



PROCUREMENT CARD (P-CARD)

PROCEDURE MANUAL

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TABLE OF CONTENTS

SECTION	PAGE
A. About the Procurement Card	4
B. Definitions	4-5
C. Ethics	5
D. Purchase Limitations	5-6
E. Prohibited Uses	6-9
F. Allowed Uses	9
G. P-Card Security	9
H. Externally Funded Project (Grants/Contracts)	9
I. Vendor Selection	10
J. Making a Purchase	10-11
K. Documentation and Receipts	11
L. Receiving and Returning Purchases	11-12
M. Electronic Monthly Statement	12
N. Dispute Process	12-13
O. Month-end Procedures – Transaction Processing	13-14
P. Responsibilities of System Personnel	14-15
Q. Timeline of Monthly Activity	16
R. Cardholders Beware	17-18
S. Canceling a Procurement Card	18-19
T. Card Misuse and Sanctions	19-21
U. Contacts and Getting Started	21
Attachment 1 – P-Card Enrollment Request Form	22
Attachment 2 – P-Card Agreement	23
Attachment 3 – P-Card Dispute Report	24
Attachment 4 – P-Card Lost or Stolen Card Report	25
Attachment 5 – P-Card Credit Limit Adjustment Request	26
Attachment 6 – P-Card Substitute Receipt Form	27

Procurement Card Procedure Manual

The Program Administrators for the Collin College P-Card are located in the Collin Higher Education Center. They are:

- Julie Bradley, AVP-Controller
- PCard Coordinator

Cardholders and approvers are encouraged to contact the above PCard Coordinator via e-mail at pcard@collin.edu, for all questions and requests.

Welcome to the Collin College P-Card Program!

The College has a variety of funding sources, each of which has its own spending characteristics and restrictions. The guidelines described herein provide basic rules, regulations, and precedents to ensure that fiscally responsible and legal spending practices are followed. At all times, College employees are responsible for adhering to the basic purchasing guidelines for the procurement of goods and services as defined in this Manual as well as the “Purchasing Procedures Manual”. The starting point for any analysis concerning the use and/or misuse of public funds begins with the principle that public funds must be expended for an authorized public purpose, and expenditure is made for a public purchase when its purpose is to benefit the greater or public interest rather than individuals or private purposes.

The privilege and convenience of having a Collin College P-Card carries with it a great responsibility and accountability. The procedures in this manual will help you:

1. Learn and understand the P-Card policies and procedures.
2. Understand the benefits of the P-Card.
3. Use the card in the prescribed manner.
4. Eliminate errors in documentation and reconciliation.

All cardholders, approvers and/or reconcilers are required to complete the P-Card training program prior to being admitted into the P-Card program.

Benefits of Using the P-Card

Use of the Collin College P-Card is beneficial to cardholders, their departments and vendors – following is a list of some of the benefits:

- Reduced paperwork for small dollar purchases – reduced purchase orders, expense reports and payment vouchers.
- Cost savings – purchasing process costs reduced for small dollar purchases.
- Consolidated payment to the bank vs. multiple payments to suppliers.
- More timely payments to vendors.
- Faster receipt of goods and services.

A. About the P-Card

The Collin College P-Card is a Chase commercial card that is to be used **ONLY** for college business. Purchases made with this card must be in accordance with federal laws and regulations, state statutes, and College policies and procedures as well as the procedures outlined in this manual. The P-Card is a function of the Purchasing Office and helps to facilitate a more expedient procedure for purchasing goods for departments. The P-Card is intended to be used as an additional method for the purchase of goods and services, not as a replacement for purchase orders.

The Collin College P-Card allows the authorized cardholder to make purchases for their department by directly interacting with vendors outside the college. Collin College has an agreement with J.P. Morgan Chase to manage the dispersal of payments to vendors. J.P. Morgan Chase is referred to as “the Bank” in this manual.

A P-Card may be issued **ONLY** to a full-time college employee (*individual faculty, staff, or administrator*). An individual must request a card through his or her department which has to be approved by their Organization Manager. In the event it is appropriate for that individual to have a card, a completed P-Card Enrollment/Request form will be submitted and must be approved by the Organization Manager and the PCard Coordinator. By signing the agreement, the Organization Manager is pre-authorizing the cardholder to make purchases on behalf of their department and the College. After the individual completes the mandatory training program, and signs the PCard User Agreement, the PCard Coordinator (*or designee*) will issue the card to the individual cardholder.

P-Cards are the sole and exclusive property of the College and are issued in the name of authorized individuals. Although the P-Card is issued in the name of an individual:

- 1. The card has no effect on the individual's personal credit rating.**
- 2. Personal purchases of any kind are not allowed on the P-Card.**

The P-Card is valid for three years and will automatically be renewed by the bank. New cards will be sent directly to the PCard Coordinator, not to individual cardholders. Once the PCard Coordinator has updated all program databases, new cards may be picked up. Under no circumstances will cards be sent through campus mail service.

B. Definitions

Approver	Approval authority for individual cardholder transactions which includes President, Vice President, Dean, Director or their designee.
PCard (P-Card)	A credit card issued to an employee in their name, which the employee may use to transact College business; the card has limitations of dollars, categories of items eligible for purchase and vendors.
Cardholder	College employee who has been issued a P-Card and who is authorized to make purchases in accordance with this manual.
Statement Period	Monthly Bank date range / Opening and closing dates
Monthly Cycle Limit	A total dollar limit per month established for each cardholder.
Program Administrator	AVP-Controller or their designee.
Reconcile	The act of processing cardholder transactions in the Concur Solutions system.

Bank Statement	The monthly statement of all Cardholder transactions, issued by Bank.
Transaction	The act of making a purchase with the P-Card.
Vendor	A company from which a Cardholder is purchasing materials or goods.
JP Morgan Chase Bank	P-Card provider.

