

CitiBank Visa Guideline Training Booklet

An All-Purpose Guide to your Visa Procurement Card



I. PROGRAM OVERVIEW

The purpose of the Citibank VISA Procurement Card (P-Card) program is to establish a more efficient, cost effective method of purchasing and payment for "official" SUNY Fredonia small dollar purchases only. This also alleviates the burden of putting State purchases on your personal credit card, filling out the necessary forms, and waiting for reimbursement. The program is not intended to evade SUNY Fredonia's procurement policies but is meant to supplement purchasing mechanisms already in place, and not an overall replacement. All purchases must be made in accordance with NYS Procurement Card Guidelines, SUNY, and Campus Policy as outlined in this document and on the Purchasing Department's webpage.

THE PROCUREMENT CARD IS TO BE USED FOR STATE FUNDING ONLY; NOT RESEARCH FOUNDATION, FSA, OR COLLEGE FOUNDATION ACCOUNTS.

The procurement card will enable cardholders to make authorized purchases directly from a supplier without processing the traditional paperwork. Cardholders are able to make purchases of \$2500 or less per transaction with the procurement card. The Department Chair/Director will set the transaction/card limit for their departments and may raise the per transaction amount to an amount greater than \$2500 with the P-Card Administrator's approval.

The cardholder will not be billed directly for the charges, but will receive a monthly statement of information online at www.cards.citidirect.com. The State of New York will be liable for all authorized charges made using the procurement card. The cardholder will need to reconcile those charges monthly to the accounts that they have assigned to their P-Card.

TRAVEL RELATED EXPENSES SUCH AS MEALS, LODGING, AIRFARE, OR CAR RENTALS CANNOT BE CHARGED ON THE PROCUREMENT CARD. Registration and Conference Fees, when travel is required to attend the event, should also go on a travel card. Procurement cards should be used as a last resort for any travel related expense. Using the travel card ensures the trip's expenses stay together on the Travel Voucher Form.

Training must be provided for all persons receiving a procurement card and their supervisor(s). The training will cover the use of the procurement card consistent with New York State Policy, as well as SUNY and/or campus purchasing practices. Training must be completed prior to issuance of the card.

II. WHO RECEIVES A PROCUREMENT CARD

Cardholders must be an employee of SUNY Fredonia who have a reasonable need to routinely procure goods. Employees must have a campus email address, web access, access to a computer and printer, and a valid record in the SUNY Portal. Departments will identify the employees who will have the responsibility of being a VISA Procurement Cardholder. Cards are issued to individuals and **not** departments. Only the cardholder whose name is embossed on the physical card may use the P-Card. Card sharing is prohibited. It is important to ensure that each person receiving a P-Card is familiar with State procurement procedures and policies as outlined in this document and on the Purchasing Department's webpage.

III. APPLICATION PROCESS

To obtain a procurement card, an employee and their supervisor must attend training and have their authorization forms approved by their Department Chair/Director. All forms must be forwarded to the Purchasing Office for processing. Cards will not be ordered for employees who have not attended a training session.

If the applicant's supervisor has not previously attended an in-person P-Card training session, he/she will have to review the most current guidelines and submit a signed acknowledgment form. P-Cards will not be released to the applicant unless his/her supervisor has signed an acknowledgement form.

IV. PURCHASING WITH THE CARD

DOLLAR LIMITS

Purchasing, including freight charges, are limited to a maximum of \$2500 per transaction. Splitting of orders to avoid the transaction dollar limit is prohibited. Please use an alternate method of procurement or contact the Purchasing Department to receive a temporary increase to your per transaction limit. Each Department Chair/Director may impose additional monetary limits on the card at their discretion. Itemized invoices must always be received.

SUPPLIERS

Preferred Vendors (Corcraft, NYS Industries for the Disabled, and NYS Preferred Source Program for the People Who Are Blind), State Contracted Vendors, SUNY local contracts, NYS Certified MWBE/SDVOB should be consulted first when making a procurement. If the commodity is not available from one of those vendors, the cardholder can procure from a vendor that is able to supply the desired item that meets the department's form, function, and utility.

RESPONSIBILITY OF PROCUREMENT CARDHOLDERS

Cardholders are encouraged to use the "Procurement Card Order Form" to help organize their purchases. This will make record keeping more efficient if the cardholder is purchasing for their whole department. An electronic version is available upon request. This document may also be used to (1) verify all purchases, (2) audit a specific card, (3) reconcile a reported billing discrepancy, and (4) document purchase authority. Although not required, it is a good tool to use.

