



Purchasing Card Manual



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OVERVIEW OF PURCHASING CARD PROGRAM

The Albany State University Purchasing Card Program provides operational efficiency and ensures a level of accountability in the procurement process without sacrificing cost or control. The Purchasing Card is the preferred method of rapidly acquiring goods and services under \$5,000.00. It streamlines payment procedures while reducing lengthy administrative progressions associated with traditional and emergency purchasing of materials, supplies and equipment less than \$3,000.00.

The Purchasing Card Program does not alter State Purchasing rules and regulations or diminish the need for control of expenditures and good record keeping. Rather the card makes the procuring process simpler and faster.

Albany State University's Purchasing Card Manual is an internal control which is in strict compliance with Department of Administrative Services (DOAS) and Board of Regents (BOR) policies and procedures. The intent is to safeguard the assets of the institution from fraud, waste and abuse.

http://doas.ga.gov/assets/State%20Purchasing/PCard%20Marketplace%20Documents/PCard_Policy.pdf

[BOR P-Card Policy 3.3](#)

PURCHASING CARD ADMINISTRATOR

The Purchasing Card Administrator serves as a liaison between State Entity Management and State Purchasing. The Administrator is also the designated point of contact for Albany State University and provides support and assistance to cardholders, campus departments and other personnel.

The responsibilities include but are not limited to the following:

- Processing authorized request from Division Directors for purchasing cards, maintaining control over active cards and closing accounts in accordance with established operating procedures.
- Working with the Budget Department and Division Directors to establish and maintain spend controls for each card.
- Providing management with periodic reports of cardholders and data related to cardholder usage.
- Maintaining the ASU Purchasing Card Manual by educating cardholders / Managers on revisions and updates.
- Exercising overall control over the Program by utilizing tools such as transactions review, spend analysis and alerts from the Works system.
- Establishing internal controls to maintain integrity of the Purchasing Card Program.
- Maintaining a central file of all cardholder's approved application and agreements.
- Providing information regarding authorized vendors, including small business and minority to cardholders.
- Assisting cardholders with monthly reconciliation (allocation and signoff) of statements.
- Developing and conducting training sessions for cardholders and others involved in the program.

TYPES OF PURCHASING CARDS

The State of Georgia Statewide Contract Guide number SWC 60695 states:

“ Account set up forms must be completed by each Agency and Institution. In establishing each cardholder’s purchase limits, Agencies and Institutions are cautioned to impose realistic spending limits. The established limits should reflect actual spending history and budgetary trends.”

Regular Employee Card

The Regular Purchasing Card is limited to transactions valued at \$4,999.99 or less, including shipping and handling charges, insurance, etc. except equipment purchases which cannot exceed \$2,999.99 including shipping, handling, insurance, etc. Purchases over this limit should continue to be processed in accordance with established purchasing procedures. The Regular Purchasing Cards are issued for use in lieu of a Request for Purchase. The same restrictions (Budgetary Line Items) are placed on the card as with the Purchase Order. Purchases are limited to the items that may be purchased on a Purchase Order. The restrictions placed on individual cards are linked to respective departmental budgets. Departments having agency fund accounts may also utilize the regular purchasing cards as long as card usage does not result in transactions violating limitations mandated by the Department of Administrative Services, State Purchasing Division. Finally, all Merchant Category Codes (MCC) must be approved by the Department of Administrative Services, State Purchasing Division.

Student Athlete Card

The Student Athlete Purchasing Card is restricted to hotels/motels, food, and official athletic events and/or commitments for students only. State employees are not allowed to use the Purchasing Card for hotels/motels or food; the American Express Card is to be utilized. The Single Purchase Limit is set, but not restricted to, \$5,000. The card is the property of Albany State University, and is not be used for personal purchases. The designated athletic representative, of whose name the card is in, is responsible for the security of the Purchasing Card and the card transactions while it is in his/her possession. Student Athletics Purchasing Card holders are encouraged to utilize the University’s dining facilities when fulfilling athletic commitments within the city limits (Albany, Georgia). However, if the University’s dining facilities are closed, as a result of an official game and/or University athletic commitment, then on these rare occasions with authorization from the Vice President for Fiscal Affairs, students may be fed by utilizing the Athletics Purchasing Card. The Athletic Purchasing Card is authorized by the State Purchasing Card Program Manager and approved for usage with the expanded Merchant Category Codes (MCC) range necessary for food and lodging. The Athletic Purchasing Card is issued with “special exceptions” to the rule, authorized, and approved by the Department of Business Services.

Vendor Payment Card/ University Procurement Officer

The Vendor Payment Purchasing Card is used by the University's Accounts Payable and University Procurement Officer to pay University obligations. The Vendor Payment Purchasing Card is issued for use in lieu of a Request for Purchase. While the same restrictions (Budgetary Line Items) are placed on the card as with the Purchase Order and purchases are limited to the items that may be purchased on a Purchase Order, the Vendor Payment Purchasing Card has a larger transaction limit and has the appropriate Merchant Category Codes (MCC) to allow the Accounts Payable and University Procurement Officer to process payment for University obligations in a timely and expedient manner. As buying agents for the State of Georgia, the University Procurement Officers keep track of current changes to buying and procurement laws.

