

GREAT BASIN COLLEGE

PURCHASING CARD PROGRAM USER MANUAL

Last Updated 7/26/10

Great Basin College

Purchasing Card Program User Manual

Table of Contents

Description	Page
Overview	3
Card Financial Policy	3-4
Card Control	4
• Cardholder's Application & Agreement	5
• Requesting a Change to Credit Limits	5
• Canceling a Card	5
• Card Renewal	5
• Revising "Default Account Number" Information	6
• Card Security	6
• Cardholder Responsibilities	6
• Receipt of Materials and Services	6
• Cardholder Statement of Account, Record Keeping, Documentation, Reconciliation and Approval	6-7
• Supervisor's Responsibilities	7
• Lost or Stolen Card	7
• State of Nevada Sales Tax	8
• Resolving Errors, Disputes, Returns and Credits, Declined Transactions	8
Purchasing Card Cardholder/Account Form	9
Purchasing Card Cardholder Agreement	10-11
Acknowledgement of Card	10
Dispute Form	12
Purchasing Card Program Contacts	13
NSHE Overall Best Practices - P-Card Program	14
Purchasing Card Program Review Form	15

The Purchasing Card Administrator is available to help with PaymentNet User ID's and password resets, P-Card questions, statements of account, reminder notices, PaymentNet Help and training.

Purchasing Card Overview

The purpose of the Great Basin College Purchasing Card Program is to establish a more efficient, cost-effective method of purchasing and paying for small dollar transactions within established usage limits. The purchasing card may be used at any merchant or service provider that accepts MasterCard (with certain limitations). The purchasing card can be used for in-store purchases, mail orders, phone orders, Internet, or fax orders. All cards are issued at the request of your department chair and dean or vice-president. Card usage may be audited and/or rescinded at any time.

The purchasing card is **NOT** intended:

- To avoid or bypass appropriate purchasing or payment procedures. Rather it complements the existing processes available.
- For personal use.

This manual provides the guidelines under which you may use your purchasing card. Please read it carefully. Your signature on the Cardholder Agreement indicates that you understand the intent of the purchasing card and agree to adhere to the guidelines established for the purchasing card.

Card Financial Policy

All cardholders must sign and accept the terms and conditions of the purchasing card cardholder agreement.

The general credit and transaction limits assigned to each purchasing card are as follows:

Dollar Amount Per Transaction	\$1,999.00
Dollar Amount Per Month	\$5,000.00
Number of Transactions Per Day	50
Number of Transactions Per Month	500

These limits may be adjusted based upon the individual needs of the cardholder in consultation with the Purchasing Card Administrator. Any changes to the transaction limits must be approved by the cardholder's department chair/director on the Purchasing Card Cardholder Form.

Purchases must be for the use and benefit of the college and must have an identified business purpose.

The purchasing card cannot be used for the following goods or services:

- Items for personal use
- Cash advances
- Independent Contractor expenses other than airfare
- Travel Expenses for employee's hotels, meals and personal travel expenses
- Traveler Checks
- Recurring Transactions that should be requisitioned through Business Center North
- Purchasing gift cards for employee(s) is the equivalent to giving the employees cash and is not allowed. Payments to employees, other than reimbursement of expenses, can only be made through payroll.

Additional goods or services may be specifically excluded for individual cardholders. See the cardholder agreement for a complete list of exclusions.

Splitting a P-Card Transaction(s) to avoid the limits placed on the P-Card is not allowed.

The purchasing card may be used for college purchases from the Follett Bookstore on campus.

Violation of these policies may result in revocation of the purchasing card.

Fraudulent use of the purchasing card may result in disciplinary action and personal liability of the cardholder.

Card Control

It is the cardholder's responsibility to assure that the purchasing card is secured at all times.

Although the purchasing card may be issued in your name or the name of your department, it is the property of the college and is only to be used for college purchases as defined in this document.

