

Stetson University

PCARD

MasterCard Purchasing/Travel Card Program

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OVERVIEW

Welcome to the Stetson University Purchasing and Travel Credit Card Program (**PCARD**). The PCARD is a corporate credit card procurement tool that offers an additional method to the existing University procurement processes. It provides an extremely efficient and effective method of purchasing and paying for goods and travel expenses. There are two types of PCARD accounts available: the Individual PCARD, and the Ghost Account (no card assigned).

Issuance of the PCARD is a relationship of trust between cardholders, departments and the University. It is important to remember when using the PCARD, you are expending University funds. The Finance Office is responsible for monitoring the effectiveness of the PCARD program.

The purpose of the Stetson University PCARD is to establish a more efficient, cost-effective method of purchasing and payment for small dollar transactions. Advantages would include automatic posting to Banner FOAP's account numbers, automated online requisition for reimbursement to employees for mileage and miscellaneous out of pocket expenses.

The PCARD eliminates data entry function by transferring transaction data electronically to BANNER.

Rule of Thumb: the PCard is an alternative for small dollar transactions. Capital asset items; such as equipment or furniture that are moveable, and with a useful life of 5 years or longer may not be purchased with the PCARD. Please contact Office of Purchasing with any questions you may have regarding capital items.

The manual provides the guidelines under which you may utilize your Stetson University PCARD. Good record keeping is essential to ensure the success of this program. Internal control policies require retention of supporting documents for two years.

As you use the card, please contact the Office of Purchasing or the Program Administrator if you have any questions.

Your use of this program in conducting your daily business can help us make significant changes in eliminating a variety of manual transactions.

Please use your card responsibly.

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GENERAL INFORMATION

The purpose of the program is to reduce the use of Department Purchase Order (DPO), requests for checks, local check writing, petty cash and use of personal funds reimbursed by expense reports.

The program is NOT intended to avoid or by-pass appropriate purchasing or payment procedures. Rather, the program compliments the existing processes available.

The program can be used for in-store purchases as well as online, mail, telephone or fax orders. The PCARD must be utilized for Stetson **business purposes only** and it **should not be used for personal purchases of any kind**. Failure to strictly adhere to this policy will jeopardize the tax-exempt status of the PCARD program, or possibly the tax-exempt status of the University.

If personal purchases are discovered on an individual's credit card statement, a warning will be issued to the individual cardholder as well as that individual's immediate supervisor and Dean or VP. A second violation of this rule will result in the cancellation of the individual's credit card account within ten days of the second notification.

The PCARD may be used at any authorized merchant or service provider that accepts the MasterCard logo.

YOU ARE RESPONSIBLE FOR THE SECURITY OF YOUR CARD AND THE PURCHASES MADE ON THE CARD(S). The PCARD is to be used by the approved Cardholder only. The PCARD is not transferable.

Cardholders are expected to keep the PCARD in a secure location and guard their PCARD account numbers carefully.

Cardholders must not receive cash back for any refunds or exchanges. Refunds or exchanges must be credited to the PCARD.

Pyramiding (i.e., splitting one purchase into two or more purchases) is not allowed.

Fraud monitoring and reporting tools are incorporated into Fifth Third Bank's operating system. **If you plan to use your PCARD abroad, or in multiple cities on the same day domestically, please contact the Customer Service number on the back of your card to notify Customer Service. Fifth Third Bank's Fraud Detection Team is staffed 24 hours a day, 7 days a week, 365 days a year, and will contact you (the cardholder) to verify suspicious activity. If fraud is confirmed, a fraud specialist will block the card from experiencing further fraud.**

TO OBTAIN A CARD

Read this manual in its entirety before requesting your Stetson University PCARD. The manual provides a variety of information about the process, the types of purchases that can and cannot be made, who will accept the card, records that must be obtained and reconciled monthly and a variety of miscellaneous information about the program.

After you have read this manual and understand the procedures outlined, complete the cardholder application form included in this packet.

Your manager must indicate approval by signing the application as well as final approval from the Finance Office.

All requests will be processed through the Program Administrator. The Program Administrator for the Deland Campus is Nita Ellis.

BASIC RESTRICTIONS

- **MONTHLY CREDIT LIMIT**

Each card will have a monthly credit limit.

If you find over time that the limits are too low to accommodate your requirements, please contact your manager to re-evaluate your limits. If your manager is in agreement that it would be appropriate to raise your limits, the manager should contact the Program Administrator in order to perform the appropriate maintenance. Fifth Third Bank will not change your credit limit without the approval of the Program Administrator.

- **BLOCKED MERCHANTS**

Some merchants may have been “blocked” from usage in the program. If you present your card to any of these merchants, the transaction will be declined. If you are declined and feel the decline should not have occurred, you may contact the Program Administrator to determine if you were declined because of the merchant blocking or if you may have exceeded the monthly credit limit or single dollar limit imposed on your card.

