

Purchasing Card Guide



January 2013

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General Information

The Purchasing Card is a VISA Card issued by PNC Bank. The college is required to pay the full amount of the bill every month for all charges made. The Purchasing Card is for business purposes only and may not be used for personal purchases. The Purchasing Card may only be used by the authorized user on record at PNC Bank. Card security should be treated with the same level of care as a personal credit card.

Allocators are responsible for allocating and submitting the receipts and statements for the department. These tasks have due dates and are required to be submitted by the due dates. It is crucial receipts are turned in promptly. Not doing so, can result in card suspension and/or termination.

The Purpose of the Purchasing Card Program

The Purchasing Card gives buying power directly to those employees who need it. It is a convenient time-saving tool that can be used for purchases under \$1,000.

Program Benefits

- CARDHOLDERS Will be able to obtain goods and services directly from vendors without using a purchase order. This streamlines the purchasing process and helps improve turnaround time on orders. When used for travel, automatic travel accident insurance and lost luggage insurance are included. It also significantly reduces the workload and costs related to the purchase and payment process and contributes to high customer satisfaction.
- ELIZABETHTOWN COLLEGE The Purchasing Card program provides a cost-efficient, alternative method for purchasing low-dollar goods and services. Built-in card features make the program easy to control and manage while reducing processing costs at all levels by eliminating large volumes of invoices and checks.
- VENDORS The Purchasing Card will be welcomed by vendors who accept VISA. When they accept the card for business purchases, vendors need not send invoices to the College, and they will receive payment directly from the provider within 24-72 hours.
- PCARD REBATES All departments actively participating in the Purchasing Card Program are eligible for Purchasing Card Rebates. Rebates are distributed departmentally in late February early March and credited to department supply lines. Rebates are based on department spending as a whole and calculated by spending percentages according the college usage. The college is eligible for a rebate when spending exceeds \$2,500,000 per year. When the college spends or exceeds this amount, a calculation is done to estimate per cardholder spending. This spending and annual spend are placed on a rebate tier provided by PNC Bank. Each department will be notified of any rebate by the Program Administrator. Please remember, rebate money will vary from one department to the other.



Card Limits

The PCards have a credit, per transaction, and number of transactions a day limit. These limits are determined when the card is first-issued.

Dates to Remember

- The PCard cycle ends on the 27th of each month.
- Transactions must be allocated by the 10^{TH} of each month.
- Statements with Department and Cardholder signatures and support documentation are due in the Business Office by the 14th of each month.

Contacts & Phone Numbers

Purchasing Office	Purchasing Office	Accounts Payable	PNC Bank Customer Service
Tiffany Wells	Melissa Gruber	Brenda Landvater	(800) 685-4039
X1575	x1186	x1214	
<u>wellst@etown.edu</u>	<u>gruberm@etown.edu</u>	<u>landvabj@etown.edu</u>	



Purchasing Card Requirements

Approvals

Directors/Managers can approve personnel within their areas to be cardholders. Anyone requesting a Purchasing Card will need to contact the Program Administrator to request and complete a purchasing card enrollment form. New cardholders will be contacted when the cards are ready to be distributed.

Training

New cardholders are required to attend a card training session conducted by the Program Administrator. All cardholders or individuals responsible for card transactions will need to attend training prior to card issuance.

After training, the cardholder will complete and sign an Employee Card Usage Agreement Form indicating the cardholder understands the procedures and responsibilities associated with the Purchasing Card.

Upon completion of the required cardholder training as well as execution of the employee card usage agreement, you will be issued your PNC VISA Purchasing Card.

Activating Your Card

Your PNC Bank Purchasing Card will arrive with an activation sticker on the face of the card. Contact the tollfree number on the sticker to activate your account. A non-activated account will be declined for all purchase attempts.

Signing Your Card

Sign your card after activation.

Receipt Retention

Backup documentation is required for all PCard transactions. All Travel and Entertainment "type" expenses must be clearly identifiable and include Who, What, and Why. Incomplete information will be sent back to the cardholder.

Online Reconcilement — ActivePay (https://www.pncactivepay.com/)

A username, password and organization ID is required to access the ActivePay website. Transactions must be allocated on-line by the 10th of the month. Transactions not allocated by the due date, are at risk for temporary card suspension.