C. Ethics

Cardholders are representatives of the college; therefore, cardholders must always consider the P-Card objectives and follow the policies and procedures of the college when making purchase decisions. All purchases should be made in the best interests of Collin College.

Cardholders and Approvers are responsible for their own actions. Claiming that they were ignorant of the rules or someone else in their department or the College insisted that they bend the rules, does not relieve them of consequences for their actions.

Purchases must be for the use and benefit of the College, therefore **PERSONAL PURCHASES OF ANY NATURE ARE NOT ALLOWED UNDER ANY CONDITIONS OR CIRCUMSTANCES.** Utilizing the Collin College tax exempt status or leveraging its purchasing power for personal gain is not lawful and jeopardizes the P-Card program. Cardholders must not receive any personal gain from use of the card. For example, a cardholder cannot accept a discount for a personal purchase from a vendor that is being offered because Collin College uses a P-Card to purchase items from that vendor.

If a personal purchase is made (*inadvertently or otherwise*) on the P-Card, it is the cardholder's responsibility to obtain a credit from the vendor and make payment with another means. This correction should be done as quickly as feasibly possible, and the PCard Coordinator must be notified immediately. Exceptions shall to be approved by the AVP-Controller.

Good judgment is always the expectation and requirement.

D. Purchase Limitations

For all potential expenditures, regardless of the funding source, three questions should be asked prior to making the purchase:

- Is this item or services available for purchase through other means? (i.e. CougarMart)
- How would this purchase look to the public if placed under review or scrutinized?
- Is this expenditure necessary for a college employee to do his/her job for the College to conduct its normal business?

The application of these questions is intended to help college employees in their decision-making with the understanding that all employees are encouraged to avoid the appearance of poor management of public funds.

Every attempt has been made to make this Manual comprehensive, however there will occasionally be cases that fall outside of the guidelines even though they may indeed be a legal expenditure and in the best interest of the College. In the case of a questionable expenditure, the person or department should seek written approval from the AVP-Controller rather than risk a purchase that may not pass the test. At a minimum, purchases for items that may be questionable or are not clearly defined via the guidelines shall have written approval by an

individual at a higher level of authority. In the event an individual believes an exception should be made to the guidelines, he/she should request this exception through the office of the AVP-Controller. The AVP-Controller will work with the requestor's respective VP, Dean or Director to determine the latitude available on the request.

Limits are placed on purchase amounts to avoid misuse and to protect the cardholder. Thus, the cardholder must track and total his/her own purchases in order to avoid exceeding the limits. The MasterCard Smartdata system is used to track purchases. There is a monthly spending limit on your P-Card.

General College-wide monthly limits on card use are as follows subject to budget limitations:

Departmental Administrative Assistants	\$500 - \$2,000/ month
Faculty	\$500 - \$1,500 / month
Executive Administrative Assistants	\$2,000 - \$3,000 / month
Directors, Deans, Department Chairs	\$1,000 - \$3,000 / month
Executive Leadership Team members	\$2,000 - \$5,000/ month

Ranges are established to accommodate frequency of use and type/value of items being purchased.

- At the beginning of the new statement period, all monthly dollar limits automatically reset.
- Cardholders may not use multiple cards to circumvent the transaction limit. If you find your purchase will exceed the limit placed on your card, request a temporary transaction limit increase from the PCard Coordinator, or use a requisition/purchase order for that purchase.
- The monthly limit may be adjusted at the discretion of the PCard Coordinator, either temporarily or permanently.

To request an adjustment to the monthly cycle limit complete the Procurement Card Credit Adjustment Request Form and send to your Organization Manager. The Organization Manager will approve and then send the form to the PCard Coordinator.

Upon review and approval by the PCard Coordinator and the Organization Manager, the respective limit will be either adjusted on a temporary or permanent basis by the PCard Coordinator, and the Cardholder will be notified via e-mail.

Consider your P-Card needs ahead of time. Please allow 24 hours for any limit increase to become effective. The PCard Coordinator can increase your limit during normal working hours Monday through Friday, Central Time. There is no limit on the number of transactions, only on the dollar amount (total dollar volume). Thus a cardholder with a \$5,000 monthly limit could make 10 purchases of \$500 in one month, or could make 250 purchases of \$20 as long as the total monthly limit is not exceeded. However, exceptions may be granted under limited circumstances. Please contact the PCard Coordinator for more information. If you anticipate that you will need an increase prior to travel, please plan ahead and contact the PCard Coordinator prior to departure.

E. Prohibited Uses

Cardholders must continue submitting a requisition for items that are available through a contract in CougarMart. Items that are available through CougarMart include, but are not limited to computers, printers, furniture, printer cartridge and toner, copy paper, business cards, letterhead, envelopes, memo pads, science lab supplies and equipment, office supplies, medical equipment and supplies, dental hygiene equipment and supplies, photographic and audio visual equipment and supplies, printing services, t-shirts, and office machine repairs. Please contact the Purchasing

Department if you are not sure if an item is available through a contract in CougarMart. Note: the PCard can't be used for purchases at Lowe's and Home Depot.

Use of the P-Card is **restricted** for use **ONLY** in the United States and Canada. For transactions outside of these countries, contact the PCard Coordinator. In addition, some vendor types are blocked from the P-Card program. In the event a transaction is blocked by a vendor you believe to be valid, please contact the PCard Coordinator immediately who will review the situation and re-open the card if the transaction is valid.

The use of payment applications such as Apple Pay, Android Pay, etc with the P-Card is prohibited.