1. REQUIRED PURCHASING PRACTICES:

- Funds must be available at the time of purchase. Verification may be done via the BI web application. Please contact the Accounting Office at 673-3467 for more information and training.
- Use of this card is strictly limited to the purchase of commodities for official State use. Do not use this card for personal charges, services, or when there is an agreement or contract that applies to the purchase. Such improper use may subject the employee to disciplinary action.
- If the item is not available from a Preferred Vendor, a New York State contract, a SUNY local contract, or an MWBE/SDVOB, the cardholder should be able to substantiate the reasonableness of price. Good business practice suggests obtaining a minimum of three written or verbal quotes.
- If your purchase will exceed the per transaction limit, do not split your order so that the card may be used. Use the traditional purchasing procedures of a purchase order or email the Purchasing Department so that a temporary limit increase can be placed on your account.
- Do not give your card number to anyone other than the supplier from whom you are purchasing.
- When procuring pre-approved equipment, the cardholder must send a copy of the packing slip/receipt of goods to the Property Control Office at 404 Maytum Hall for the issuance of an inventory tag.
- All software/software as a service, contracts, agreements of service, or any purchase that has terms and conditions attached to it must be reviewed before procurement, regardless if it is new or a renewal. A Tracker Ticket must be submitted and procurement must be made via a State issued Purchase Order.
- All audio video purchases such as sound equipment, cameras, and video equipment must be sent to the Chief Information Officer before procurement. A Tracker Ticket must be submitted.

2. PLACING YOUR ORDER

- Cardholders must make sure that funds are available at the time of placing an order.

- When placing an order, identify yourself as ordering from a State Educational Institution to ensure that you are getting the best educational pricing and ordering tax free. Please provide vendors with NYS Tax Exempt ID No. 14740026K.
- Give the vendor your name as it appears on your P-Card, the account number, and the expiration date. Tell the vendor that "VISA" must be clearly stated on the outside of the package via the shipping label. All packages must be delivered to 280 Central Ave, Fredonia, NY 14063. If VISA cannot be entered as a separate line, ask that the vendor hyphenate your last name such as Jane Doe-VISA.
- Orders may be placed via phone, fax, in person, or online. Before completing communication with the supplier, make sure that all the information needed has been provided and the supplier confirms that the card data has been accepted through their automated register terminal. Inform all vendors that a paid receipt is required.
- To complete the transaction, obtain an itemized receipt and any other documentation that validates the order. If the purchase is a phone transaction, ask the merchant to fax or email the receipt and include purchase details clearly showing items purchased and that no tax has been charged.
- When purchasing via the internet, cardholders must be sure that the site is secure and that the appropriate documentation is obtained to validate the transaction at the time of order. Most internet orders provide electronic order confirmations. These should be printed and kept with your reconciliation package. If tax is charged it is the cardholder's responsibility to follow up with the removal of tax.
- It is the cardholder's responsibility to make sure that if shipping/freight is charged that it is under \$99.99. If it is over \$100, an itemized freight bill must be received and attached to your documentation.
- It is your responsibility to contact the vendor with any reports of damage or discrepancies.
- Attach all documentation to your reconciliation package and retain for six (6) years plus the current year.

V. EXAMPLES OF AUTHORIZED PURCHASES (UP TO \$2500):

- Some items found on a State "P" contract, preferred sources, Office of General Services Statewide Contract, MWBE supplier sites when they accept a P-Card
- Maintenance/repairs of equipment when not accompanied by an agreement or contract
- Reference or textbooks for departmental use
- Supplies and materials for departmental use
- Film processing for department use
- Printing (be sure to obtain Trademark and Licensing and/or Creative Design Team Approvals and attach to your receipt)
- Non-travel related registration for conferences and seminars
- Subscriptions in the name of the University
- Memberships in the name of the University
- Shipping charges and freight (USPS, UPS, Federal Express, Airborne, etc.), must have an itemized receipt if the charge is over \$100

If you would like to procure an item that is not listed, please contact the Purchasing Department.

VI. RESTRICTED ITEMS, THAT CANNOT BE PROCURED WITH YOUR P-CARD:

- Personal use
- Alcoholic beverages, refreshments, coffee service, meals, flowers, greeting cards, gifts, etc.
- Food/beverage/paper or plastic goods for general office use including but not limited to candy, snacks, water bottles, coffee, etc.