Statement & Receipt Reconcilement

Receipts pertaining to the statement must be submitted to the Business Office by the 14th of each month. All statements must be reviewed and signed by the cardholder and the approved auditor. Statements can be retrieved from the ActivePay website under Quick Links, Statements. (<u>https://www.pncactivepay.com/</u>)



The Program Workflow

Transaction

- 1. Cardholder makes a purchase.
- 2. Merchant receives *approval for purchase and processes payment.
- 3. Cardholder keeps a copy of the receipt for their records.
- 4. Merchant receives payment from PNC Bank within 24-48 hours.
- 5. Cardholder logs onto the Allocation website to allocate transaction.
- 6. At month end, the Administrator exports all card transactions into an Excel Spreadsheet.
- 7. All transactions are loaded into the College accounting system and charged to department budgets.

*Bank Approvals

The approval process will verify that your card is active, has available credit, and that the vendor is approved. If the card is declined, contact PNC Bank's Customer Service at 1-800-685-4039 for information about the decline. This phone number is conveniently located on the back of your PNC Purchasing Card. If you feel your purchase should be approved, contact Tiffany Wells @ wellst@etown.edu or extension 1575 for further assistance.

Purchase, Allocation and Statement Workflow

- 1. Cardholder makes a purchase.
- 2. Cardholder retains a receipt of the purchase.
- 3. Receipts must include the date, transaction amount. All T&E (travel and entertainment) transactions must include purpose and people present.
- 4. Within 24-48 hours, transaction will appear on the Allocation Website.
- 5. Cardholder logs onto the Allocation site and assigns proper account codes and closes the transaction.
- 6. Cardholder receives hard-copy memo statement directly from PNC Bank.
- 7. Cardholder reconciles original receipts with statement and initials the bottom of the statement.
- 8. Cardholder sends the statement and receipts to their PCard Approver.
- 9. The PCard Approver reviews the statement and initials it after making sure the proper support information is being provided.
- 10. The PCard statement is sent to the Business Office for auditing.
- 11. Statements will be reviewed by the Business Office.
- 12. Statements meeting all the proper documentation rules will be filed.
- 13. Statements needing more information will be sent back to the cardholder.
- 14. Returned statements must be returned to the Business office within 10 business days. Unreturned statements can result in temporary deactivation.



Responsibilities

Cardholder

Security of the card; It is the cardholders' responsibility to safeguard the PCard and card number.

If a PCard is lost or stolen, the cardholder must notify PNC Bank immediately and Tiffany Wells @ wellst@etown.edu or x1575 as soon as possible.

- Maintenance of online allocation.
- Retention of all receipts.
- Reconciliation and submission of all statements by the specified due dates.
- Each cardholder is responsible for his/her transactions identified on their statement. If an audit is conducted, the cardholder must be able to produce receipts and/or proof of the transaction. The cardholder will be held personally liable for unauthorized expenditures.

Authorized Approver (Budget Managers, Directors)

- Review of PCard transactions within area of responsibility to ensure appropriateness.
- Verification that the statement and all receipts are submitted by the specified due dates.
- Approvers must initial and print the bottom of the cardholder's statement in the Account Summary section beside the Total Activity.

Program Administrator

- Issuance of New Cards.
- Card Renewals and Cancellations.
- Cardholder maintenance and audits.



Cardholder Training

Training is mandatory prior to card usage. Training lasts less than an hour and will cover card and program basics including general card usage, receipt retention, and cardholder responsibilities. Training also includes first-hand allocation training. Training sessions are held on an individual or departmental basis. The Program Administrator will contact you when cards are ready and training is the next step. Policies and procedures associated with the Purchasing Card are mandatory for all new cardholders.

Using your Purchasing Card

Authorized Usage

The college employees name or department name will be embossed on the Purchasing Card. If a department card is used by multiple authorized users, the card should be kept in a central location and logged out when in use. Please note; all users must have an Employee Usage Agreement on file with the Purchasing Administrator before they can begin use of any Purchasing Card.

A purchase order should not be created for items or services purchased with the PCard under \$1,000. For transactions over \$1,000, please follow the Helpful Hints for Purchasing Guidelines regarding PO's and department approvals.