Policies concerning the acceptable and unacceptable uses of the Collin College P-Card have been established to protect the college, cardholders, and vendors. In addition, the cardholder must be aware of budgetary limits within the accounts they are authorized to use, as well as internal limitations on the use of the card that may be set by the cardholder's department. In the case of a questionable expenditure, the person or department should seek written approval from the AVP-Controller rather than risk a purchase that may not be acceptable. All transactions must have a business purpose noted in the CougarTravel Reconciliation processes. How this information is recorded will be at the discretion of the cardholder's approver. Any exceptions will need to be approved by the PCard Coordinator. At a minimum, purchases for items that may be questionable or are not clearly defined via the guidelines shall have written approval by an individual at a higher level of authority.

PROHIBITED PURCHASES

Purchase of some equipment, materials, supplies or services is subject to applicable statutes and regulations of the United States, State of Texas, College policy, and legal/technical and public safety constraints. The following list of items shall not be purchased using a P-Card:

- **Alcoholic beverages, tobacco and drugs**
- **Purchases on Amazon, eBay or Craigslist**
- **Automotive service and repair** - Non-emergency repair is prohibited. College owned vehicles on a College sponsored trip may use the card for emergency repairs
- **Booking Agents** - Air, Hotel and Rental Car must be booked directly with the vendor or CTP (Corporate Travel Planners) in Concur.
- **Business Cards**
- **Capital Equipment**
- **Carpeting**
- **Cash advances**
- **Computers, Laptops, Servers, iPads (all tablets), Printers, Cell Phones, Copiers** – Exceptions only with PRIOR written authorization from the AVP-Controller.
- **Construction/remodeling/renovations of facilities**
- **Consultant and speaker fees/honorariums**
- **Controlled substances & prescription drugs**
- **Donations to other entities or organizations**
- **Draperies & blinds/window coverings**
- **Employee benefits: entertainment, gifts**
- **Equipment (single item costing \$750 or more)**
- **Fines, late fees or penalties (including parking tickets)**
- **Flowers or gifts to individuals, including those in lieu of payment for goods or services** – Exception for college functions such as graduation, recruiting or an event that benefits the entire College. Approval from the Provost must be obtained. Only the Board of Trustees has the authority to send flowers regarding funerals.
- **Fuel, bulk (automotive)**
- **Furniture**
- **Gasoline for vehicles** – Exceptions for vehicles rented while on travel assignment. NO PERSONAL VEHICLES.
- **Gift Cards**
- **Hazardous or radioactive chemicals and materials**

- **Leases, or agreements or contracts for the rental or lease of automobiles, equipment, materials, services or supplies** - NOTE: A Pcard may be used for a single payment rental or lease. However, a Pcard should not be used if the supplier required a rental/lease agreement of any contract to be signed by an authorized College representative. Daily or weekly rentals are permitted if resulting in a single payment.
- **Maintenance Agreements for service**
- **Medications and medical supplies** - Exception for instructional supplies that cannot be purchased with a purchase order through CougarMart.
- **Membership for personal benefit or social club dues**
- **Moving expenses**
- **Personal purchases, including personalized stationery (all purchases MUST be for the official benefit and/or use of the College)**
- **Phone or Air Cards**
- **Political contributions**
- **Printing** (used for design work, printing, typesetting, binding, logos, College seal, t-shirts, etc.)
- **Professional and artistic services (consultants, independent contractors, performers and speakers)**
- **Recreation**
- **Repair of equipment or materials** - A Pcard may be used if the total amount of the repair is less than \$750 and this amount is known beforehand based on a firm or written quote from the supplier. The supplier also must have a current Certificate of Liability Insurance on file with the College if the repairs are being done on campus.
- **Services usually provided by Service Departments (e.g. Maintenance, Copy Centers, etc.)**
- **Software Licenses**
- **Stringing (making successive purchases) to circumvent the \$50,000 competitive selection limit is *NOT PERMITTED***
- **Stipends**
- **Supplies for a “Break Room”, to include but not limited to: utensils, paper products, coffee brewers, coffee and coffee supplies, drink machines, kitchen utensils, and disposable supplies. Must use STAPLES for these purchases.**
- **Telephone Equipment (including: regular phones, installation or service on campus)**
- **Temporary Personnel**
- **Tips**
- **Trade-in of any Collin College property**
- **Trade-marked or Logo items**
- **Tuition for employees** - Prohibited for payment of course work funded through HR or tuition reimbursement program.
- **Weapons, ammunition, chemical ammunition** – Except for sworn law enforcement officers associated with CCPD.

* **“Equipment” and “Personal” purchases shall include but are not limited to: coffee or drink machines, microwave ovens, radios, TV’s, DVD players, stoves, refrigerators, other kitchen items, space heaters, paper shredding machines, coffee, tea, drinks, candy, snacks, break refreshments, personal clothing, party items, and any other items that would primarily be used for personal purposes.**

Exceptions: 1) When required in the performance of his/her duties and at their discretion, the College President and Leadership Team members may use the P-Card for business related meals and entertainment; and 2) Athletic coaches may use the P-Card for meals (per diem) for students in lieu of being reimbursed for per diem; and, (3) Medical supplies that are required for Health Science programs and authorized College First Aid kits

F. Allowed Uses

P-Cards may be used for the acquisition of materials and goods up to and including the monthly limits as granted to the individual cardholder (*total transaction amount includes delivery, shipping, or special handling*). Materials and goods include most consumable office and lab supplies, books, and one-time purchases not available through a contract or punch-out in CougarMart. P-Cards may not be used for travel related expenses unless otherwise directed by the PCard Coordinator or AVP-Controller.

G. P-Card Security

The unique P-Card that the cardholder receives has his/her name embossed on it and this P-Card shall **ONLY** be used by the cardholder whose name appears on the card. **NO OTHER PERSON IS AUTHORIZED TO USE THE CARD or HAVE ACCESS TO THIS P-CARD; EMPLOYEES ARE NOT ALLOWED TO BORROW A P-CARD FROM ANY OTHER CARDHOLDER, REGARDLESS OF THE CIRCUMSTANCES.** Each cardholder is solely responsible for safe and secure handling of their card and should always keep the card in a secure location when not in use. It is recommended that the P-Card be separated from your personal credit cards in order to prevent accidental usage of the card.