- Items when purchased separately from the same vendor will exceed the \$2500 per transaction limit (split ordering)
- Gasoline
- Medical services
- Cash advances/ cash refunds/ cash back on purchases/ ATM transactions
- Controlled substances including but not limited to narcotics and prescription drugs (the only department exception is the Health Center)
- Over the counter medications including but not limited to Tylenol, Advil, Motrin, bandages, etc. (the only department exception is the Health Center)
- Live animals
- Radioactive materials
- Specialty gases/cylinder rentals (the only department exemptions are the Biology and Chemistry Departments and the Maintenance Garage)
- When a written agreement needs to be signed by an official representative of the University (e.g., software license, SaaS, agreement of service, terms of use, etc.)
- Contracted services from an individual
- Leases, insurance, or rent
- Travel/entertainment related expenses for yourself, staff members, guest speakers, students, non-employees or consultants (i.e. airline, car rental, lodging, restaurant, dinner, sightseeing, cruises, museums, golf, Broadway shows, limos, taxi service, airport shuttles, etc.)
- Non-employee compensation (payments for personal services), gift certificates, savings bonds
- Promotional items when not approved by Trademarks & Licensing and/or The Creative Design Team
- Renovations/Construction (the only department exception is Facilities Services or with documented emergency reasons)
- Auxiliary heating/cooling equipment (the only department exception is Facilities Services)
- Club/warehouse memberships including but not limited to BJ's, Costco, Walmart, etc.
- Medical provider services or licenses (the only department exception is the Health Center)
- Home internet service, cellular phone service, or data plan service
- Cellular devices including but not limited to phones, equipment, etc.
- Non-employee compensation such as payments to consultants or guest speakers
- Gift certificates or gift cards (generally classified as taxable income by the IRS as they are considered same as cash)
- Gifts such as greeting cards, flowers, floral arrangements, gift baskets, etc.
- Charitable and/or political contributions
- Amazon Prime and/or Amazon Fresh memberships
- Traffic infractions including but not limited to speeding fines, red light camera tickets, parking tickets, etc.

PLEASE NOTE: All software/contract/agreements/renewals/SaaS MUST BE submitted via Tracker and paid via a State issued purchase order. A technology risk assessment and review of terms and conditions must be done regardless of dollar amount.

The above referenced list is not all-inclusive and exceptions may apply. Many items lend themselves to personal use and it is the cardholder's responsibility to provide documentation to support that the purchase of an item that lends itself to personal use is essential to fulfilling his or her job responsibilities.

Please contact the Purchasing Department if you have any questions as exceptions will be reviewed on a case-by-case occurrence.

VII. FISCAL YEAR RESTRICTIONS

P-Card privileges may be suspended at the end of SUNY's fiscal year if a budget is not in place. We advise the cardholder to use the P-Card judiciously as the end of the fiscal year approaches. Funding will not be available to cover any charges appearing in a new fiscal year until a budget has been passed. In accordance with the terms of the contract, in the event we are not able to pay Citibank promptly, the University will have to pay interest for those charges to appear on the account after card suspension has been enacted. Before placing any order, make sure funds are available in your account.

VIII. STEPS FOR REGISTERING AT CITIDIRECT ONLINE AND VIEWING YOUR STATEMENT

As soon as you start using your P-Card, you will receive an e-mail inviting you to visit the following link:
<https://home.cards.citidirect.com>

This link will bring you to the CitiDirect Card Management System.

- Type in your User Name and Password and click "Log In"
- If you have not registered at the website you must do so before continuing. Click on the "Self registration for Cardholders" to register. (Please take note of your username and password for future reference).

To print the respective monthly Citibank statement, cardholders must go to the Citibank Commercial Cards website: **home.cards.citidirect.com**, to download a pdf version of the statement by following the steps below:

- Type Username and Password (case sensitive); click "Login"
 - o If a cardholder forgets either, click "Forgot ..." and the information will be emailed directly to the cardholder from Citibank.
 - o If the information cannot be obtained electronically, cardholders must call Citibank directly for assistance using the 800 number located on the back of the Citibank VISA card or refer to Section XVI
- Type the answer to one of three challenge questions established when Citibank access was created (case sensitive); click "Continue"
- Your CitiManager will have four colored blocks up. Credit Limit, Available Credit, Current Balance, and Payment/No payment due. Hover your mouse over the word Statements under the last block or on the paper icon in the left taskbar.
- A 12-month block calendar will appear. Statements that are highlighted are months the P-Card was used.
- Click on the statement month you need to view. A new screen appears.
- Your transactions are visible for that month.
- To view previous statements, click on any "Statement Date" above the current information.

