

Purchasing Card User's Guide



Note: sample shown is for example only, not exact card design.

WESTERN NEW ENGLAND UNIVERSITY PURCHASING CARD

USER'S GUIDE

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1. OVERVIEW OF PURCHASING CARD PROGRAM

PURPOSE

The Western New England University Purchasing Card program is designed to dramatically improve efficiency in purchasing low dollar goods and services for University use from suppliers that accept the MasterCard© credit card. Some examples of target purchases intended for this program include:

- Subscriptions
- Conference Registrations
- Reprint of Journal Articles (to US Companies)
- Maintenance and repair materials
- Day Planners
- Books
- Online Staples ordering
- General Supplies which are not available from Staples

The Purchasing Card may not be used for personal purchases, or as personal identification, under any circumstances.

BENEFITS

The use of this Purchasing Card will:

- Allow employees to obtain certain goods and services faster and with greater ease.
- Sharply reduce paperwork and processing time in the employee's department, as well as in Purchasing and Accounts Payable.
- Enable employees to be more efficient and to focus on the value-added aspects of their jobs.
- Provide cost savings through consolidated payment (one monthly payment to Bank of America MasterCard, versus multiple supplier payments).

Important benefits for suppliers include:

- Receiving payment in as few as three business days
- Elimination of invoicing and collection activities
- Fewer trips to the bank (the payment is made to their account by the MasterCard system)

THE CREDIT CARD COMPANY

The University has chosen Bank of America to provide credit card services for this program. Bank of America will generate management reports and other usage information.

2. WHERE TO GET HELP

BANK OF AMERICA

To report a lost/stolen card call (877) 451-4602. The cardholder must call BANK OF AMERICA immediately upon discovering that the card has been lost or stolen. Help is available 24 hours a day. Also notify the University's Purchasing Card Administrator as early as possible on the first business day during normal business hours at (413)782-1747.

Bank of America Customer Service, or general assistance: (888) 449-2273

For disputed charges (**not** a lost or stolen card): (800) 300-3084 or (800) 442-1043

To dispute a transaction that has appeared on your statement:

1. Contact the vendor first to ensure that it is not your charge. The vendor could be using a different name for processing.
2. If the transaction is not yours, you have contacted the vendor and they will not remove the charge, fill out a "Transaction Dispute/Retrieval Form" found in the Appendix of this booklet.
3. Call the number above for the Disputed Charge department. If they ask for the information to be faxed, see #4 below.
4. Fax the **signed** form along with the "Accounting Code Detail report" with the item circled to the Fraud Department of Bank of America at **(888)678-6046** and send the originals to Procurement Services.

UNIVERSITY PROCUREMENT DEPARTMENT

Purchasing Card Administrator
Dan DiGloria, Manager of Procurement Services
CUB 212
Phone: (413)782-1747
Fax: (413)796-2020

-OR-

Pat Lamere, Buyer
CUB 211
Phone: (413)796-2256

-OR-

Arlene Rock, Director of Administrative Services
CUB 222
Phone: (413)782-1538

The Purchasing Card Administrator provides support and assistance to cardholders, campus departments, etc.; distributes and processes new card applications, processes changes in cardholder information (name, mailing address, increase or decrease card limits, etc.) schedules training, and updates the User's Guide. Additionally the Administrator works with suppliers that do not currently accept MasterCard and facilitates the negotiation of volume discounts with heavily used suppliers (where contracts have not previously been negotiated).

The Procurement Contact distributes the monthly credit card statements and other reports and posts the charges to specific department accounts after receiving the monthly reconciliation report from the individual.

3. CARDHOLDER POLICIES AND PROCEDURES

OBTAINING A CARD

To qualify to obtain a purchasing card an employee needs to get authorization from a supervisor, and should intend to use it on a regular basis.

KEEPING YOUR CARD SECURE

Always keep the card in a secure place. Just as you would keep your personal credit card, treat it as if it were cash. **DO NOT ALLOW ANYONE ELSE TO USE YOUR CARD, AND UNDER NO CIRCUMSTANCES ARE YOU TO ALLOW ANYONE ELSE TO TAKE YOUR CARD OFF-CAMPUS.**

SALES TAX EXEMPTION

It is the responsibility of the cardholder to ensure that sales tax is not charged when making a purchase with the Purchasing Card. If you are charged tax in error, you must request a credit from the supplier as soon as possible after discovering the error.