Un-Authorized Usage

A cardholder who makes unauthorized purchases or carelessly uses the Purchasing Card may be liable for the total dollar amount of such purchases plus additional administrative fees determined by the Program Administrator. The cardholder will also be subject to disciplinary action, which could result in the cancellation of card privileges or other appropriate measures. Please see "Violations & Prohibited Transactions".

Personal Expense Reimbursement Policy

Using the PCard for personal items is not acceptable. Should the card be used in error, cardholders are required to reimburse the college within 30 days of the charge. If reimbursement is not made within 30 days, the PCard will be permanently deactivated. The cardholder will also permanently relinquish all rights to obtain a new PCard.

- Frequent personal use will lead to card deactivation.
- The PCard Reimbursement form must be completed and submitted with all PCard reimbursements.



Sales Tax Exemption

If you've been charged sales tax, contact the vendor directly for a credit to your account. If they need proof, you can usually fax them a copy of our certificate. If they are still unwilling to issue a credit, be sure to document your attempts and include the documentation with your monthly statement before sending it to the Business Office. Some vendors will accept the tax ID number printed on your purchasing card, others will insist on seeing a copy of the certificate. We also have laminated, business card sized copies of the tax exempt certificate that are available if you need one. If you are traveling and making a purchase with your purchasing card, we may or may not be exempt on purchases originating from other states. Brenda Landvater, <u>landvabj@etown.edu</u> has a list of tax exempt letters we have on file for the other states. Also note this exemption only applies to state taxes. We are still required to pay local, city, and federal taxes.

State Tax Exemptions (Conferences & Hotel):

- Florida
- Maryland
- Massachusetts
- New York
- Ohio
- Pennsylvania



Card Security

It is the cardholders' responsibility to keep the Purchasing Card and account number secure at all times.

It is recommended cardholders keep the card in a locked and secure area when the card is not in use. If the cardholder will be off-campus during the summer months or for an extended period of time, notifying the administrator of the absence and turning the card into the administrator is recommended.

Cardholders must not allow unauthorized users to use their card. All cards are encoded with specific authorized users. If an unauthorized person uses the card the chances of card decline are greatly increased. Please remember that the individual's name on the card bears the responsibility for purchases recorded on the card.

Fraud Prevention

Fraud and identity theft crimes are a growing concern. One of the best ways to prevent fraud is to understand and recognize it. Phishing, or the sending of deceptive emails, and pharming, use of impostor Web sites, are two online tactics that criminals utilize to secure your personal or account information fraudulently.

You don't have to lose your PCard to become a victim of credit card fraud. Thieves can obtain your credit card account numbers from old receipts or by scanning your card in illegal machines.

There are many things you can do to avoid becoming a victim of credit card fraud. They include:

- Always sign the back of your cards when they arrive in the mail.
- Check your card statements for unfamiliar transactions.
- Get the receipts from your card transactions. If there are carbons, ask for them too.
- Retain any receipts you get from a card transaction and reconcile them with your monthly bank account statements.
- Be sure to get your card back when you use it for purchases.
- Also be sure you can see your card at all times when it's being used for a transaction.
- If you're shopping online, be sure the website you're visiting is secure (indicated by https://) before you enter your card number.
- Don't allow anyone else to use your card.
- If you notice your credit or debit card is missing, call PNC immediately to report it lost or stolen. If you act quickly, you can minimize the chance for fraudulent charges. The college is responsible for all charges to your card until the bank is notified.
- Never give your credit or debit card account number to anyone you don't know over the computer or the phone.
- Know where your cards are at all times, and never leave your wallet or purse unattended- even for a minute.

Lost or Stolen Cards

Notify PNC Bank IMMEDIATELY AT 1-800-685-4039. PNC Bank is available 24 hours a day, 7 days a week. They may ask you for a 4-digit security code. This is the code you used to activate your card.



Types of Transactions

In-Person transactions

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

Telephone or Online

- 1. Advise the company that the purchase will be tax exempt.
- 2. Obtain a confirmation/order number or a person's name for verification of purchase.
- 3. If possible, request a receipt of confirmation via fax or email from the supplier.

Overseas Transactions

Transactions that occur outside the country carry a high risk of decline. One week prior to your travel, notify Tiffany Wells of your travel plans. The bank will be contacted and the likelihood of declines will be greatly decreased.