Purchasing cards should be returned to the Controller's Office upon termination of employment of the cardholder with the college.

Cardholder's Application and Agreement

To obtain a card after you have read and understand the procedures outlined:

1. Complete the Cardholder Account Form.
2. Complete and sign the appropriate Cardholder Agreement.
3. Cards may be issued in the names of specific individuals or departments. A separate agreement exists for each type of purchasing card. Your department chair, director and dean/vice-president must indicate approval by signing the Cardholder Account and Cardholder Agreement forms. These forms are available on the web at: <http://www.gbcnv.edu/controller/>.
4. Forward original signed forms to the Purchasing Card Administrator in the Controller's Office, 1500 College Parkway, Elko, NV 89801.
5. The Purchasing Card Administrator will submit your purchasing card to the vendor and notify you when it is available to be picked up. You must pick it up and sign for receipt of your purchasing card personally, unless you or your department are located off campus in which case the card may be mailed to you.
6. When you receive your card, sign the back of the card immediately and **always keep it in a secure place!**

Requesting a Change to Credit Limits

To obtain a credit limit change, please follow the steps below:

1. Download, complete and sign an appropriate Cardholder Agreement. For changes to credit limits only, please complete only page 1 of the cardholder agreement. Please put a check mark in the "Change" box located at the top of the form. Indicate the new credit limit amount you want. Your department chair, director or dean/vice-president must indicate approval by signing the Cardholder Agreement form. These forms are available on the web at: <http://www.gbcnv.edu/controller/>.
2. Forward original signed form to the Purchasing Card Administrator in the Controller's Office, 1500 College Parkway, Elko, NV or fax it to 775-777-1809.
3. The Purchasing Card Administrator will make the necessary changes to your credit limit and notify you when the change has been completed.

Canceling a Card

To cancel a card upon cardholder request, upon termination of employment of the cardholder with the college, or upon request of the college, the card should be returned to the Purchasing Card Administrator in the Controller's Office, 1500 College Parkway, Elko, NV 89801.

Card Renewal

A renewal card will automatically be mailed to the Purchasing Card Administrator. The expiration date is indicated on the card. Again, you will have to personally pick up your card at the Controller's Office and sign for receipt of it, unless you or your department are located off campus in which case the card may be mailed.

Revising “Default Account Number” Information

Submitting a revised Cardholder Account Form or e-mailing the revision to the Purchasing Card Administrator in the Controller’s Office can change the default account number (fund, agency, org) codes for each card.

Card Security

- Only the authorized cardholder may use the purchasing card for small dollar purchases up to \$1,999.00.
- The department purchasing card may be used by anyone authorized by the department chair to do so for small dollar purchases up to \$1,999.00.
- Purchasing cards should be secured at all times by the cardholder or the person responsible for the department card. Cards and card numbers must be safeguarded against use by unauthorized individuals in the same manner you would secure your personal credit card.

Cardholder Responsibilities

Receipt of Materials and Services

The cardholder is responsible for ensuring receipt of materials and services and is required to follow-up with the vendor to resolve any delivery problems, discrepancies and/or damaged goods.

For telephone, Internet, or catalog orders make sure there is a complete shipping address and instructions are given along with your name (e.g., name, department, building, city, state, and zip code).

Any purchases for supplies must be sent to a College business address. Shipments to an employee’s home address are not allowed unless the college recognizes the employee’s home address as their principal duty station.

Cardholder Statement of Account, Record Keeping, Documentation, Reconciliation and Approval Process:

For each monthly reporting cycle, the cardholder or person responsible for a department card must:

1. Generate a Statement of Account report using the PaymentNet system and print out the report.
2. Attach all receipts and other documentation, which shows what was purchased, from whom and for what amount, to the Statement of Account.
3. Review and edit the account numbers to be charged for each purchase and indicate the business purpose. The cardholder is responsible for ensuring that the proper college account is charged for the purchase and that sufficient funds are available in the account.