The University is usually exempt from ALL sales taxes, even when purchasing items from out-of state suppliers because the application of sales tax is determined by the location of the buyer, not the seller.

However, the University is responsible for tax on food, gas (when used for rental cars or a University vehicle), lodging and on rental cars.

The University has a "Sales Tax Exemption Number", M-042108376. A copy of the State's ST-2 is included in the Appendix. If a supplier requests proof of the University's tax-exempt status, please provide a copy of this form. Please contact the Purchasing Card Administrator at (413)782-1747 or the Buyer at (413)796-2256, if you need additional help.

LIMITATIONS SPECIFIC TO YOUR CARD

Limitations are assigned to your Purchasing Card depending on agreements between the Card Administrator and the Department Head or Manager. Examples of types of available limits include:

- SINGLE PURCHASE LIMIT
- MONTHLY PURCHASE LIMIT
- NUMBER OF TRANSACTIONS DAILY
- NUMBER OF TRANSACTIONS MONTHLY

(Note: There is also a Merchant Category Code [MCC] restriction on all University Purchasing Cards that specifically restricts cash advances).

LIMITATIONS ON ALL CARDS

Your Purchasing Card **cannot** be used to purchase the following items:

- Advertisements for personnel recruiting (staff or academic)
- Alcoholic beverages (in bulk; a wine or beer with an approved dinner charge is allowed)
- Betting, lottery tickets, casino's
- Cash Advances
- Commencement or convocation expenses
- *Computers and computer accessories or any technology equipment including digital cameras and/or recorders
- Construction or remodeling
- Consultant and speaker fees/honorariums
- Copiers
- Donations
- Ethyl alcohol
- Fax machines
- Fines, late fees or penalties
- Firearms or other weapons
- Fundraising costs
- Furniture – new or used
- Gases, compressed or liquid (exception gases in disposable containers is allowed)
- Gift cards or gift certificates
- Independent contractors (Contact Disbursements for information)
- Interest/finance charges
- Live animals
- Lobbying costs
- Maintenance agreements
- Medical expenses
- Performers (Contact Procurement Services for information)
- Personal purchases (purchase must be for the use and benefit of the University)
- Radioactive isotopes
- Services (companies that are not incorporated **cannot** be charged to the credit card)
- Software
- Student events, tuition, scholarships or stipends
- Telephone equipment or installation on campus (regular or cellular)
- Tuition for employees

ADDITIONAL PURCHASING GUIDELINES

CONTRACTS: When a University contract (through MHEC or E&I) is available, the contracted supplier should be used. Contact Procurement Services to determine what contracts are available.

PREFERRED SUPPLIERS: A list of "preferred suppliers" is being developed for this program. The list will include suppliers who are willing to accept our Purchasing Card to eliminate the invoicing and collection processes. If you frequently purchase items from a supplier and are not currently receiving any discount, please contact the Procurement Services to discuss the possibility of a new contract.

*In the event that computer equipment or peripherals need to be purchased, and timing is an issue, a Purchasing Card can be used *only* with the express, written permission of the Assistant VP of Information Technology, or one of his/her department managers.

USING THE INTERNET:

Many companies are beginning to offer the option of making purchases via the internet. Purchasing Cards may be used to make these types of purchases as long as care is taken in at least these areas:

- Make sure that the company is a bona fide company (i.e. someone you were doing business with previously, that now has a webpage). Take the time to check out the company through the Better Business Bureau or other company-listing website.
- If supplying your card number ensure that it is encrypted in an acceptable manner (i.e. the location is “https://www...” and/or you see a lock in the corner of your screen.) If the information is not encrypted, or if you are not comfortable giving your card number online, many companies offer the option of placing the order online and then calling to provide the card number after the order has been placed. Only give out a card number when calling a company, and never give out the number to someone who calls you.
- As with other purchases, the cardholder is ultimately responsible for purchases made with their card and is therefore responsible to determine whether a website is the most appropriate method to use to make a given purchase.
- Cardholders must follow any guidelines set within their department for online purchases.
- Please notify the Purchasing Card Administrator or Buyer when you begin using a company's website so that Procurement can maintain up-to-date information on websites that are available for purchases.