UNACCEPTABLE / ACCEPTABLE PURCHASES

Any questions regarding acceptable/unacceptable purchases, please contact the Office of Purchasing.

Acceptable Purchases

- Travel Expenses
- Conference
- Small tools and hardware (i.e., Lowes)
- Magazine/Journal Subscriptions
- Advertisements
- Books
- Membership Dues
- Office Supplies – Miscellaneous items.

Unacceptable Purchases:

Personal Expenses:

All purchases for personal use are considered fraudulent.

Request for animal purchases:

Must be processed through the Office of Purchasing; via a purchase order.

Gifts to Individuals: Including Gift Certificates.

Leases, Maintenance Agreement:

Long-Term rentals payments, that include copier and printers.

Independent Contractors:

Individuals, Consultants, Proprietorships, Partnerships and Employees These items constitute taxable income and must be reported to the IRS on a Form 1099. These types of payments should be submitted to the Accounts Payable or Payroll Department, as appropriate.

Capital Equipment:

Any moveable unit of equipment or furniture and with a useful life of 5 years or longer, including computers. Please contact Office of Purchasing with any questions you may have regarding Capital items.

Computers and Software: Must be approved by IT and then contact Office of Purchasing.

**The University reserves the right to revise this list of restricted commodities or to otherwise deny purchases of commodities or other items or services not included herein at its sole discretion.*

ORDERING PROCESS

The PCARD may be used to purchase goods in person at the supplier site, over the phone, fax or by mail. In addition, it can be used over a secure Internet link. When placing your order, please be sure to provide the vendor with the following information:

- Identify yourself as a Stetson University employee and that you are making a University purchase using a MasterCard.
- Tax-exempt status and tax-exempt number listed on the front of the card or on your tax-exempt card. If that is not sufficient, present or fax a copy of the Stetson University sales tax "Certificate of Exemption" obtained from *Resources*, located on the Finance Office webpage:
<http://www.stetson.edu/administration/finance/media/2015%20Resale%20Certificate.pdf>
- Cardholder name, card number and expiration date of card.
- Complete delivery address, including department name, building and room number. Do not give the address of the Finance Office. When specifying delivery instructions for your campus address, include the above information, on the shipping label (ensure that it comes directly to you, the cardholder).
- Order the desired goods and confirm the total cost, including shipping and handling.
- Always obtain original receipts, even if the purchase is made by phone or fax. For Internet orders print a copy of your order from your PC and retain for attachment to the packing slip sent along with the items.

RECONCILIATION

- **OBTAIN RECEIPTS**

You must always obtain a receipt when using the Stetson University PCARD. If you purchase via phone or mail, ask the vendor to include the receipt and/or email when the product is shipped to you. This receipt is the only original documentation to support the purchase and show Sales/Use Tax was not paid on the transaction.

Upon receipt of your order, retain all packing slips, original receipts and/or invoices you receive from the vendor. MasterCard will mail a monthly statement of PCARD activities to each cardholder. Each cardholder must immediately reconcile all invoices and register receipts with the monthly statement. If the original receipt was never received or was misplaced, a **Missing Receipt Affidavit** will be required. This affidavit will need to include all the applicable information and the cardholder's supervisor must sign the affidavit.

Documentation must support the legitimate business purpose of all transactions made with the PCARD. Like you would on a Purchase Order Requisition or Check Request; provide a brief explanation of the business purpose of the transaction on each receipt. In addition to detailed sales receipts and packing slips, the following are examples of support documentation:

- Original sales receipts or invoice
- Original packing slip
- Original order forms or applications (i.e., those that are faxed to companies for membership enrollment, subscriptions or conference registrations)
- Computer print-outs of Internet purchases (include packing slips with goods when received, if any)

- **RECONCILIATION**

Each cardholder will have access to their account online. Your account must be reconciled against the receipts for accuracy.

PAYMENT AND RECORD RETENTION

- **PAYMENT**

Stetson University will pay statements electronically. Note: The cardholder statement you receive is for audit purposes only. The University will pay MasterCard directly. Therefore, your statement from MasterCard will always have a "\$0.00" balance due. You will not be required to pay your monthly statement.

The Stetson University PCARD carries corporate, not individual liability. The program does not impact your personal credit rating.

- **BILLING CYCLE**

Billing cycle will conclude on the 30th of each month. Statements are generated the following business day. When the billing cycle date falls on a Saturday, Sunday or holiday; the statement will generate on the next business day.

- **RECORD RETENTION**

Cardholders will need to retain their statements and receipts for two fiscal years; current and prior fiscal years. The Finance office will expect the original receipts to be available upon request for review and audit purposes.

IF YOUR RECORDS DO NOT AGREE WITH YOUR STATEMENT

There may be occasions where you find items on your statement that do not correlate with the entries in your log or your retained receipts. You may not have made the transaction, the amount of the transaction is incorrect, or you have a quality or service issue. If an error is discovered, you are responsible to show that the error or dispute resolution process has been invoked.