4. Sign the Statement of Account report and obtain his/her supervisor's signature and other signatures, if applicable.
5. Send the Statement of Account report to the Purchasing Card Administrator by the 15th day of each month.

If associated receipts or purchase documentation are not available when submitting the monthly Statement of Account, provide an explanation on the statement form and submit the receipts at a later date. Receipts submitted at a later date must clearly indicate the monthly period to which the receipt is for, cardholder name and the cardholder number.

To obtain a copy of a charge or credit slip, call the bank's Customer Service Department at 1-800-270-7760. There is a \$5.00 charge for each copy, which will be billed to your card.

The Statement of Account report must be signed by:

1. The cardholder (or each individual receipt must be signed by the holder)
2. The cardholder's supervisor
3. If necessary, an authorized account signer for each budget account charged if the cardholder or supervisor are not authorized signers on these accounts.

Supervisor's Responsibilities

The following items should be reviewed by all supervisors or authorized account signers before signing any Purchasing Card Statement of Account report:

1. All purchasing card transactions must be for an appropriate business purpose.
2. All purchases are in compliance with the college purchasing and P-Card policies.
3. Expense documentation exists and is appropriate for each P-Card transaction.
4. The purchasing card statements must be signed by the cardholder or the card administrator before the cardholder's supervisor/manager or an appropriate review authority.

Lost or Stolen Card

It is the cardholder's responsibility to report the loss of the card immediately to the issuing bank and the College's Purchasing Card Administrator. If your purchasing card is lost or stolen, immediately notify JP MorganChase at 1-800-270-7760 and the Purchasing Card Administrator at 775-753-2250. Charges to the card are the employee's responsibility until the card has been reported as missing or stolen.

State of Nevada Sales Tax

Great Basin College, as an agency of the State of Nevada, is exempt from payment of State of Nevada sales or use tax on its purchases as provided by NRS 372.325, NRS 374.330 and NRS 377, when applicable. **It is the cardholder's responsibility as an agent of the college to ensure that State of Nevada sales tax is not charged. The State of Nevada Sales Tax exemption letters are available from the Controller's Office or on the Web at <http://www.gbcnv.edu/controller/>.**

Resolving Errors, Disputes, Returns, and Credits

- The cardholder is responsible for following up with the vendor or bank on any erroneous charges, disputed items or returns as soon as possible.
- The cardholder will contact the vendor first to resolve any outstanding issues (most exceptions can be resolved this way).
- If the cardholder is unable to reach agreement with the vendor, the next step is to contact the bank's Customer Service Center (1-800-270-7760) or to fill out an electronic dispute form in PaymentNet.
- The bank may ask the cardholder to complete a dispute form and fax or mail the completed form to the bank (see page 12). Please note on the form the reference number the customer service representative gave to you.
- A copy of the dispute form should be sent to the Purchasing Card Administrator in the Controller's Office.
- The bank must be notified of any disputed item within 60 days in which the item was charged. The bank will credit the cardholder's account and conduct an investigation.
- Upon completion of the investigation, the cardholder is notified of the resolution. If the dispute is not settled in the cardholder's favor, the account is charged for the disputed transaction amount.
- If the cardholder is still unable to reach an acceptable solution, call the Purchasing Card Administrator.
- Disputed billing can result from failure to receive goods or services, fraud or misuse, altered charges, defective merchandise, incorrect amounts, duplicate charges, credits not processed, etc. In the event of fraud, notify the Purchasing Card Administrator as soon as possible.
- Documentation should be kept explaining each credit received for returns or exchanges.

Declined Transactions

If a P-Card transaction(s) is declined and you feel the decline should not have occurred or need to know why the transaction was declined, you may contact your GBC P-Card Administrator. The GBC P-Card Administrator can usually determine if:

1. You were declined because of the merchant blocking.
2. You were declined because you may have exceeded the monthly credit limit.
3. You were declined because you may have exceeded the single transaction dollar limit imposed.