CARDHOLDER RESPONSIBILITIES

The responsibilities include, but are not limited to the following:

- Using the Purchasing Card for State business purposes only, not personal use.
- Ensuring that all purchases made are made by the cardholder.
- Holding and keeping secure the Purchasing Card, the card number and all transactions made with it.
- Adhering to the purchase limits and restrictions assigned.
- Receiving and inspecting all ordered supplies, materials, equipment, and one-time services.
- Obtaining, validating and reconciling all sales slips register receipts and/or Purchasing Card slips for approval and submit to the Department of Business Services in a timely manner.
- Immediately reporting lost or stolen card to Bank of America at 1-888-449-2273. Also, inform the Purchasing Card coordinator.
- Not accepting cash in lieu of a credit to the Purchasing Card account in the event of a refund for any reason.
- Not using the Purchasing Card for entertainment or cash.
- Not purchasing restricted items.

OPENING THE ACCOUNT/CARD DETAILS

If you are a permanent employee and have job responsibilities that require the purchase of certain types of supplies, materials, equipment, and services under current small dollar purchase guidelines, you may be eligible for purchasing card privileges. The Purchasing Card may be obtained by completing a Purchasing Card Application and Agreement Form. The card will be issued in the name of the University with a person listed as the user.

To obtain a card:

- Complete the “New Card Set-up Form” for each individual.
- All information required by the applicant must be completed.
- Each application must have a departmental account number.
- The individual who will be the cardholder must sign the form.
- Obtain the Manager/ Department Head signature.
- Submit the form to the Budget’s Office.
- If the funds are available, the Budget’s Office will indicate the “Credit Limit and Single Purchase Limit” and send the form to the Purchasing Card Coordinator.
- Each applicant will be required to undergo a credit and criminal background checks
- The Purchasing Card coordinator will ensure that the form is in order for processing, signed and submitted to Bank of America.
- The Purchasing Cards are sent to the P-Card Administrator. The cardholders are contacted to schedule the required training session and pass the online test to obtain their card.

PROPER USE OF THE PURCHASING CARD / INACTIVE CARDS

- Keep your card in an accessible, but secure, location. The card needs to be accessible only to you as **you are the only person authorized to use the card.**
- **Do not lend your card to another person for use.** If you are going to be absent from your office for an extended period, your Director may need to request that a new card be issued to a different person.
- Guard your card account number carefully. Do not post the account number at your desk or write it in your day planner.
- The card number should never be displayed on any packing slips or labels, etc.
- When ordering via fax, the Cardholder should take all necessary precautions for card number security (i.e., verify fax phone number, verify receipt of fax, etc.)
- P-cards are deemed inactive in the seventh month if not used in the preceding six months. Inactive cardholders are notified and cards placed on suspend profile.
- Cardholders are required to notify the P-card Administrator when there is a need to request temporary changes in spending limits and assigned profile

UNAUTHORIZED/AUTHORIZED PURCHASES

The card is to be used to purchase supplies, goods or services used solely for State business purposes. Under no circumstances is the Purchasing Card to be used to buy motor vehicle fuel, professional services (i.e., doctors, lawyers, etc.), personal purchase, cash advances, gift cards, or travel and entertainment expenses. Travel may include pre-approved team travel for students only. The aforementioned restrictions are not exhaustive, when in doubt it is the cardholder’s responsibility to contact the Purchasing Card Administrator for clarity, 430-5098. Additionally, payment of unauthorized purchases is the responsibility of the cardholder.

Suggested Credit Card Transactions:

- Books, magazines, Subscriptions
- Computer supplies and Accessories
- Computers – All technology purchases must receive pre-approval - EDP Form Required. Software- Data plans, or application for State Issued devices ONLY. Supervisors' approval is required before making purchase.
- Conference/Seminar Registration Fees
- Professional memberships and professional training and development programs
- Newspaper ads
- Equipment rental
- Printing and duplication services
- Shipping, Freight charges
- Office supplies. Staples for Toner, Paper products and General office Supplies effective July 1, 2014

ALLOWABLE PURCHASES – RESTRICTIONS APPLY

Travel-Related Expenses – State Employees

State employees traveling on official State business as defined in the [State Travel Regulation](#) published by the State Accounting Office and the Office of Planning and Budget may use the Purchasing Card for:

1. Transportation (all types) this include Airline Tickets – Please email the P-card Administrator if you plan to purchase airline ticket.
 - a. When the mode of transportation is a vehicle rental, the rental must be from one of The Mandatory Statewide Contracts unless approved using the Waiver from Statewide Contract process defined in Section 1.3.1.1 of the *Georgia Procurement Manual*.
2. Parking

Travel-Related Expenses – Non-State Employees

Cardholders may use the Purchasing Card for students travelling on official school business, clients of a State Entity, and the general public when participating in an official State program or other activity may use the Purchasing Card for:

1. All types of transportation when this transportation is needed in the fulfillment of the State Entity's mission.
2. Lodging and meals for students and for clients of a State Entity when needed in the fulfillment of the State Entity's mission.