The cardholder may make purchases on behalf of others in his/her department or division but **CANNOT** loan their card to anyone. In addition, the cardholder is responsible for the validity of the use of his/her card when completing transaction on behalf of others.

Cardholders are required to check their JP Morgan Chase accounts at least weekly to ensure that the Transaction Log is accurate and to address in a timely manner potential identity theft or erroneous transaction concerns. Cardholders and Approvers can access their account 24/7 online at <http://smartdata.jpmorgan.com>.

NEVER SEND YOUR CARD NUMBER VIA EMAIL OR TEXT MESSAGE.

H. Using the Purchasing Card for Purchases on an Externally Funded Project (Grants/Contracts):

The Purchasing Card may be utilized for making purchases on an externally funded project. However, the use of the card for purchases charged to a contract or agreement requires an additional level of oversight. The card holder's purchasing authority is regulated by any and all Grantor restrictions. Careful judgement must be exercised with every purchase for externally funded projects. As the budget manager for the award, the card holder must clearly understand what constitutes an allowable charge to the particular program. If the card holder has questions the Manager of Grant Accounting, Finance and Budgeting or the Grants and Contract Accountant are available to assist.

Externally Funded Project (Grants/Contracts) Purchases Checklist:

- Use of the card is permitted provided that the item purchased is an **allowable** charge under the funding contract or agreement;
- If the item charged is deemed unallowable, the charges will be transferred to the department's current fund account.
- When placing an order against a externally funded project, the "obligated date" must be within the terms of the contract or agreement;
- A direct benefit must be shown for all card purchases made against an externally funded project.
- The vendor should be checked on www.sam.gov the day the order is placed and the debarment search results should be printed and attached with the receipt.
- Debarment Search through SAM.gov only needs to be completed on grant contracts and purchases for items \$25,000 and more.

I. Vendor Selection

Cardholders should strive to obtain the maximum value for the college, while being certain to make purchases from ethical, reliable, known vendors. Individual cardholders may select the vendor who can best supply the item(s) required while making sure that the price is competitive. The Purchasing Office is available to help with selection and pricing of purchases. You may then use your P-Card to make the purchase if the price falls within your monthly transaction limit and is an allowable purchase. Any vendor that accepts the MasterCard credit card should accept the P-Card. If a vendor accepts MasterCard, but for some reason will not accept your P-Card for payment, contact the PCard Coordinator.

Typically, vendors should not charge extra (i.e. processing fee) for the use of the P-Card. In addition, the vendor should not process the transaction until the goods are shipped. Contact a Program Administrator if you have problems with any of the above.

As the cardholder, you are ultimately responsible for card use and should avoid vendors that use pressure tactics. Some examples of these tactics are: "*today is the last day for this price*," "*there are a limited number of the items available*," and "*we always beat the price of our competitors*," which force you to make a quick decision. Also, be cautious if unknown vendors call you with offers. If an unknown vendor is calling to offer you a great deal, don't provide them your P-Card number, but get information to call them back after you have a chance to check on the product and the price being offered.

J. Making a Purchase

The steps to make a purchase with the P-Card differ from those taken when making a purchase with a personal credit card. You must obtain ***an itemized receipt*** for every purchase you make on your P-Card. ***There are no exceptions!*** The steps in making a purchase with the P-Card are:

1. Identify a need for materials or goods.
2. Check as many sources of supply as is reasonable to assure best price, delivery, and compliance with policy and procedures. If you are having problems locating a source, then the College Buyers are available to assist with pricing of products. Once they have identified a source and price, you are free to make the purchase using your P-Card. Be sure to let the buyers know your intention to use the P-Card to make the purchase.
3. Tell the vendor you are making the purchase for Collin College to obtain discounted pricing when available.
4. Confirm that the vendor agrees to charge the P-Card.
5. Inform the vendor that Collin College is tax-exempt. The vendor may request a tax-exempt certificate from the Purchasing Office; however not every vendor is obligated to acknowledge the College's tax exempt status. The college tax-exempt number will be printed on the card sleeve provided.
6. Provide the card or card number (for phone or internet orders).
7. Inform the vendor that you will need an itemized receipt.
 - a. The total price paid must be part of the documentation, as well as an itemized account of what was purchased.
 - b. If making a purchase from a website, the e-mail confirmation that you receive may be your itemized receipt, so be sure to print it.
8. It is extremely important that the materials or goods are sent to the cardholder ordering the merchandise. Please use the following example for shipping goods to campus.

1. Department Name (required)
 2. Individual Name (required)
 3. Street Number, Name and Suite # (required)
 4. City, TX 750XX (required)
9. Track and record the proper authorized FOAP of all transactions in your monthly reconciliation through CougarTravel.
 10. Submit itemized receipts in monthly reconciliation through CougarTravel to your assigned Approver by the within 5 business days of receiving card from Purchasing Coordinator. Refer to Section “O” for more details.

Reminder: The College is tax-exempt throughout the State of Texas, as well as other states. When making a purchase tell the vendor that the college is tax-exempt – they may or may not honor our tax-exempt status.

You may make purchases in-person, over the phone, or through secure websites. If the P-Card is declined when a cardholder is attempting to make a purchase, please contact the PCard Coordinator for assistance. The PCard Coordinator can look into the problem and let you know if/when the purchase can be made. This can often be completed within minutes while the cardholder is still at the vendor’s establishment.