PURCHASING CARD INDIVIDUAL CARDHOLDER FORM

☐ New

☐ Change (Only complete fields to be changed)

Date processed: _____

☐ Delete/Close Cardholder Account # _____ - _____ - _____

Company Information

Great Basin College - #US64922

Cardholder Information

Cardholder Name (21 Characters) _____ Name Line 2 (21 Characters) GREAT BASIN COLLEGE Address Line 1 (35 Characters) 1500 COLLEGE PARKWAY Address Line 2 (35 Characters) _____ City (23 Characters) ELKO State NV Zip Code 89801 Accounting Code: <table style="display: inline-table; border: 1px solid black; width: 150px; height: 20px; vertical-align: middle;"></table> Fund Agency Org	For Security Purposes Only (Required by the Bank) Employee ID# <table style="border: 1px solid black; width: 100%; text-align: center; font-family: monospace;"> <tr> <td>0</td><td>0</td><td>0</td><td>-</td><td></td><td>-</td><td></td><td></td><td></td><td></td> </tr> </table> Valid Date <table style="border: 1px solid black; width: 100%; text-align: center; font-family: monospace;"> <tr> <td></td><td></td><td>-</td><td></td><td></td><td>-</td><td>1</td><td>9</td><td></td><td></td> </tr> </table> Mother's Maiden Name or Password _____ Work Phone <table style="border: 1px solid black; width: 100%; text-align: center; font-family: monospace;"> <tr> <td></td><td></td><td></td><td>-</td><td></td><td></td><td></td><td>-</td><td></td><td></td><td></td><td></td> </tr> </table>	0	0	0	-		-							-			-	1	9						-				-				
0	0	0	-		-																												
		-			-	1	9																										
			-				-																										

Reporting Hierarchy Levels - Controller's Office Use Only

Level 6 Name: _____	Level 6 #
---------------------	-----------

Reporting Hierarchy Level Numbers *	Level 2 (Region)	Level 3 (Div)	Level 4 (Sub)	Level 5 (Fin)
--	------------------	---------------	---------------	---------------

Cardholder Controls

Credit Limit (CSL)	\$ 5,000	Single Purchase Limit	\$ 1,999.00
Credit Limit Change Requested	\$		
Authorizations/Day	50	Transactions/Cycle	500
MCC Group (Merchant Category Code Group)		Include or Exclude (circle one)	

Cardholder Approvals

Approved (Please Print) _____ (Dept. Chair/Director) (Required for any credit limit changes)	Signature: _____	Date: _____
Approved (Please Print) _____ (Purchasing Card Administrator)	Signature: _____	Date: _____

Internal PaymentNet Information

To whom should the purchasing card edit e-mail reminders and e-mail statements be sent?

Name: _____	E-mail Address: _____
Name: _____	E-mail Address: _____
Name: _____	E-mail Address: _____

Who should have access to PaymentNet to review and edit transactions and print the statement of account related to this purchasing card?

Name: _____	E-mail Address: _____
Name: _____	E-mail Address: _____
Name: _____	E-mail Address: _____

Great Basin College Purchasing Card Individual Cardholder Agreement

Great Basin College is pleased to present you with the purchasing card. It represents the College's confidence in you as a responsible employee of the College entrusted to safeguard and protect College assets.

As a cardholder, I agree that all uses of this card will comply with the terms and conditions of this agreement and the stated provisions of the Purchasing Cardholder User Manual provided to me (available at <http://www.gbcnv.edu/controller/>) I acknowledge receipt of the user manual and confirm that I have read and understand its provisions. I understand that the College is liable to JP MorganChase MasterCard for all charges made with this card.

As the holder of this purchasing card, I agree to accept responsibility for the protection and proper use of this card as outlined in the agreement and the user manual. I understand that the College WILL audit my use of this purchasing card. I understand that I CAN NOT use the purchasing card for the purchase of goods or services of a personal nature and that the purchase of such goods or services shall be deemed an improper use of the purchasing card.