(NOTE: Statement dates are the very last day of a SUNY billing cycle. For example, if you wish to review transactions made during a September billing cycle, the Statement Date will be October 6).

- Cardholders are required to print the actual statement from Citibank. To do this, click on "DOWNLOAD" under **Billed Transactions**. A dialog box appears with PDF already selected, click Download
- A dialog box appears "Please note that the downloaded file may be cached on your computer", click ok
- An Adobe dialog box opens. Open with Adobe Acrobat Reader is selected, click ok
- The Citibank Statement is now available to print
- Go to file print or choose the printer icon in the ribbon above. Click Print.
- Click "X" at the top of the PDF to exit and return to the Citibank site
- You can now sign out of Citibank. Click the "Sign Out" button under your name to exit Citibank.

Access to Citibank to view an account is available at any time. To view transactions that have not yet billed to a statement, simply click "RECENT" under statements and a list of transactions posted to date during the current billing cycle will appear.

IX. PAYMENT OR ACCOUNT RECONCILIATION/CERTIFICATION

The billing cycle for Citibank VISA begins on the 7th of a month and continues through the 6th of the following month (i.e., January 7th through February 6th is the SUNY January billing cycle and will appear on the Citibank February statement). After the close of each billing cycle, the cardholder must print and review their statement for accuracy and reconcile each transaction (order form optional), supplier receipts and/or invoices, receiving information, any required written approvals and/or justifications and a listed business purpose for each transition. Cardholders should only accept charges for goods and/or services that the supplier has delivered: A P-Card Receipt form must be completed for each transaction and signed by your supervisor.

The Purchasing Department will notify you when it is time to reconcile your purchases on SUNY web. SUNY web reconciliation must be completed within five (5) business days of receipt of the email notification. If you are away from the office during this time, be sure to contact the Purchasing Department.

Your review should include the following:

- Itemized Receipts that are attached to the back of the P-Card receipt form (and optional order form)
- If multiple receipts are used for one transaction, all associated receipts should be stapled together and filed with the corresponding P-Card receipt form. The original transaction should equal the cumulative total contained on the invoices.
- Any charges for sales tax must be identified and followed up on. They will be noted as credit pending for next month's statement.
- Any credits on your statement for any returns require explanation as well.
- If a charge appears on your statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until the goods have been shipped. If you cannot resolve the matter with the supplier, follow the process for disputes (Section XI, item 5).
- In cases where the original receipt is not immediately available, the cardholder will create a document containing the following: an explanation as to why the original receipt is not available, details about the transaction including a description of item(s) purchased, vendor's name, date of purchase, quantity, unit price, total cost, and a description for the business purpose. The business purpose must be written in terms that would be clear to an external reviewer, especially in the cases where the item could lend itself to personal use.

X. ELECTRONIC RECONCILIATION

Sign onto the SUNY System. Follow the instructions below.

Follow these steps for the monthly SUNY reconciliation/certification process:

1. Using Firefox or Google Chrome (Mac users must use Safari), go to **www.suny.edu**
2. at the bottom of the page click on "*SUNY Portal*"
3. This brings you to SUNY Secure Sign On
4. Select Campus: Fredonia click "*Login*"