Card Declines

A PNC Bank Purchasing Card has special controls built into the card to prevent misuse. If you are ever declined, contact Tiffany Wells for information about your decline.

Exceeded Spending Limits

Your PNC Purchasing Card has certain spending limits that you cannot exceed. There is a cycle limit and a per transaction limit. If you transaction exceeds these limits it will be declined. If you are declined, contact PNC Bank Cardholder Customer Service at 1-800-685-4039 for information about your decline. If you feel you this purchase should be approved, contact your Program Administrator for further assistance.

Card Not Activated

Your PNC Bank Purchasing Card arrived with an activation sticker on the face of the card. If you do not activate your card, all transactions will be declined until the card is activated. If you are unable to activate your card, contact your Program Administrator for assistance.

Expiration Date Incorrect

When you make a telephone transaction, the merchant is going to hand key your information into the terminal. If the expiration date they input does not match the expiration date that PNC Bank has on their system, the transaction will decline. If you are declined for this reason, have the merchant try the transaction again.

Remember when you are declined to contact PNC Bank Customer Service at 1-800-685-4039 to find out why. If you feel that this purchase should be approved, contact your Program Administrator for further assistance.



Transaction Allocation

Allocation is assigning a 15-digit college account number and description to PCard transactions.

Where do I allocate?

The College uses the ActivePay Website for all allocations. The website can be found at https://www.pncactivepay.com/.

When do I allocate?

All PCard transactions must be allocated on the ActivePay Website (<u>https://www.pncactivepay.com/</u>) by the 10th of each month.

It is recommended you visit the website on a weekly basis to ensure your card hasn't been used fraudulently or charged in error. However, allocation can be done on an as-needed basis but before the allocated due date specified above.

Helpful Tip: Allocate your transactions with your receipts. This will catch duplicate charges if they occur.

Transactions not allocated by the 10th will be unavailable for allocation changes via the website or by request of a journal entry.

What if I am unable to Allocate by the due date?

Contact Tiffany Wells in the event you may not meet the cutoff date.

Not allocating on-time; continual offense

If you are late allocating your transactions for 3 consecutive times, your card will be turned off for a minimum of 30 days. Cards will be reinstated at the discretion of the PCard Administrator.

How will I know when transactions post in ActivePay?

It is the cardholder's responsibility to check the ActivePay website for transactions that posted to the card. (https://www.pncactivepay.com/)

When will transactions post to my budget?

Transactions will post in the respective budget lines a month after the PCard cycle date ends.



Documenting Your Transaction

Receipt Retention

Cardholders are required to keep receipts for each transaction. You will be requested to sign a sales draft for all inperson transactions. The vendor will match your signature to the signature on the back of your PCard. Please retain the sales draft and any documentation the vendor provides with your purchase.

If you are completing a transaction over the phone or via the Internet, it is important that the vendor still provide you with a sales draft and verification that the item was paid for by VISA. They will need to send this information with your merchandise. Please remind the vendor to always include a sales draft with your purchase.

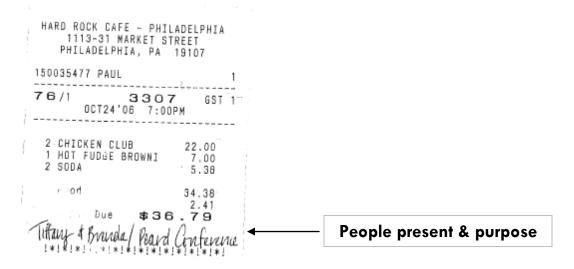
Missing Receipts

PCard transactions must have support documentation. In the event the original receipt is lost, a <u>Missing Receipt Form</u> must be completed and submitted with the statement.

Travel, Dining & Entertainment Receipts

Entertainment receipts and dining expense must include the purpose for the transaction.

All dining receipts should include the purpose, all persons present, and the details including quantities and items ordered. Failure to provide the appropriate information could result in temporary card suspension.



Miscellaneous Transactions (Gift Cards, Flowers, etc)

The following items require detailed information including the purpose and/or event.