I further understand that improper or fraudulent use of this individual purchasing card may result in disciplinary action and/or personal liability. Should I fail to use this purchasing card properly, I authorize the College to deduct from my salary, or from any other amounts payable to me, an amount equal to the total of the improper purchases. I also agree to allow the College to collect any amounts owed by me, even if I am no longer employed by the College. If the College initiates legal proceedings to recover amounts owed by me under this agreement, I agree to pay legal fees or collection costs incurred by the College in such proceedings.

I understand that the College may terminate my right to use the purchasing card at any time for any reason. I agree to return this card to the College immediately upon request or upon termination of employment.

APPLICANT: ☐ Staff ☐ Faculty ☐ Student ☐ Temp Emp. (check one)

Signature: _____ **Date:** _____

Printed Name: _____ **Campus Phone #:** - -

Department: _____ **Campus Fax #:** - -

Campus : _____ **Email Address:** _____

As department chair/director or dean/vice-president, I approve the issuance of a purchasing card to this staff member and assume overall responsibility for the card.

Approved by: _____
Department Chair/Director

Approved by: _____
Dean or Vice President

Expiration Date: _____ **I hereby acknowledge receipt of purchasing card #:** _____
(to be completed when card is picked up)

Signature: _____ **Date:** _____

Use of the Purchasing Credit Card

The College purchasing credit card **cannot** be used at any time for the following goods or services:

- Items for Personal Use.
- Independent contractor expenses other than airfare.
- Cash advances.
- Participant support expenses paid to participants.
- Printing/copying services over \$50.00 must be approved by Media Services and a release authorization number given (does not apply to departments outside the Reno/Sparks area).
- Travel Expenses such as hotels, meals and personal travel expenses.

Great Basin College
STATEMENT OF QUESTIONED ITEM

Return Address: _____

Account No.: _____

Merchant Name: _____

Account: _____

Transaction Date: _____

Reference: _____

To assist our investigation, please indicate below the reason for your dispute. If you have any questions, call our Dispute Representatives at (800) 270-7760.

_____ I did not make nor authorize the above transaction. (Please indicate the whereabouts of your credit card.)

_____ I only transacted one charge and I was previously billed for this sales draft. **Date of previous charge:** _____

_____ The above transaction is mine, but I am disputing the transaction. (Please state your reasons why in detail.)

_____ Please send me a copy of the sales draft. (Your account will be charged \$5.00 for each copy supplied.)

_____ I have received a credit voucher for the above transaction, but it has not yet appeared on my account. (A copy of the credit voucher must be enclosed.)

_____ My account has been charged for the above transaction, but I have not received this merchandise. The details of my attempt to resolve the dispute with the merchant and the merchant's response are indicated below.

_____ My account has been charged for the above transaction, but the merchandise has since been returned. (Please enclose a copy of your postal receipt.)

Signature: _____

Date: _____

Send completed form to: **JP MorganChase**
Disputes Department B-3
P.O. Box 2015
Elgin, IL 60121

**Great Basin College
Purchasing Card Program**

CONTACTS

Errors, Disputes Returns, Credits	<u>JP MorganChase</u> Customer Service Department (7 a.m. – 7 p.m. CST, Monday – Friday) 1-800-270-7760 <u>GBC Purchasing Card Administrator</u> 775-753-2250 - Gim Briggs		
Lost or Stolen Cards	<u>JP MorganChase</u> 1-800-270-7760 (anytime) <u>GBC Purchasing Card Administrator</u> 775-753-2250 – Gim Briggs		
Card Management Changes	<u>GBC Purchasing Card Administrator</u> 775-753-2250 - Gim Briggs		
Copy of Charge/ Credit Slip	<u>JP MorganChase</u> Customer Service Department 1-800-270-7760		
Daily Bank Transmissions	<u>GBC Purchasing Card Administrator</u> 775-753-2250 – Gim Briggs		
Purchasing Card Administrator	Gim Briggs Controller's Office 775-753-2250	or	Sonja Sibert Controller's Office 775-753-2181