K. Documentation and Receipts

Substantiating your purchase with a **detailed and itemized hard-copy receipt** is a critical element of the procurement process. ***There are no exceptions to this requirement!*** Itemized receipts provide detailed permanent records for accounting and auditing purposes. Many vendors may initially provide a credit card receipt with only the total purchase amount reflected. Remember to ask for an itemized receipt to document each item purchased or print off an electronic receipt. All transactions must have a business purpose electronically noted in the comment line of the PCard Reconciliation. How this information is recorded will be at the discretion of the cardholder’s approver. Any exceptions will need to be approved by the PCard Coordinator. When the card is used for an allowable business meal, a list of attendees and a stated business purpose must be provided with the receipt.

Documentation requirements for P-Card purchases are the same as for all college purchases. The cardholder must obtain the original sales documents (*invoices, cash register tape, itemized credit card slip, e-mail confirmation, etc.*) for all items. Purchases are logged individually and all sales receipts must be attached to the respective monthly PCard Reconciliation Form in CougarTravel.

The Approvers and Reconciler will use the receipt to verify that the amount charged by the vendor agrees with each transaction, that the purchase complies with college policies, and that it is an allowable transaction. The Approver and Reconciler will also use the description of the purchased items to verify and/or assign the correct Collin College FOAP to ensure a proper export into the appropriate Banner budget account.

L. Receiving and Returning Purchases

When you receive a package, check to see if it belongs to you or someone else in your department. If the package is a result of your order, open the package right away and check to be sure it contains what you ordered and that it is not damaged. Don’t destroy or throw away the original packaging until a decision has been made to keep the contents. If the item belongs to you and there is no damage, keep the receipt for reconciliation. Document the date received on the receipt. If the item does not belong to your department, contact Shipping and Receiving so they may pick up the package and deliver it to the appropriate department.

If the item is damaged, contact the vendor for information on handling damaged goods. Please keep in mind that when obtaining quotes and placing your orders, you should request that the items be sent F.O.B. Destination so that the vendor is responsible for the items until they are received at the college's specified destination and will be responsible for handling any disputes with the carrier. If you do not request F.O.B. Destination and the items are damaged in transit, then you will be responsible for handling any disputes with the carrier.

When returning purchases, follow these steps:

1. Contact the vendor to determine the vendor's acceptable procedure for returns.
2. Repackage the item in the original shipping container or packaging.
3. Return it to the store if you picked it up locally, along with the original receipt, or return it via the vendor's instructions.
4. When you get the credit receipt, submit it through the CougarTravel system when completing the reconciliation.

In some cases, a return authorization number (RA#) may be required. In those cases, the vendor will issue a return authorization number that must be included with the returned shipment. Some vendors will reject any packages received without a number displayed on the outside of the package.

Some vendors will also charge a restocking fee. These fees can vary from 1% to 50%. If you are being charged a percentage fee to return the item, it might be in your best interest to see if another College department would be willing to purchase the item from your department.

Cardholders are not permitted to receive cash or a check for a returned item. All returned items must receive credit on the P-Card.

The cardholder must also review their monthly statement to be certain that the vendor issued the appropriate credit on their P-Card.

M. Monthly Statement

Generally speaking, J.P. Morgan Chase issues monthly statements 2 days following the closing date (26th of the month). Cardholder's may review their monthly J.P. Morgan Chase Statement and transactions 24/7 by going on-line to <http://smartdata.jpmorgan.com>.

Reminder: All cardholders are required to review their respective P-Card account in the J.P. Morgan Chase system at least once a week to assure that no unauthorized charges are on your card, or that current charges contain no errors. The J.P. Morgan Chase website will allow you real-time access to your account data.

Keep in mind there is a limited amount of time in which to dispute a charge, forty-five [45] days from the date of the transaction, so be sure to follow up on all duplicate or unauthorized charges as quickly as possible.

N. Dispute Process

Unauthorized or Duplicate charge

If you discover unauthorized charges, duplicate charges or errors online or on your Statement: 1) immediately notify J.P. Morgan Chase by using the "Dispute Helpful Hints Guide" located in the Resource Center at the bottom right hand side of the smartdata Home page; 2) notify your approver and 3) notify the PCard Coordinator that your card may have been compromised by filling out the *Procurement Card Program Dispute Report*, and your card will be temporarily suspended. Don't wait for another bank statement to confirm that your card is being misused. A temporary hold, or even the cancellation of your card, may be inconvenient, but disputing unauthorized charges that continue to appear will be even more problematic!

You can call JP Morgan Chase or you can log into your account to dispute a transaction. Please see the Account User Guide located on the home page of SmartData (JP Morgan Chase website) for the steps for disputing a transaction.

Questionable Charges

Please be aware that although you may make a purchase with one vendor, the charge may actually show up on your statement as coming from a vendor with a different name (*possibly a parent company*). But, if you suspect a possible fraud, please contact the PCard Coordinator and your account will be placed on hold until it can be researched thoroughly to make sure that a purchase for that dollar amount was not made. If you discover an unauthorized charge; 1) notify the J.P. Morgan Chase immediately; and 2) call the PCard Coordinator. If it is after college hours, call the bank to cancel your card and then follow-up with a PCard Coordinator the next business day.

O. Month-end Procedures – Transaction Processing

Transactions are generally downloaded by the Bank within one (1) business day following the actual transaction which enables the cardholder to review and reconcile their accounts on a daily basis. All transactions are processed each month in accordance with the J.P. Morgan Chase billing cycle; therefore J.P. Morgan Chase will issue monthly electronic statements to each cardholder and the Accounting Office will receive a master copy of all monthly transactions.