- **CONTACT MERCHANT**

Your first recourse is to contact the merchant involved to try to resolve the error. If the merchant agrees that an error has been made, they will credit your account. Highlight the transaction in question on your MasterCard statement as a reminder that the item is still pending resolution.

- **CONTACT FIFTH THIRD BANK CUSTOMER SERVICE**

If the merchant does not agree that an error has been made, contact the Customer Service Department at Fifth Third Bank at 800-375-1747. State that you would like to dispute a charge on your card. You will then be asked to submit the information in writing so that Fifth Third Bank can research the disputed item. You may fax or scan the completed form to Customer Service at Fifth Third Bank.

- **CARDHOLDER DISPUTE FORM**

Any charge you wish to dispute must be identified in writing, using the Cardholder Dispute Form, within 60 days of the statement date. Disputes will then be resolved by Fifth Third Bank within 90 days. Call the number on the back of your card for access to the dispute form.

SALES TAX EXEMPTION

Purchases made in Florida are exempt from sales taxes.

The University's FL sales tax exemption certificate number is embossed on the PCARD and should be used to remove sales taxes whenever possible. Stetson University is tax-exempt and many purchases made by departments can be done without having to pay sales tax.

If sales tax is billed incorrectly to the cardholder's account, it is the responsibility of the cardholder to dispute the charge with the vendor. If a vendor requires a tax exemption certificate, it is the responsibility of the cardholder to obtain it from the Finance Office web site and to mail or fax it to the vendor.

LOST OR STOLEN CARDS AND CANCELLATION

Fifth Third Bank provides fraud services for you (the cardholder) to report lost, stolen or compromised cards. Cards with fraudulent activity are closed and a new card, with a new account number, is reissued.

Fifth Third Bank recommends that a dispute form be filed for any unauthorized transaction. This will hold the merchant accountable for the transaction if they did not collect the appropriate card information prior to purchase. Call the number on the back of your card to report any unauthorized transaction within 60 days of the statement date. A dispute form will be provided to you.

- **LOST OR STOLEN**

If your card is lost or has been stolen, immediately contact the Fifth Third Customer Service Department at 1-800-375-1747.

Upon receipt of your call, further use of the card will be blocked. Prompt action in these circumstances can reduce the company's liability for fraudulent charges.

- **CANCELLATION** (Voluntary/Resignation/Termination)

In the event of separation from Stetson University; you agree to surrender the card upon request and any incurred charges for personal use or gain will be paid or deducted from your final paycheck.

IN SUMMARY

Vendors are paid within three days of your business transaction. Please indicate to vendors that you do not wish to be invoiced, as an invoice could result in duplicate payment.

The program is designed to be simple and easy to use, providing you the goods needed to perform your job more quickly and with fewer steps to accomplish the task. We also need to maintain appropriate controls to ensure the ongoing success of the program.

We ask you to exercise good judgment and act responsibly when using the card. The card is issued in your name, and all activity will be assumed to have been incurred by you. You are responsible for the transactions identified on your statement. If an audit is conducted on your account, you must be able to produce the statement and the supporting original receipts for proof that the transaction occurred.

Your feedback regarding this program is important. We need to know if you have issues, and we welcome suggestions for improvement.

We are continually striving to improve the way we conduct business. Your use of this program in conducting your daily business can help us make significant changes in eliminating a variety of manual transactions. If you have any questions about the program or need additional information, please contact the Program Administrator.

CONTACT LIST

Stetson University Purchasing/Travel Card Customer Service

Fifth Third 1-800-375-1747

This area is trained to answer general questions as outlined below and handle issues 24/7/365. If your question or issue cannot be answered, they will forward the request to the next level.

- ✓ Account Balance
- ✓ Payment Due Date and Last Payment Received
- ✓ Credit Limits and Available Credit
- ✓ Listing of up to 10 Recent Posted Transactions:
 - Purchases, Finance Charges, Credit, Payments, etc.
- ✓ Request a Pin Mailer or Change Current Pin

Stetson University Office of Purchasing

Valinda Wimer - 386-822-8850
Sharon Fischer- 386-822-8852
Email - vwimer@stetson.edu
Email - sfischer@stetson.edu

Stetson University Program Administrator:

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PCARD Application

Please Print

Read the Stetson University Purchasing and Travel Cardholder user's guide. Complete the information below and this can be forwarded as an email to your Dean and/or VP for final approval.

Cardholder Information:

First Name _____ Middle Initial _____

Last Name _____

Business Phone _____

Cell phone or Home Phone _____

Email _____@Stetson.edu

SU Employee ID # _____

Business Address:

Department Name _____ Campus Unit _____

Banner Accounting - Default

Fund- _____

Organization- _____

Account- _____

Program- _____

Budget Supervisor Information

Credit Limit \$ _____

Budget Approver _____

Email _____

Campus Address _____

Business Phone _____