NSHE OVERALL BEST PRACTICES – P-CARD PROGRAM

1. Each institution should have a specific department and personnel assigned the responsibility and authority for management of their P-Card program, with adequate staffing to support the operation.
2. Each institution should establish an appropriate regular audit/review process for P-Card transactions to help assure adequate operations of the program and to address errors/problems.
3. Each institution should require adequate training for P-Card holders before they are issued a card. Following training, they should be issued a users manual and to sign for that manual noting they understand their responsibilities and authority associated with the use of the card. Additionally, each institution should send out regular reminders to card-holders noting key requirements and responsibilities (preferably with an updated “Quick Guide” pocket summary on proper uses of the P-card)
4. Each institution should establish time periods to review and update the manual and this should occur at least on an annual basis.
5. Each institution should ensure that all policies and procedures established are consistent with the Board of Regent’s and Chancellor’s purchasing requirements.
6. Security provisions need to be adequate, including required password changes at least every 90 days.
7. Each institution must have an adequate and timely process to assure that when employees leave the institution (voluntarily or otherwise) their card is collected and/or deactivated.
8. On at least a monthly basis, a supervisory review and approval of the transaction log for the cardholder activity should be formally completed.
9. The Electronic account statement should be used to collect the business purpose summary of purchases (as backup to the itemized receipt or invoice)
10. Only the authorized cardholder should use their card and it should not be lent to anyone else. Institutions can consider “departmental” cards for specific situations where this can be used in an effective and controlled manner.
11. Each institution should have an effective process to review and control the P-Card limits for their users (transaction limit and monthly limits) that match the user needs and are balanced against existing controls. One overall institutional limit for everyone is not appropriate. The institution should have a process to review all limits on at least an annual basis and adjust as appropriate.
12. Each P-Card should have the following printed on the face of the card: “Tax Exempt – For Business Use Only”, the institutional tax ID number and the institutions name.
13. Each institution should have some adequate policy enforcement for significant abuses to P-Card uses, which may include suspension and/or deactivation of the card.
14. Each institution must have an adequate process to assure that equipment purchased with the P-Card meets all tagging requirements, including those for “sensitive equipment.”
15. Each institution should review the MCC codes to insure cards may not be used at inappropriate vendors/types of business.

Purchasing Card Program Review

Please answer the following questions, then sign and date this form.

Please attach this page to your application and send to:

Great Basin College, P-Card Administrator, 1500 College Parkway, Elko, NV 89801

1. The maximum dollar amount per each P-Card transaction is \$_____.
2. The P-Card can be used for Cash Advances. True or False? _____.
3. How often should P-Card transactions be reconciled? _____.
 - a. Once a year
 - b. Once a month
 - c. Semi-monthly
 - d. Whenever the cardholder feels like it.
4. In the "NSHE Overall Best Practices-P-Card Program" it states that "Security provisions need to be adequate, including required password changes at least every 180 days". Is this statement True or False? _____.
5. On the Purchasing Card Program-Contacts, what is the Customer Service Department phone number for JP MorganChase if you have to report an "error, dispute, return or credit"? _____.
6. The bank (JP MorganChase) must be notified of any disputed P-Card charges within _____ days.
7. Who should sign the "Statement of Account" form? _____
 - a. The Cardholder
 - b. The Supervisor of the Cardholder
 - c. All of the Above
 - d. None of the Above
8. While an employee is traveling on College business, they may use the P-Card for their own personal meals. Is this statement true or false? _____.
9. The Statement of Account and documentation for purchases must be turned in to the Purchasing Card Administrator by the _____ day of each month.

I have read and understand the Great Basin College, Purchasing Card Program documentation and am requesting that a Purchasing card be issued to me.

Printed Name

Date

Signature

Department