- Apparel, Gift and Retail Stores
- Gift Certificates
- Flowers



Reconciling Your Statement

Cardholders are responsible for all transactions identified on their statement. If an audit is conducted, cardholders must be able to produce receipts or proof the transaction occurred. If an error is found, the cardholder is responsible to show the error or dispute process has been invoked.

- Hardcopy statements will <u>not</u> be sent to the cardholder.
- Cardholders are responsible for retrieving statements from the ActivePay website, see the ActivePay guide for specific instructions.
- Appropriate receipts should be attached to the proper statement for each month.
- Statements must be signed by the cardholder and the cardholder's approved auditor.
- Statements are sent to the Business Office for the Statement Audit.
- Incomplete statements will be sent back to the cardholder for more information.
- Statements more than a month behind are subject to temporary card suspension.

Unauthorized Transactions

If you do not recognize a transaction or a group of transactions, you should begin the dispute process immediately. If you have a group of unauthorized transactions, contact Tiffany Wells immediately to begin the dispute process. Your card number may have been compromised and your account may need to be closed. You may be asked to supply copies of all the documentation pertaining to the unauthorized transactions.

It is the cardholders' responsibility to ensure proper credits are received and to make follow up calls if necessary. If you are unable resolve the issue with the vendor, contact Tiffany Wells.

The dollar amount that appears on your Statement is incorrect

Contact the vendor to find out why it is different than your sales draft. The vendor should adjust the charge to your signed sales draft. If they are going to issue a credit, make sure you get a copy of the credit slip. If you are unable resolve the issue with the vendor, contact Tiffany Wells.

Product Not Received

If a product hasn't been received and it appears on your statement, the vendor may not have sent it yet. The item may also have been lost during shipment. Contact the vendor immediately and find out when and where your shipment was sent. If you are unable to resolve the issue with the vendor, complete the <u>"Billing Inquiry Form</u>" on the reverse of your statement and send to the P.O. Box located on the front of the statement.

Credit not applied to your Statement

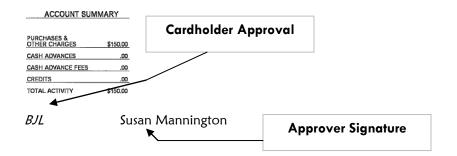
The merchant may have not submitted the credit in time to post to your current statement. Contact the merchant and inquire about the status of your credit. If you are unable to resolve the issue with the vendor,



Statement and Receipt Audit

Once you have completed your review of the statement, initial your statement, attach all receipts and supporting documentation to the statement and turn it into your manager for approval. Your manager will review your statement, sign their approval, and then send the documentation to the Business Office for audit and storage.

Statements will be sent back to the cardholder if transactions are missing back up support and/or the details of the T&E (travel and entertainment) expenses are not identified.



Purchasing Card Terms

Cardholder Statement......Each cardholder will receive a hard-copy statement issued directly from PNC Bank. Statements are sent on a monthly basis directly to the cardholder. The statement includes a listing of all transactions charged to the cardholders' card up to the end of the billing cycle.

Support Documentation......Documentation of all PCard purchases is required. A document such as a sales receipt, original invoice, packing slip, and/or credit receipt, that records the details for each item purchased including dollar amounts, descriptions, and total charges, and merchant's name. If you misplace original documentation, the "Missing Receipt" form must be filled out in its place. All receipts should provide a clear explanation as to what was purchased. If the receipt is not adequate enough to identify what was purchased (indecipherable description); the purchaser must add a description.

Allocation Is the process in which the cardholder assigns a transaction a college budget number. Allocation is done on the on-line Allocation Web. Budget numbers are provided in drop down lists for your convenience.



Allocation/Web...... The allocation website maintained by PNC Bank. Updates and information regarding the site will be sent via email from the Program Administrator.

Cardholder Maintenance

To change card account information including the following, you will need to contact Tiffany Wells @ <u>wellst@etown.edu</u> or extension 1575. All of the items listed below are preset on the card at time of issuance. If no requests are made, the limits set will remain the same until notified or card cancellation occurs.

Maintenance includes:

Default account codes

All cards are issued a 12-digit default accounting code. This code is not set on the card itself. The code is present only on the Allocation website and is used for transaction allocation.

Card limits

Limits include the monthly credit limit, per transaction amount, and the number of transactions allowable per day. Limits on cards vary from department dependent on necessities. To change existing limits, Department Chairs/Directors must send an email confirming the increase to Tiffany Wells.