AUTOMATIC RENEWAL

A new Purchasing Card will be delivered directly to you each year at the University address on file in Procurement. If you do not receive a card before your current one expires please contact Procurement Services, or you can call Bank of America Customer Service at (888)449-2273. All new cards need to be activated. Call the number found on the activation sticker on the new card and follow the prompts. Your company ID will be the last four digits of your Social Security Number.

CHANGING CARD LIMITS & UPDATING CARDHOLDER INFORMATION

The limits on your card and other information such as address phone, etc. may be changed by contacting the Purchasing Card Administrator. Limits must be signed off by the department head and agreed upon by the Administrator.

TERMINATION OF EMPLOYMENT

Your card remains the property of Bank of America and must be surrendered immediately upon termination of employment, or upon request for any reason by an authorized person (such as your supervisor or the Purchasing Card Administrator).

4. HOW TO USE THE PURCHASING CARD

Please note the cardholder is the only person authorized to make purchases using the cardholder's card. Giving your card or card number to another person to make a purchase, or using someone else's card may result in disciplinary action (including but not limited to revocation of your card and/or termination of employment).

PURCHASES IN PERSON

GENERAL

The University does not encourage personally visiting the vendor to complete the purchase. However, there may be times when it does become necessary to visit the vendor to make the final selection and this is allowed. Whenever possible during a visit, please arrange to pick up the item(s) and bring them back to campus. If the item(s) are too large or bulky, try to arrange to have the purchase shipped to the University, FOB Destination (the vendor pays the shipping and is responsible for any damage during shipment). Have goods shipped directly to your campus address via UPS, FedEx, or other method suitable for the purpose. Remember to give the supplier your name, department name, phone number and complete delivery instructions.

- Follow proper internal procedures specific to your department to obtain authorization to make the purchase.
- Determine whether the Purchasing Card is the most appropriate tool to be used for this purchase (check the list to make sure it's not a restricted item, and determine whether a University contract is available).
- Be certain that the total amount (including any shipping, handling postage, freight, etc.) will not exceed your card's single purchase limit.
- Determine that the price quoted is the best you can obtain.
- Ensure that no sales tax is charged.
- Obtain a receipt at time of purchase.
- If direct shipment is not possible, and a specific method has not been set up for your department, please use the following address:

Western New England University Central Receiving
Attn.: Your Name and Department
1215 Wilbraham Road
Springfield, MA 01119

- If this is not done correctly your goods may be shipped back to the supplier as undeliverable.
- Follow your department's instructions regarding recording the purchase and place the receipt in a secure place.
- When receiving the goods, whether via direct delivery or through the Campus Post Office always retain all boxes, containers, special packaging, packing slips, etc. until you are certain you are going to keep the goods. The cardholder is responsible to inspect the goods upon arrival. Refer to the section on RETURNS for instructions about returning an item.

PURCHASES BY PHONE, FAX OR MAIL

PHONE

A faxed or e-mailed copy of an invoice or receipt is required when placing a telephone order. A copy of an invoice or receipt can be used until an original is obtained.

Remember that the cardholder is the only person authorized to place the order. You may, when necessary, have someone else pick up the goods (the person picking up the items should only sign shipping or receiving papers, not the credit card slip).

PROCEDURE

Follow the applicable instructions for making purchases in person, including shipping/delivery. In addition:

- When you call, state that you are calling from Western New England University and that you will be making your purchase on a MasterCard Purchasing Card.
- Emphasize that the University is exempt from sales tax (See Appendix for the University's sales tax exemption information).
- Record the name of the person taking the order, place the order, and give the supplier your Purchasing Card number and expiration date.
- Give the supplier your name, department name, phone number and complete delivery instructions (as indicated in the previous section).
- Request that a receipt and/or packing slip be enclosed with the purchase.

FAX

Follow the applicable steps in the Purchases in Person instructions.

Retain a copy of the order form and fax confirmation (if available) for your records.

You are urged not to mail the original to the company, so as to prevent duplication of the order. If the company requires that the original be sent, be sure to clearly mark "Confirmation: order placed by fax".

MAIL

Follow the applicable steps in the Purchases in Person instructions.

Retain a copy of the order form and the address it was mailed to, and request that a receipt be sent to you for your records.

OTHER FORMS TO COMPLETE

When using the Purchasing Card there is no need to submit any other form to Purchasing. If an unnecessary form such as a PO Requisition is submitted to Purchasing for something bought using a Purchasing Card and a duplicate shipment is received (or other problems occur) the cardholder is responsible for resolving the issues.

In cases where the cardholder is responsible for the error, they may be required to personally pay for excess charges caused by the duplicated order (including paying for the full order if it cannot be returned, or payment of the restocking fee).

It is very important that you document all purchases using your Purchasing Card. All order forms, packing slips and credit card receipts must be available to submit to Accounts Payable at statement time.

RETURNS, DAMAGED GOODS, CREDITS

If goods purchased with a Purchasing Card need to be returned, the cardholder should work directly with the supplier. Here are some tips:

- Always retain all boxes, containers, special packaging, packing slips, etc. until you are certain you are going to keep the goods. Some items, such as software or fragile pieces cannot be returned without the original packaging materials.
- Read all enclosed instructions carefully. Often a phone number and other instructions are included on the packing slip and/or receipt.
- Many suppliers require you to obtain a "Return Authorization Number" before they will accept a return. If you neglect to obtain this number when it is required, the package may be refused and/or no credit issued to your account.
- In some cases there is a restocking fee (usually a percentage of the purchase price). If the supplier is completely responsible for the error or problem you should not have to pay a restocking fee or other fee. However, if they are not fully responsible, you may have to pay it.
- If you need help in packaging goods for return, assistance is available through the Campus Post Office at (413)782-1509.
- Lastly, make sure that the charge for the returned item(s):
 - 1) never appears on your monthly statement, or
 - 2) is credited properly

If this does not happen, refer to DISPUTED TRANSACTIONS for instructions on how to resolve the problem.

5. DISPUTED TRANSACTIONS

Items that appear on the monthly Purchasing Card Statement from Bank of America may be disputed, as long as the disputed transaction is reported to Bank of America within 30 days after the statement closing.

If there is a charge that is not recognized by the cardholder, or another problem the cardholder should first attempt to resolve the problem with the vendor. If the problem cannot be resolved this way, submit a signed "Transaction Dispute/Retrieval" form to Bank of America via fax or mail (the form and instructions are included in the Appendix). A copy of the form should also be sent to the Purchasing Card Administrator in Procurement Services in the Campus Utility Building (CUB).

During Bank of America's investigation of the request they will issue a credit to the Purchasing Card account in question for the disputed amount. When the investigation is complete, you will be notified of the resolution. If you are not satisfied with this resolution, please contact the Purchasing Card Administrator immediately.

DISPUTE WITH SUPPLIER

If there's a problem involving a dispute with a vendor (item not ordered, etc.) and you are unable to resolve things directly with the vendor, please call Bank of America Customer Service. If still not resolved, use the "Transaction Dispute/Retrieval" form mentioned above. Be sure to describe the problem and all of the efforts you have made thus far in attempting to resolve the problem.

Bank of America will assist you in every way possible. As above, if you are not satisfied with their resolution, please contact the Purchasing Card Administrator.

6. GENERAL RECONCILIATION INSTRUCTIONS

PURCHASING CARD STATEMENT GENERATED BY BANK OF AMERICA

A sample monthly Accounting Code Detail report (ACD report), which is generated by Bank of America for each cardholder, is located in the Appendix.

All charges that were electronically received by the University during the Bank's cycle will appear on this statement and each charge will have a detailed line item on the General Ledger statement you receive from the Controllers Office.

The cardholder monthly charges as shown on the Accounting Code Detail report must be reviewed monthly to ensure that a receipt or other acceptable documentation supports each purchase. Failure to have the appropriate supporting documentation, authorization signatures, etc. for each ACD report may result in revocation of the card and/or termination of employment. You will be audited for compliance to this and all other procedures on a regular basis.

The cardholder's monthly Accounting Code Detail report **must** be processed as quickly as possible once received. This will ensure charges will reflect on the General Ledger in a timely fashion. If you are set up as a Supervisor in the GRAM (Bank of America's Global Reporting and Management) system, or have access to your account as a User in the system, you can and should go online often to keep accounts updated, and not wait until the end of the month, or the receipt of the Accounting Code Detail report, to try to catch up on all changes that need to be made.

Supervisory or User access will have to be requested and approved by the cardholder's supervisor, and the cardholder will be required to attend a short training session with the Purchasing Card Administrator. This access includes responsibility to make any changes to, and give online approval of, all transactions done with their card. The hard copy of the monthly Accounting Code Detail report will still have to be reviewed and approved by their supervisor.

WHO CAN APPROVE MONTHLY ACTIVITY REPORTS

After the cardholder has determined that the appropriate receipt or other acceptable documentation is on file for each purchase on the statement, the Accounting Code Detail report **must** be signed off on by the following:

- The cardholder
- The supervisor of the cardholder, the person with budget authority for the account associated with the Purchasing Card, or a department's staff member authorized to approve ACD reports

RETENTION OF STATEMENTS & RECEIPTS

Receipts/invoices, packing slips and the Accounting Code Detail report are all to be forwarded to Procurement Services after reconciliation and supervisor approval.

Purchasing Card activity is downloaded from MasterCard and transferred to the General Ledger at the end of each month.

APPENDIX CONTENTS

1. Sales Tax Exempt Certificate – Massachusetts
2. Sales Tax Exempt Permit – Connecticut (Backside: CT purchasing exemption form)
3. Sample of a monthly "Accounting Code Detail" report
4. Western New England University Purchasing Card Cardholder Agreement
5. Corporate Purchasing Card Transaction Dispute/Retrieval Form



COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF REVENUE
 PO BOX 7010
 BOSTON, MA 02204



000497

403M
 WESTERN NEW ENGLAND UNIVERSITY
 ATT WILLIAM KELLEHER
 1215 WILBRAHAM RD
 SPRINGFIELD, MA 01119

Notice Date:	04/29/11
Taxpayer ID Number:	042 108 376

Dear Taxpayer,

Below please find your Certificate of Exemption (Form ST-2). Please cut along the dotted line and display at your place of business.

Sincerely,

Massachusetts Dept. of Revenue



**Form ST-2
 Certificate of Exemption**

**Massachusetts
 Department of
 Revenue**

Certification is hereby made that the organization herein is an exempt purchaser under General Laws, Chapter 64H, section 6(d) or (e). All purchases of tangible personal property by this organization are exempt from taxation under said chapter to the extent that such property is used in the conduct of the business of the purchaser. Any abuse or misuse of this certificate by any tax-exempt organization or any unauthorized use of this certificate by any individual constitutes a serious violation and will lead to revocation. Willful misuse of this Certification of Exemption is subject to criminal sanctions of up to one year in prison and \$10,000 (\$50,000 for corporations) in fines. (See reverse side.)

**WESTERN NEW ENGLAND UNIVERSITY
 ATT WILLIAM KELLEHER
 1215 WILBRAHAM RD
 SPRINGFIELD MA 01119**

EXEMPTION NUMBER
042 108 376
 ISSUE DATE
01/04/09
 CERTIFICATE EXPIRES ON
01/04/19

NOT ASSIGNABLE OR TRANSFERABLE

COMMISSIONER OF REVENUE



STATE OF CONNECTICUT
DEPARTMENT OF REVENUE SERVICES
25 Sigourney Street, Hartford, CT 06106-5032



TAX EXEMPTION PERMIT ISSUED UNDER
THE SALES AND USE TAX ACT

In accordance with the provisions of the Sales and Use Taxes Act and the regulations thereunder, it is hereby certified that the charitable or religious organization named below is exempt from all sales taxes on purchases of tangible personal property made by it for the sole and exclusive purposes of the organization.

DUPLICATE

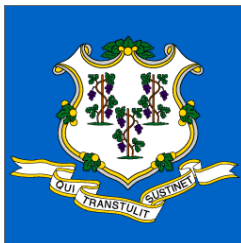
**Western New England University
1215 Wilbraham Road
Springfield MA 01119**

**Permit No. E.
8745**

**Date Issued
07/11/2011**

This permit is NOT assignable or transferrable

Richard Nicholson, Commissioner



STATE OF CONNECTICUT

DEPARTMENT OF REVENUE SERVICES SALES AND USE TAX SECTION

CHARITABLE AND RELIGIOUS ORGANIZATIONS EXEMPTION CERTIFICATE

"I HEREBY CERTIFY: that this organization is the holder of valid exemption permit No.E-8745 issued pursuant to the Sales and Use Tax Act, that the tangible personal property described herein which I shall purchase or lease or the service(s) which I shall purchase from:

will be used exclusively by this organization for the purposes for which it is organized and will not be resold. If a sale of meals to this organization is involved, I certify that this organization neither has been nor will be reimbursed in any manner, by donations, sales of tickets or otherwise, by the consumers of the meals for the price of such meal.

Description of property or service(s):

Purchaser: Western New England University

Name of Organization

By: _____ Title: _____

Address: 1215 Wilbraham Rd., Springfield, MA 01119

Dated: First day of July 2011

at: 1215 Wilbraham Rd., Springfield, MA 01119



Global Reporting and Account Management

Accounting Code Detail

Posting Date: 11/28/13 - 12/27/13

Run Date: 01/22/14
Report ID: sd10020

DANIEL J DIGLORIA, WESTERN NEW ENGLAND UNIVER
XX -9456
WESTERN NEW ENGLAND COLL, 1215 WILBRAHAM RD
SPRINGFIELD, MA 01119268415 USA
Internal Accounting Code: 0000641711

Posting Date	Transaction Date	Description	Expense Amount
12/09/13	12/05/13	AMERICAN AIRLINESATLANTA,GA -74133-1208	345.80
Expense Description Tix to IFO conf in 5/2014.			
Accounting Codes			
WNEC-GL Acct:	0000641601	Audit:	Dispute
Missing Receipt:		Personal Purchase:	Transaction:
Total			Tax Paid:
			345.80

Purchasing Card Cardholder Agreement

Western New England University has entered into an agreement with *Bank of America* that provides qualified employees with a Purchasing Card to purchase selected materials and services (see “Spending Limits” below for details). Using the Purchasing Card benefits the University and Cardholder through:

- Prompt paying for supplies
- Reducing overall processing costs
- Decentralizing purchasing responsibility

The policies contained in this agreement and in the supplemental Cardholder’s Guide must be followed by all Cardholders as guidelines for conducting University business. Policy violations will result in revocation of the Cardholder’s privileges and possible disciplinary action, up to and including termination.

General Policy Guidelines:

Cardmember Definitions: Purchasing cards are issued to qualified employees, at the request of one’s supervisor, and with the approval of the Purchasing Card Program Administrator.

Ownership and Cancellation of the Purchasing Card: The Purchasing Card remains the property of *Bank of America*. It may not be transferred to, assigned to, or used by anyone other than the assigned Cardholder. *Bank of America* or the University may suspend or cancel Cardholder privileges at any time for any reason. The Cardholder will surrender the Purchasing Card upon request to the University or any authorized agent of *Bank of America*. Use of the Purchasing Card or account after notice of its cancellation may be fraudulent and may cause *Bank of America* to take legal action against you.

Spending Limits: Each Purchasing Card has a pre-set spending limit that may not be exceeded under any circumstances. (Exceptions: If an emergency increase in the limit is required, a cardholder’s supervisor can contact the Program Administrator to have that authorized if deemed necessary.) The Purchasing Card should be used whenever possible for charging materials and certain services may be charged costing less than \$500.00 (including shipping and handling).

NOTE: NO PERSONAL EXPENSES ARE TO BE CHARGED TO THE PURCHASING CARD.