5. At the Fredonia eServices Sign On, type your Name and Password (same as signing on to your computer); click *"Sign in"*
6. At the Services Portal, click on *"Finance & Management Systems"* located under the *"Business Systems Applications"* tab.
7. While under the *"Business Systems Applications"* tab, click *"Finance"*, then click *"Cardholder Statement"*
8. The *"Cardholder Statement"* page will immediately list transactions from the last billing cycle that had them. To view a previous billing cycle, click the *"Statement Cycle"* drop down and you can select the appropriate Statement Cycle to view. Transactions for the selected Statement Cycle will then appear under Statement Detail.
 - A Statement Cycle noted as *"Certified"* can only be viewed.
 - A Statement Cycle can only be certified in chronological order (i.e., if a statement is *"Not Certified"* in a cycle prior to the current one ready to certify, the prior statement must be certified before the most recent one can be certified).
9. All transactions posted to the P-Card account will be itemized showing the default State/IFR account noted as the *"Account Number"*.
10. Confirm the transactions that you are certifying match those from the printed Citibank statement and the transaction amounts are correct. Any discrepancies must be addressed directly with the vendor.
11. To change or split the cost of a transaction with an account(s) in addition to, or other than, the default account, click the *"Edit"* button to the right of the respective transaction.
 - If there are no necessary account number changes, proceed to step #15 to certify.
12. At *"Transaction Details"*, the *"Funding Information"* will be at the bottom. Click *"Edit Funding"* to access the funding information and make account number changes.
13. At *"Funding Line"*, if the entire cost of the transaction is to be paid from an account other than your default follow these steps:
 - Type the new *"Account Number"* to be used for payment (Note: only accounts within your respective department will be available for use).
 - Click *"Save & Return"*
 - Follow these steps until all transactions on the statement have been changed, as necessary, to the proper accounts
 - Go to step #14 to confirm the changes and certify the statement
14. At *"Funding Line"*, if the cost of the transaction is to be paid from multiple accounts follow these steps:
 - a. If using the State/IFR default account as one of the accounts, move to step C.
 - b. If not using the State/IFR default account, type the new *"Account Number"* to be used for payment (Note: only accounts within your respective department will be available for use).
 - c. At the *"Amount"* field, type the amount to be paid from the first account; (do not use *"\$"*)
 - d. Click *"Save/Add Next Account"*
 - e. The next screen will appear showing the remaining balance in the *"Amount"* field. Enter a valid *"Account Number"* and the proper amount to be paid, (do not use *"\$"*), if different from the amount showing.
 - f. Follow these steps until the full cost of the transaction has been applied to the proper State/IFR account number.
 - g. Click *"Save & Return"* after the final account number change has been entered.
 - h. Follow these steps until all transactions on the statement have been changed to the proper accounts; click *"Save"*.
 - i. Go to step #14 to confirm the changes and certify the statement.
15. At *"Statement Detail"*, any account number changes made will be visible under *"Account Number"*.

- If any of the funding is out of balance, the “Edit” button will be red and will not allow certification until it is corrected. Go back to step #12 and follow the steps again to correct any errors.
 - Click the red “Edit”.
 - If error is on an account(s) already listed in the “Funding Information”, select the account(s) to correct the error(s); click “Save/Add Next Account” (if a new account is needed and a balance still remains) or click “Save & Return” (if all corrections are complete).
 - If error is not from an account(s) already listed in the “Funding Information”, select any account listed; click “Save/Add Next Account” to obtain a new screen. Type the new account; type the “Amount” (if different from the balance listed); “Save/Add Next Account” (if a balance still remains) or click “Save & Return” (if all corrections are complete).
 - Click “Save” when all corrections are completed.
 - Repeat these steps until all red “Edit” buttons are corrected; continue with step #15.
16. If all account numbers are correct, click “Certify” at the bottom and a Certification Screen will appear.
 17. Add comments to the Certification Screen, if necessary.
 18. Click “Certify”
 19. At “Statement Detail”, there is the option to “Uncertify” to reopen access to the statement for any changes that may have been missed or click “Cert Print” to print the Certification Statement
 20. The Certification Statement will appear in a separate window. Click “Print” on the Certification Statement which will require the cardholder and the appropriate supervisor signatures. The Certification Statement must be kept with the respective Citibank statement along with all back up documentation for audit purposes.
 21. Retain in a closed, fiscal year folder for the required audit period of seven years.
 22. To exit the SUNY Employee Services Portal, click “Sign Off” located in the top right corner of the page.

The cardholder will retain all original receipts and statements for a minimum period of six (6) years plus the current year, for a total of seven years. If the cardholder leaves the department that paid for the charges, the department must maintain the records as they are the office of record for all P-Card activity.

XI. CARDHOLDER RESPONSIBILITIES

- Check the accuracy of your order and the goods received
- Confirm receipt of all goods, items delivered are what you ordered and are in acceptable condition
- Price charged is equal to the price quoted when ordered
- Check to see that NYS sales tax was not charged
- Shipping/freight over \$100 has proper documentation
- Cardholders are required to notify the vendor of any problems or discrepancies with an order and to also make arrangements for the return of the merchandise and credit to their account if necessary. Under no circumstances will cash be accepted to resolve a credit situation.
- Cardholders are encouraged to periodically monitor the transactions that post to their Citibank accounts. All transaction that post to your statement must be certified; the quicker a transaction is disputed, the quicker it will be credited to the budget account it was debited from
- Property Control must be notified of any procurements that require the dispensing of asset tags
- For backordered situations where the order may extend over multiple billing cycles, make a copy of the original order documentation and highlight the item(s) that have not been received. Keep the highlighted copy in the pending folder until the item(s) is/are received. Use the original as backup for the current statement. Continue this until all items have been received and the order is complete.