Authorized users

All cards have at least one authorized user per account number. Some cards, depending on needs, can have up to 3 authorized users.

Card embossing

Name embossed on the front of the card. This refers to the cardholder's name status changes including marriage, etc. New cards will need to be issued for new users.

Card cancellations

Card cancellations will be handled by the Program Administrator. Cards to be cancelled should be returned to the Administrator who will deactivate the card.

Card Renewals

All cards will automatically renew and be mailed to the Program Administrator 1 month prior to the card expiration. The Administrator will send notification prior to the expiration and notify each cardholder when renewed cards have arrived. Cardholders should turn in their expired cards when picking up new cards. All new cards will need to be activated.



Frequently Asked Questions

What is a Purchasing Card?

It is a convenient timesaving tool that can be used for purchases under \$1,000. It can also be used for all travel needs. Using the p-card eliminates purchase orders (under \$1,000), invoices, check requests, petty cash transactions, and personal reimbursements.

Who accepts PCards?

Any supplier who accepts VISA will accept our purchasing card. The card can be used in person, by phone, fax, or online.

What are the limits on the PCard?

Limits on p-cards are set at \$1,000 per transaction. Also, there are limits based on total spending limit per cycle and the number of transactions. PCard users will be notified of specific limits.

What are the cardholders' duties?

All cardholders must attend training and sign a usage agreement before receiving their p-card. In addition, card users must complete an online log of their p-card purchases and reconcile it monthly. All supporting receipts and documents must be sent to the Business Office at the end of each cycle.

How should sales tax be handled?

The College is exempt from sales tax. The sales tax exemption identification number is imprinted on the face of every p-card. In addition, a reduced size sales tax exemption certificate will be issued with every card for merchants who request to see it. However, it is the cardholder's responsibility to make sure the College is not charged sales tax on purchases.

Will my PNC Purchasing Card show up on my credit report?

No. This account is secured by your company's credit and not your personal credit. The activity on this account cannot be reported to any credit bureau by PNC Bank.

Can someone else use my card to make a purchase for me?

No. This account is in your name and must not be used by anyone else.

Can a vendor charge me a surcharge to use my card?

No. If this occurs contact your Program Administrator they will be able to file a claim with PNC Bank.

What if my card is lost or stolen?

Contact PNC Bank IMMEDIATELY at 1-800-685-4039 to report your card lost or stolen. Contact your Program Administrator after you have cancelled your account. A card that has been reported lost cannot be re-opened; your Program Administrator will have a new card for you in 3 business days.

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What is a cycle date?

The cycle date is when all activity for the previous month is reported to the bank for payment. Your limits will also be refreshed and you will receive your memo statement approximately 7 business days after your cycle date. The cycle ends on the 27th of the month. On the 28th, you will resume to your credit limit for the next month.

Who will be the cardholders in my department?

Purchasing Cards can be issued to any full-time Elizabethtown College employee who will be doing college purchasing. Distribution of student employee cards is at the discretion of the Purchasing Department.

Which default accounting codes should be assigned?

All cards are assigned a default accounting code determined by the department or person applying for the card. All charges will be charged against this account unless reallocated on the Allocation website. All college budget numbers are available from drop down menus on the site.

Will cards be held centrally or individually?

Managers have the option of allowing cardholders to retain their cards or holding them centrally and issuing them as needed.

Who will be responsible for transaction allocation?

Who will retain original receipts and reconcile the monthly statements?

In most cases, cardholders are responsible for purchasing, tracking, allocating and reconciling. In other cases, Managers designate another individual for the above actions. It is still the responsibility of the purchaser to hand in receipts and provide documentation to the person managing the above.



PCard Missing Receipt Form

This form is to be completed and submitted with the monthly statement in lieu of the original receipt(s).

Cardholder Name:	
Department:	
Card Number (last 4 digits)	

Date	Vendor Name	Item Description	Quantity	Unit Price	Total Amt

I certify that the amounts shown above were expended for Elizabethtown College Business purposes:

Cardholder signature:		(date)
Person Responsible for Statement Review: (signature)	(date)	

ADMINISRATIVE USE ONLY

_ ___ -

Notes: