credit Voucher appeared as a charge on my card account.

Credit From Merchant Not Received

I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above.

Hotel Reservation Canceled

I did make a reservation with the above hotel which I then canceled on _____ (date) at _____ (time). At that time, I asked for a cancellation number which is _____. (Please check one if applies):

Double or Multiple Charges

My account has been doubled charged. The first charge appeared on my _____ (date) billing.

Cardholder's Name (Printed)

Cardholder's Signature

Date

Phone Number

Florida State University Purchasing Card Program Cardholder Termination Form

(Submit to Associate Purchasing Card Administration)
(FSU Purchasing Department, 1400A University Center, Tallahassee, FL
32306-2370 (850) 644-6850

Upon resignation / termination, stop charge activity immediately. Collect the purchasing card and return it along with this form immediately.

This form verifies that _____ has relinquished possession of the _____ (Type or Clearly Print Name) attached State of Florida Purchasing Card and it has been destroyed in accordance with Florida State University policies and procedures.

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(Affix half of Visa card here)

(Affix half of Visa card here)

Immediate Supervisor, Dean, Director or Department Chair Signature

Date

Florida State University Purchasing Card Program Proxy Termination/ Transfer Form

(Submit to Associate Purchasing Card Administration)
(FSU Purchasing Department, 1400A University Center, Tallahassee, FL
32306-2370 (850) 644-6850)

Date: _____

Coder / Proxy Name: _____

Employee ID: (Not the SSN) _____

Department: _____

Department Name: _____

Please specify reason for participant deactivation:

_____ Proxy employment terminated

_____ Proxy transferred employment within FSU

_____ Proxy participation no longer is required by department (i.e. person on leave is returning, add'l backup, etc.)

_____ Proxy no longer wishes to participate

_____ Continual misuse of the card has occurred

_____ Department can no longer provide a complete P-card Support System