- Treat the P-Card with the same care as a personal credit card, bankcard, cash, and checks. Keep the P-Card in a secure location when not using it. The cardholder is the only individual authorized to use the card.

1. SALES TAX

The University is tax exempt. If a charge for sales tax appears on your statement, the cardholder must contact the supplier directly to arrange to have this charge reversed. Ask the supplier to credit your account for the sales tax charged and fill out the credit pending section of the "Credit Pending/Disputed Item Form" to reconcile/certify with the next month's statement.

If the cardholder has requested this reversal of sales tax and the credit does not appear on the following statement, complete the disputed item section of the "Credit Pending/Disputed Item Form" and attach the documentation showing that the request for a charge reversal was made.

2. FREIGHT

Vendors may charge freight up to and including \$99.99, without documentation. This charge should be part of the original quote. If the freight is over \$100, a copy of the original freight bill must accompany the vendor's invoice before payment is made.

3. RETURNS AND CREDITS

All credits and returns must be documented on the credit pending section of the "Credit Pending/Disputed Item Form" and filed in your received/pending file for reconciliation of the next statement. Please remember to note on the original reconciliation packet details of the credit or return.

To return an item, contact the supplier directly to determine the proper return procedures. Any credits issued should appear on a subsequent statement.

If you have returned an item that you purchased and a credit for this item does not appear on the following statement, complete the "Disputed Item" section on the "Credit Pending/Disputed Item Form" and attach the credit voucher or documentation showing the item was returned and keep for your records.

4. ITEMS NOT RECEIVED

If a charge appears on your statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until goods have been shipped. If you cannot resolve any of the above matters with the supplier, follow the process for disputes.

5. DISPUTES

A dispute exists when a merchant will not accept returned items for credit, duplicate or erroneous charges exist for which the merchant will not provide credit, when an item is billed incorrectly, or when defective materials have been received. Because Citibank purchases are paid in total by the Office of the State Comptroller prior to issuance of the Citibank summary statements, disputed charges always have to be reconciled and certified. If the cardholder cannot resolve a dispute with a supplier or there is a charge that is unauthorized or unrecognized on the cardholder's statement, the cardholder must initiate a dispute with Citibank by calling Customer Service at 1-800-248-4553 within 60 days of the statement date.

Citibank will investigate the dispute on the cardholder's behalf and assist in the resolution. Citibank will issue a temporary credit pending final resolution.

The cardholder must also complete the disputed item section on the "Credit Pending/Disputed Item Form". Place a check next to the specific item(s) in question on the statement and provide a complete explanation of the dispute and retain for your reconciliation record.

Following are the steps needed to access and complete the dispute form on the CitiDirect On-line system:

- Access the electronic statement containing the transaction being disputed.
- Click "*Option*" next to the transaction item you wish to dispute.
- Click "*Dispute*". The "Dispute Transaction" form appears.
- Scroll to the bottom of the "Dispute Form" window. Click "Print" and then "OK".
- After the form has been printed, place an "X" in the bracket located to the left of the reason for your dispute. Sign, date, and fax the form along with any necessary documentation to Citibank at 605-357-2019 for investigation and resolution.

At the cardholder's request, the P-Card Administrator will provide assistance with supplier disputes. After receiving a complete description of the dispute, the P-Card Administrator will review the dispute and initiate any necessary and appropriate action.

Citibank will issue a temporary credit to the cardholder's account when notified of a questioned item. This credit will appear on the cardholder's Citibank statement the month following Citibank's notification. The credit amount will be subtracted from the new balance.

Citibank will issue a permanent credit to the cardholder's account and process the appropriate chargeback for all questioned items resolved in favor of the state agency.

6. SAFEGUARD P-CARD ACCOUNT NUMBER CAREFULLY

It is critical to safeguard the card account number. Do not post it in your workspace or record it in your day planner, etc. Do not give the card number to a vendor for use on a standing or blanket basis. When prompted, do not opt to have vendors save or store card number to help reduce potential fraud if the vendor's systems are breached or compromised. The only vendors allowed to keep card information are printer/copier vendors James B Schwab and Usherwood Office Technology for maintenance and copy charges that occur on a monthly or quarterly basis.

Remember that the account number can be used just like the card itself. If the card is either stolen or misused, resulting in unidentifiable transaction, which are reported on periodic printed or web based statements, immediately report such action by following instructions for lost or stolen P-Cards.