Purchasing Card Abuse: Abuse of the Purchasing Card will result in the revocation of the Card and appropriate disciplinary action that may include termination. Policy violations include, but are not limited to:

- Purchasing items for personal use
- Transferring or assigning the Purchasing Card to another individual
- Use of the Purchasing Card by anyone other than the individual the card is assigned to
- Failure to return the Purchasing Card when reassigned, terminated or upon request
- Failure to maintain proper records in accordance with the guidelines

Usage: For additional specific guidelines, the Purchasing Card Cardholder must refer to the “Cardholder Guide” which is distributed with the Purchasing Card and by this reference is made part of this agreement.

Receipts: It is the Purchasing cardholder’s responsibility to obtain transaction receipts from the supplier each time the Purchasing Card is used. Individual receipts are to be reconciled and attached to the Accounting Code Detail report (ACD report) that is distributed by Procurement Services each month. They must be submitted back to Procurement Services within the timeframe noted on the cover sheet attached to the ADC report or no later than five (5) days after receipt of the statement (ACD). Failure to provide receipts may result in the individual being held responsible for the expense and/or revocation of the Purchasing Card. In addition, each Cardholder will receive a monthly statement from the bank. This statement (not the ACD) is for the cardholder’s records only, and is *not* to be returned to Procurement Services.

Disputed Items: It is the Purchasing cardholder’s responsibility to follow up on any erroneous charges, returns or adjustments and to ensure proper credit is applied on subsequent statements (ACD). The “Cardholder Guide” contains specific guidelines for handling dispute resolutions.

Protecting the University Purchasing Card:

The Purchasing Card is valuable property, and it is the responsibility of the Cardholder to protect it from misuse by unauthorized parties.

Validation/Safekeeping: Sign the Card immediately upon receipt. When the expiration date has passed and/or after you have received a new Purchasing Card, cut the old Purchasing Card in half and dispose of it. Make sure the Purchasing Card is returned to you after each charge and verify that the returned card has your name on it. Carbon sheets should be retained or destroyed. The University’s Purchasing Card should be treated the same way you would handle your own credit card: with care and prudence.

Lost/Stolen Purchasing Cards: If the Purchasing Card is lost or stolen, contact the Program Administrator immediately. If the Program Administrator is *not* available (outside of normal work hours or on weekends), call *Bank of America’s* toll free number 888-449-2273.

The undersigned Purchasing Cardholder applicant’s Supervisor has authorized a Purchasing Card to the applicant. This applicant has read the above agreement and User’s Guide and agrees to be bound by their terms and conditions.

Cardholder Applicant: _____ Date: _____

Program Administrator: _____ Date: _____

**BUSINESS CARD CLAIMS
STATEMENT OF DISPUTED ITEM**

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

**Bank of America – Commercial Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101**

PHONE (866) 601-9490, FAX (888) 678-6046

Company Name: _____
Account Number: _____
Cardholder Name: _____

This Charge appeared on my statement, billing close date: _____
Transaction Date: _____
Reference Number: _____
Merchant Name/Location: _____
Posted Amount: _____ Disputed Amount: _____

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One

1. _____ **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.
2. _____ **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from \$ _____ to \$ _____. I have enclosed a copy of the unaltered sales slip.
3. _____ **Merchandise or Services Not Received:** I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was _____. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)
4. _____ **Defective or Wrong Merchandise:** I returned the merchandise on _____ because it was (check one):
_____ defective; _____ wrong size; _____ wrong color; _____ wrong quantity.
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)
5. _____ **Recurring Charges After Cancellation:** On _____ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged _____ time(s). (Please enclose a copy of the merchant's confirmation of your cancellation request.)
6. _____ **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)
7. _____ **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.
8. _____ **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)
9. _____ **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on _____ (date) at _____ (time). I received a cancellation number, which is _____. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.)
_____ I was not given a cancellation number.
_____ I was not told at the time that I made the reservation that my account would be charged for a "No Show".
_____ I was not informed of the cancellation policy.
10. _____ **Double or Multiple Charges:** My Bank of America Commercial Card Account has been double charged. The valid charge appeared on _____ (date). The duplicate charge(s) appeared on _____.
11. _____ **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation.
12. _____ **Other; Above Descriptions Do Not Apply:** Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.