The Accounts Payable Office makes a single monthly payment of the charges based on an invoice from the bank. Cardholders and approvers are required to adhere to the following month end process:

1. Once the monthly statement is issued the PCard Coordinator will email all cardholders reminding them to complete their reconciliation in CougarTravel.
2. The cardholder will log in to SmartData and save a copy of the current month's statement to their computer. Next, the cardholder will complete their reconciliation in CougarTravel by opening the PCard Reconciliation Form in Showcased Services. The cardholder will begin entering the required information for each transaction in the order it is listed on the monthly statement. The cardholder will enter all required information for the first transaction in the form. Attach the receipt for that transaction by clicking "Add Attachment." The cardholder will also attach a copy of the statement for that month on the first transaction. Once all required information is filled in for that transaction you will choose "Add to Cart and Return" from the Available Actions drop down menu and click "Go". Repeat this process for each transaction. When you have entered all of the required information for the last transaction you will choose "Add and Go to Cart" from the Available Actions drop down menu and click "Go."
Note: If a cardholder does not have proper documentation of a transaction listed on the monthly statement, the cardholder is solely responsible for obtaining the original documents from the vendor. If attempts have failed, the cardholder shall attach a completed P-Card Substitute Receipt form that includes a description of the item(s) purchased, date of purchase, vendor's name and reason for the lack of supporting documentation (this is to include credits on transactions). This form has to be signed by both the cardholder and the respective approver.
3. When you are in the shopping cart you will review everything to ensure that it is complete and correct and then click on "Proceed to Checkout." You will assign the FOAP for each transaction under the "Accounting Codes" tab. If all of the transactions have the same FOAP you may enter the Index and Account numbers at the top in the header. If the FOAP varies by transaction you will scroll down and click the "edit" button next to the transaction and enter the Index and Account for that line. You will repeat those steps for each transaction until they are all complete.

4. After completing all of these steps the cardholder will click on the “Place Order” button. This will then send the reconciliation along the proper approval path.
5. When the Organization Manager/Approver receives the requisition with the PCard Reconciliation Form, receipts, and statement the approver will review all transactions to ensure that all guidelines were followed and is input correctly.
6. Once the approver approves the requisition the PCard Coordinator will review the transactions and back up documentation. If everything is input correctly and allowable the PCard Coordinator will approve the requisition and it will go to Accounts Payable for payment.

P. Responsibilities of System Personnel

If a cardholder abuses the privileges of the card, consistently fails to provide receipts and enter a complete FOAP, and consistently fails to adhere to the requirements of this manual, the PCard Coordinator has the option of suspending the card either temporarily or permanently. Refer to Section “S” below.

Responsibilities of the PCard Coordinator

- > Administrator for P-Card Program and J.P. Morgan Chase system, policies and procedures related to the program.
- > Interacts with J.P. Morgan Chase to issue new cards and maintain system updates.
- > Terminate cards, voluntarily or involuntarily.
- Educate new cardholders on responsibilities and obtain signed agreement forms from cardholders.
- Maintain list of prohibited P-Card uses and educate cardholders/approvers about same.
- Interact with J.P. Morgan Chase to maintain commodity codes for prohibited purchases.
- Assist departments in resolving errors, disputes, returns, and credits with vendors (*if initial attempts by departments are unsuccessful*).
- Notify Organization Manager concerning misuse of the P-Card.
- Create monthly reconciliation report in CougarTravel, attach the billing statement, and assign the card to the cardholder within 5 business days of the statement issue date.

Responsibilities of the Organization Manager/Approver

- Authorize the use of P-Cards by employees of their department and sign Cardholder Agreement.
- Designate an Approver for the respective card-holder.
- Notify the PCard Coordinator of any changes within the department.
- Review and approve cardholder statement, receipts, and CougarTravel reconciliation report within two (2) business days after receiving it from the cardholder.
- Initiate procedure for resolution of prohibited purchases that have been made at the time they are discovered as noted in Section C.
- Notify the PCard Coordinator of the details of any P-Card misuse.
- For cases of repetitious card misuse, the PCard Coordinator can suspend or cancel the card in the system, rendering it unusable.
- Retrieve card from terminated employees and return to PCard Coordinator.

Responsibilities of the Cardholder

- Must successfully complete the cardholder training program and sign the Cardholder Agreement form prior to receiving P-Card.
- Must obtain an original itemized and detailed receipt (*invoices, cash register tape, credit card slip, e-mail confirmation, etc.*) for each transaction.
- Must check the Transaction Summary (J.P. Morgan Chase system), at a minimum, once a week to ensure the accuracy of transactions and review for any unauthorized transactions.
- Reconcile and verify cardholder transactions.
- Must enter an appropriate and complete Collin College FOAP for each transaction.
- Shall complete the PCard Reconciliation Form in CougarTravel each month to reconcile and verify that the data is correct and complete; then submit these form along with all receipts to the respective Approver for their review and approval within 5 business days of receiving the card from the PCard Coordinator.
- Initiate procedures for resolution of prohibited purchases as noted in Section C.
- Upon termination relinquish the P-Card to the PCard Coordinator along with the Cost Allocation Report and receipt documentation of purchases to date of termination.

Responsibilities of the Accounting Office

- Perform necessary processes to create payment to the Bank.

Responsibilities of Human Resources

- Notify Cardholders that are leaving employment with the College to turn in their card to the PCard Coordinator. AVP-Controller and/or the PCard Coordinator must sign-off on form, indicating that the card has been surrendered.
- Notify the PCard Coordinator of terminations immediately.
- Retrieve card from Cardholders that are terminated without notice and return it to the PCard Coordinator.