7. LENDING OR SHARING P-CARD IS STRICTLY PROHIBITED

The only person entitled to use a P-Card is the person whose name appears on the face of the card. Do not lend your card to another person for any reason. Card assignment to a single named employee of SUNY Fredonia ensures proper internal controls. If the cardholder is going to be absent from the office for an extended period of time (30 days or more), it is advised to have another person trained and receive their own card as backup. During the absence of the cardholder, a department can use alternative procurement methods (i.e. requisition) for procurement of goods or services. *Sharing or lending of a P-Card will result in a minimum 60 day suspension of the card and mandatory attendance at a training session of both the cardholder and their supervisor.*

8. CARD RENEWAL

New cards are automatically reissued to all active cardholders in good standing. The card expires on the last calendar day of the month listed on the card. P-Cards are good for three years. A renewal P-Card is mailed directly to the Purchasing Department. The Purchasing Department will contact the cardholder

to set up an appointment for the cardholder to pick up their new card. The cardholder is required to turn in their expired card when they attend that appointment. It is the responsibility of the cardholder to activate the card after picking it up.

9. TEMPORARY CREDIT LIMIT CHANGE

Cardholders may need to change the single purchase limit or monthly credit limit from the original pre-authorized limits. A cardholder should never split a transaction in order to be able to use their card. Requests for changes must be in writing and are typically held for 48 hours.

10. MERCHANT AUTHORIZATION CONTROLS

Cardholders may have a one time purchase that will require a merchant code override. Requests must be in writing and are typically held for 48 hours.

11. TERMINATION/CANCELLATION OF A CARD

A card may be terminated or cancelled when the cardholder is no longer employed by SUNY Fredonia or they no longer need a card due to a change in position or scope of their work. The cardholder must contact the Purchasing Department in writing to notify them. A meeting may need to take place to surrender any receipts of procurements that will need to be reconciled on behalf of the cardholder.

12. CHANGES IN CARDHOLDER STATUS

A cardholder may have a change of their information such as a name change, a department change, etc. It is the responsibility of the cardholder to contact the Purchasing Department when such changes occur.

13. REVIEW OF INACTIVE P-CARD ACCOUNTS

Bi-annually the Purchasing Department checks all cardholders for inactivity. Those cardholders that have not had activity on their account for the past six months will receive an email asking if they wish to continue to have a card or if they wish to surrender it. Inactive cards will have their limit placed at \$1. It is important to review inactive cards to limit the risk on our campus.

14. CONFLICT OF INTEREST

SUNY Fredonia is committed to high ethical standards that require all cardholders and approving supervisors to avoid any transaction or circumstance that enables, potentially enables, or appears to enable a conflict of interest.

Cardholders must not use suppliers (individuals or corporations) of goods and services who are family members (spouse, brothers, sisters (whether whole, half-blood, or step), children (whether natural, adopted, or step), grandchildren, great-grandchildren, spouses of brothers or sisters, where they have a financial interest or economic benefit in any way, or if their personal outside business or other interest could be construed to have an influence when making a supplier selection. Program participants must uphold the Conflict of Interest policies of SUNY Fredonia, which follows JCOPE guidelines, and not make purchases from any vendors where they personally benefit directly or indirectly.

Cardholders must not accept any gift or gratuity from any source when it is offered, or appears to be offered, to influence cardholder decision-making regarding P-Card purchases.

XII. LOST OR STOLEN PROCUREMENT CARD

All cards are the property of SUNY Fredonia. Any lost or stolen procurement card must be reported immediately to Citibank VISA at 1-800-248-4553. The cardholder should be prepared to give their name and account number and card expiration date, if known. Cardholders will also be asked the last four digits of your SUNY ID or NYS ID ("N"number) and a brief explanation surrounding the loss.

Immediately following this verbal notification, the cardholder must also contact the Purchasing Department at 716-673-3438 or via email at Purchasing.Office@fredonia.edu. Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

Citibank will take immediate action to cancel the P-Card. A replacement card will be sent to the Purchasing Department within 5 to 7 business days of receipt of notification. Note that the number will be different than your previous card and this may require you to contact any vendors that you have repeat charges with.

Upon receipt of the new P-Card, the Purchasing Department will contact the cardholder so that they can make an appointment to pick up their new card.

XIII. LIABILITY

New York State will be initially liable for all charges to the P-Card except for fraudulent use of the card by a vendor and/or an employee, charges in excess of the single per-transaction limits, and any other limits imposed by participating state agencies.

While New York State will be responsible to Citibank for all employee charges associated with the P-Card, the cardholders themselves will be responsible to reimburse the State of New York for any charges incurred as a result of misuse or fraudulent use of the P-Card.

New York State will not be liable for any charges incurred by non-employees. Therefore, it is important to immediately report any lost or stolen P-Cards to Citibank. Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the P-Card.

XIV. SUSPENSION OF PROCUREMENT CARD PRIVILEGES

Improper use of the P-Card by the cardholder may lead to suspension of all P-Card privileges. P-Card usage may be audited at any time. The agency P-Card Administrator authorizes all requests for suspension.

A. Misuse or Abuse of the Card

The term "misuse or abuse" means the use of the procurement card outside the employee's authorized parameters (i.e. charges in excess of the permitted limit or for items not for University business).

1st Offense: Both the cardholder and the cardholder's supervisor will be notified of the infraction. The cardholder will be advised to use the card for official purposes only, and within the parameters established by NYS and Citibank. The cardholder will also be advised that all P-Card privileges will be suspended if further violations occur. The cardholder will be personally responsible for reimbursing the state for unauthorized purchases.

2nd Offense: All procurement card privileges will be suspended. The cardholder, the cardholder's supervisor, the appropriate Vice President and the Vice President for Finance and Administration will be notified of this violation. After a period of three (3) months, the Procurement Card Administrator may elect to reinstate the cardholder's privileges. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

3rd Offense: Any use of the procurement card will be suspended permanently. The cardholder, the cardholder's supervisor, the appropriate Vice President and the Vice President for Finance and Administration will be notified of this violation. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases. The University may implement further disciplinary action.

B. Fraudulent Use of the Card

The term "fraudulent use" means the use of the procurement card with a deliberately planned purpose and intent to deceive and thereby gain a wrongful advantage for oneself or anyone else other than the State of New York. The following actions will be taken:

- Immediate suspension of card privileges
- Removal of cardholder's purchasing authority
- Mandate employee reimbursement to the state
- Formal disciplinary action which may result in termination of employment pursuant to applicable contract provisions or, for Managerial/Confidential designated employees, in accordance with the provision of Section 75 of the Civil Service Law.

C. Employee Separation, Extended Leave, Sabbatical

If a cardholder leaves the University, the P-Card must be returned to the Purchasing Department. The P-Card Administrator will direct Citibank to cancel all P-Card privileges for any cardholder that leaves the University service for any reason. The State will continue to be liable for any charges incurred by the cardholder until Citibank is directed to cancel the procurement card.

If the cardholder is on leave for 30 days or more, the P-Card must be suspended (line of credit limit will be placed at \$1). It is the responsibility of the cardholder and their supervisor to contact the Purchasing Department when the cardholder leaves and when they return.

XV. AUDITS OF INDIVIDUAL ACCOUNTS

To ensure the continued success of the P-Card program, audits of a cardholder's transactions will occur. The primary purpose of the audit is to ensure that the correct information is being captured and retained; that the P-Card is being used for allowable transactions; and that the program policies and procedures are in place and being followed.

It is important to note that the agency issuing the card and/or the Office of the State Comptroller, may elect to audit any and all procurement card accounts at any time. Performance of these audits does not require advance notice. Therefore, it is extremely important that all cardholders and departments retain accurate records of all transactions made using their assigned procurement cards.

One of the most significant problems related to the use of the P-Cards is the failure to provide documentation to substantiate a transaction. Audits review those items and may include but is not limited to: that paperwork is maintained properly and reflects a complete procurement record; review of statements to ensure itemized receipts support transactions; review of transactions for appropriateness and allowability; that incorrect billings are handled properly; review of proper justification regarding the nature of the purchase; and that no tax was charged.

Supervisors are required to review, initial, and date the reconciliation page as well as the P-card receipt form of all their department cardholders. No unauthorized purchases will be permitted. Any employee making unauthorized purchases will be subject to appropriate disciplinary action.

Based on the results of the audit, the following may be necessary: a follow-up audit at a future date; reimbursement to the state account from a non-state source for inappropriate transactions; additional training; greater involvement by the appropriate supervisor; suspension of P-Card privileges; or permanent revocation of the P-Card account.

XVI. KEY CONTACT INFORMATION

SUNY Fredonia P-Card Administrators at 716-673-3438

To report and cancel lost or stolen cards, Supplier Questions,
Dispute/Claims, and Billing questions, contact

Citibank VISA Customer Support, at: 1-800-248-4553

This toll-free number is available 24 hours a day, seven days a week.

Also contact the Purchasing Department at Purchasing.Office@fredonia.edu