Q. Timeline of Monthly Activity

Activity	PCard Coordinator	Cardholder	Org Manager/ Approver
Within 5 business days after monthly J.P. Morgan Chase Bank Statement Is Issued	<ul style="list-style-type: none"> Send cardholders email reminding them to complete their reconciliation 		
Within 5 business days of receiving email from PCard Coordinator		<ul style="list-style-type: none"> Complete a PCard Reconciliation Form for each transaction with all required information and attach receipt. Add FOAP for each transaction. Select Place Order button to send to approver for approval. 	
Within 2 business days of receiving from Cardholder			<ul style="list-style-type: none"> Verify that each charge has a valid receipt Review the transactions to ensure that the FOAP is coded correctly Verify that there is a business purpose for every transaction Approve respective Cardholder transactions in CougarTravel

R. Cardholders Beware

You are solely responsible for the Collin College P-Card issued in your name. Protect your good reputation by doing the following:

1. Protect your card as you would your personal credit card.
2. Know where your card is at all times.
3. Don't carry your card while on vacation.
4. Don't share with or loan your card to anyone.
5. Protect your card number on documents and receipts by keeping papers locked up where others won't find information that may lead to unauthorized use.
6. Keep your card in a separate location from your personal cards to avoid unintentional personal use.
7. Do not send your card information via email or text message.

Scams

Any credit card is vulnerable to scams, so beware of high-pressure salespeople who call you, and be alert if very special deals are offered. Do not respond to any type of caller, letter or e-mail that asks for information concerning your card. If you get this type of contact you can forward them to the PCard Coordinator. Cardholders should never give any information out about their card unless making a purchase. In addition, the bank should not call or email you. They have been instructed to call the PCard Coordinator, instead of the cardholders. The cardholder will then be contacted with any concerns.

Printer/copier toner scams are particularly frequent and common. Some "toner" cautions that may also apply to other high-volume-use items are:

- They may mention other staff members' names.
- They may know the brand, model and even serial number of your machine.
- Don't give anyone information about equipment in your department.
- They may say they have extra toner (*or other items*) at discounted prices.
- They may say the price is going up shortly or "today is the last day for this price."
- They may even say there is a requirement to purchase this toner (*or other items*) based on the maintenance contract.
- Printer/copier toner supplies are ordered through CougarMart or provided by NovaCopy, so there should be no reason to order from outside sources. Any exceptions to ordering from other than these two sources should be approved by the Purchasing Department.

Although you may make purchases by phone or fax (and therefore you have to provide the credit card number over the phone) be certain that you are working with a reputable vendor. If you are unsure, ask for contact information to call back about the purchase, and verify with your department and/or the Purchasing Department before making the purchase.

Internet Purchases

For internet purchases, check the website for security to avoid unnecessary risks and liability to the College. To do this, look for a special icon (*whole key or closed lock, not a broken key or open lock*) in the bottom line of the web browser software. This provides some assurance that the website has a security certificate issued by an authorized agency.

Some additional cautions about making purchases using the web:

1. Don't accept a statement on the screen saying that the website is secure.

2. Assure that any site is secure or encrypted before entering card information. Be sure you understand how to check a website for security. Check with the IT support staff if you are not sure. Secure websites will use https:// vs. http://.
3. If offered as an option, **do not store credit card information on the site**. If you have used this site for personal purchases in the past, be sure to check that the correct card information is on the order.
4. All P-Card procedures and Collin College purchasing policies and procedures apply.
 - Itemized receipts are still required on all purchases.
 - “Buyer Beware” when making purchases through on-line auction houses, or new online vendors.
 - Online payment systems charge your card immediately, not when goods are shipped.
 - It is difficult to dispute charges made through online payment systems, and there may not be a guarantee that the cardholder will receive the correct materials or credit.

S. Canceling a P-Card

Loss, Theft or Fraud

Under certain conditions, the cardholder must make a quick decision about whether to request cancellation of a P-Card. Some conditions that require immediate cancellation include:

1. A card has been lost.
2. A card has been stolen.
3. A card has unauthorized charges.

If you encounter one of these conditions, immediately take action. Don't wait until you can verify problems on your monthly statement. Don't wait until you search possible locations where your card may have been misplaced. The bank is liable for fraudulent charges to a card if quick action is taken. If you wait too long to call the bank, you or your department could be liable for any fraudulent charges.

All of the following reporting steps must be followed when canceling a card:

1. Contact J.P. Morgan Chase at 1-800-316-6056 at any time of the day, night, or weekend to cancel the card.
2. Although the bank representative may state that a “new card will be issued” during a cancellation call, you must complete the Lost or Stolen Card Report and send it to the PCard Coordinator to notify them of the cancellation who will then authorize the bank to issue a replacement card.

If you are not sure whether the card has been lost, stolen or just misplaced, you can request that the PCard Coordinator put a temporary hold on the card until you have searched for the card. You will not be able to make any purchases on the card until a resolution has occurred.

Transfer of Employment

Prior to a transfer to another department, the cardholder shall notify the PCard Coordinator, in writing, of the change so that appropriate changes can be made in the J.P. Morgan Chase system. If the cardholder will have purchasing responsibility in their new position, this responsibility shall be authorized by the new department head via written instrument.

Termination of Employment

Upon termination, the cardholder shall relinquish their card to the PCard Coordinator along with their current P-Card log and appropriate documentation (receipts) of their purchases to date.

T. Card Misuse and Sanctions

Card misuse and failure to adhere to the requirements of the P-Card program has serious consequences.

The card is to be used by the person to whom it was issued and can **ONLY** be used to pay for allowable college purchases. The card is **NOT** to be used for any personal, prohibited or unauthorized purchases. Any such use will require the cardholder to obtain a direct credit for the improper charge on the P-Card and make payment via another payment source.

The cardholder understands that his/her improper use of the Collin College P-Card may be cause for disciplinary action by the college, up to and including termination, and that improper use of the P-Card may subject the cardholder to criminal prosecution. The cardholder understands and agrees that the college may withhold amounts attributable to improper use by the cardholder from any payment which may be payable by the College to the cardholder.

Misuse is broadly defined as using the card in violation of College policies and procedures or the P-Card program requirements. Examples of misuse of the P-Card include, but are not limited to:

1. Using the P-Card for personal purchases.
2. Using the P-Card for purchases that are not authorized by the College.
3. Using the P-Card to purchase any goods or services that violate policies or procedures of the college, including those items listed as specific exclusions for the P-Card.
4. Using the P-Card for purchases which violate any law or regulation to which the College must adhere.
5. Splitting a purchase into pieces to circumvent the transaction limit authorized for the cardholder's.
6. Using multiple cards to circumvent the transaction limit authorized for the cardholder's.
7. Failing to provide required purchasing documentation in a timely manner.
8. Failing to provide information about any specific purchase.
9. Allowing another individual to use your card. The cardholder may make transactions on behalf of others in his/her department or division, however the cardholder is responsible for the business validity of the use of his/her card.

The materials or goods involved in card misuse may:

1. Become the property of the cardholder who will have to reimburse the college the cost and any related processing fees (*this can be withheld from the college paycheck if not reimbursed by the cardholder*).
2. Be returned to the vendor.
3. Be retained by the college.

Reporting Misuse of the P-Card

All P-Card program participants, including but not limited to: President, Vice-Presidents, Deans, Directors, cardholders and approvers are required to know and follow P-Card policies. They also need to be aware of program misuses and consequences associated with these misuses.

The PCard Coordinator will review transactions in order to identify possible misuse of the card. A thorough review should be conducted by the cardholder and the Organization Manager/Approver each statement period and prior to submitting the final paperwork to the Accounting Office. By approving the E-statement, the Organization Manager/Approver is acknowledging that all transactions were made

appropriately and that no misuse has occurred. Organization Managers/Approver should notify the PCard Coordinator when it appears that misuse has occurred.

Cardholders and Organization Managers/Approver are solely responsible for their own actions and cannot claim that they were ignorant of the rules or someone else in their department or the college insisted that they bend the rules. Prohibited purchases and card misuse are outlined throughout the procedures manual and reviewed during training sessions.

Consequences and Accountability

When it has been found that misuse may have occurred **or** that the requirements of this Manual are not being followed, the department head shall notify the PCard Coordinator of such issues. The PCard Coordinator will review the information to determine the best course of action in conjunction with the below chart. It is important to note that given the high risk of the P-Card program and the potential for abuse, strict procedures will be implemented. Secondly, when cardholders and approvers fail to follow the processes, such actions can lead to a negative impact on others associated with the program.

Frequent problems associated with the program processes may include, but are not limited to:

- > Failure to provide a detailed receipt.
- > Failure to enter an authorized and complete FOAP.
- > Failure to obtain written approval when purchasing for others.
- > Failure to complete the month-end processes on time.
- > Failure to ensure that the E-Statement and CAR match and contain only authorized purchases.

Consequences for misuse may include, but are not limited to:

1. Written notification of misuse sent to department head and cardholder
2. Card suspension and/or cancellation
3. PCard Coordinator reserves the right to suspend or cancel cards at any time.
4. Termination of employment
5. Criminal prosecution
6. Restitution

The Collin College P-Card program will be carefully reviewed for compliance by the PCard Coordinator, the Accounting Office and Internal Audit. If we are not able to conform to the established requirements and procedures, the P-Card program will be subject to unnecessary risks and negative exposure. The enforcement policy shall be uniformly applied to all Cardholders and Approvers per the below chart, and exceptions for violations will **not** be made in the interest of preserving the integrity of the program.

Category	Violation Description	Action
Type 1	1. Personal use/expense 2. Making a prohibited purchase 3. Splitting charges to avoid transaction limit 4. Loaning card to others to use	First Violation: Written warning copied to department head or Approver and restitution, if applicable.
		Second Violation: Immediate one (1) month suspension of the P-card and restitution, if applicable.

	5. Failing to follow P-card procedures 6. Purchases of alcohol (This could also be considered an illegal activity depending on the circumstances.)	Third Violation: Permanent loss of P-card and restitution, if applicable.
Type 2	Any illegal activity (Includes, but not limited to, the illegal use of drugs or alcohol, prostitution, violation of a law in which there is injury to the public or a member of the public and a term in jail or prison, and/or a fine as possible penalties.)	First Violation: Permanent loss of P-card, termination of employment, prosecution and restitution.

Cardholder's non-compliance will be refreshed on a current fiscal year plus two previous year period. If you follow the policies and procedures, as outlined in this manual, and use common sense when using your P-Card, you should not run into any problems. If you have any questions as to whether a particular transaction would be permissible on the P-Card, contact the PCard Coordinator. It is always better to check first than to possibly lose your P-Card privileges!

To fulfill your responsibilities and protect yourself against infractions:

1. Purchase only approved items.
2. Maintain records and receipts as purchases are made.
3. Add required documentation to receipts as soon as they are received.
4. Ensure that all receipts are accurate, detailed and thorough.
5. Review and verify that the transactions from the Bank are correct on a weekly basis.
6. Ensure that each transaction is authorized, and contains an appropriate Collin College budget string.
7. Quickly rectify any errors or irregularities.
8. Complete the monthly reports on time and with accuracy.
9. Protect your card and keep card documentation and information secure at all times.

U. Contacts and Getting Started

When you have completed the training for the Collin College P-Card, you will be required to sign the P-Card Cardholder Agreement form when you pick up your card. This agreement documents that you understand your duties and responsibilities as a cardholder and the possible sanctions for misuse. You will receive a copy of this agreement for your records.

After you receive your card, your main contact person will be your designated Approver. You will contact the PCard Coordinator in circumstances in which your approver is not available or in an emergency, such as a lost or stolen P-Card.

The P-Card Procedure manual is available electronically or via hard copy upon request. Please do not hesitate to contact the PCard Coordinator at pcard@collin.edu with your specific questions.