Capital Assets

State Entity policy may impose additional restrictions for the use of the P-Card for equipment purchase.

1. For State Agencies, Commissions, and Boards that use the State Accounting Office version of PeopleSoft – Single units under \$5,000 per unit, including freight.

Food or Meals

1. Non-travel related meals for State employees that meet the State Accounting Office definition of “group meals”. For complete information, search for [Group Meals Policy](#) on the SAO web site at <http://sao.georgia.gov>.

2. Meals only when the cost of the meals is included in the total cost (e.g. a conference fee of \$1,500 that includes three meals).

3. Food and lodging for student activities, but not for faculty, staff, coaches, or other school employees, when on official school business (e.g. athletic team travel). Coaches and Athletic Coordinators are required to check with the P-card Administrator for the list of documentation needed.

WORKS PAYMENT MANAGER

WORKS Payment Manager is a Web-based technology that connects payment management automation with the global Visa payment network. Transactions can be approved on line:

1. The cardholder will receive an e-mail notification when a transaction is pending approval. The frequency of the e-mail notification can be controlled by the cardholder.
2. Each transaction needs to be opened and reviewed. The review should consist of verifying validity transactions and checking/modifying account, fund and project coding.
3. The description section of the transaction should be modified to include specific details not provided by the vendor through the Bank of America network.
4. Each transaction must be verified and submitted in WORKS by the cardholder and approved by their supervisor.

<https://payment2.works.com/works>

RECORD KEEPING

To facilitate reconciliation and approval of your monthly cardholder statement of account, it is mandatory that the cardholders obtain and retain supplier documentation for purchases. Examples of supplier documentation are:

- Itemized supplier sales receipts
- Itemized packing slips with itemized prices
- Credit card charge slips with itemized description of products purchased

RECONCILING MONTHLY STATEMENTS

Once a month, Bank of America will send each cardholder a statement of account which details all charges billed during the previous 30 day billing cycle. This statement will contain the transaction date, supplier name, and the total amount charged for each transaction made by the cardholder that billing cycle. There will not be any item description or breakdown of individual items of cost. Cardholders are responsible for the transactions identified on your statement. Cardholders and Accounts Payable are required to provide monthly reconciliation on the Activity Log to the P-Card Co-coordinator by the requested due date. This is usually one week from the statement due date.

Supervisory approval and review of the reconciled statement with all supporting documentation signed by the cardholder and Supervisor should be forwarded to the Purchasing Card Coordinator by the due date as above. All purchasing card records must be retained for at least five years.

LOST, STOLEN OR DAMAGED CARD

If the Purchasing Card is lost, stolen or damaged, it is your responsibility to notify Bank of America immediately at 1-888-449-2273 (24 hours a day) to cancel the card. Notify the Purchasing Card Administrator at (229)430-5098 and follow with an email to felicia.brown@asurams.edu explaining what happened (copy your division director). The P-Card Administrator will contact Bank of America to verify cancellation of the card.

CARDHOLDER LEAVES JOB OR CHANGES POSITION

Cardholders must be full-time State employees and cannot be students, temporary employees, or contract employees.

Should you leave state service, change positions within Albany State University or do not need the card for any reason, you or your director should request cancellation in writing and return the P-Card to the Department of Business Services, Billy C. Black 382A. The Purchasing Card Administrator will contact Bank of America online and cancel the card. If the cardholder is changing positions, the cardholder should allocate and signoff on the purchase transaction on the final statement. If the cardholder has left Albany State University, any charges on the final statement should be approved by division director before the statement and supporting purchase transactions are sent to the Purchasing Card Administrator. The Purchasing Card Administrator will forward the approved paperwork to the Accounting Office for processing.

Employees changing Divisions within the Department will be issued new cards if requested by the new division's director.

MISSING/LOST RECEIPTS

In the event a receipt/invoice is missing, please call the vendor and ask for another one immediately. Please do not wait until the statement is received to request one. **IF RECEIPTS ARE NOT SUBMITTED BY THE REQUESTED DEADLINE, THE CARDHOLDER WILL BE RESPONSIBLE FOR PAYMENT. THE CARDHOLDER WILL BE NOTIFIED TO MAKE THE PAYMENT OR A PAYROLL DEDUCTION WILL BE SUBMITTED TO HUMAN RESOURCES MANAGEMENT.**

_____ Signature Required

TAX- EXEMPT STATUS OF THE UNIVERSITY

Albany State has a tax-exempt status. It is the cardholder's responsibility to ensure that sales tax is not charged on purchases made with the card. Please notify the vendor at the time of purchase of the University's tax-exempt status, to prevent you from going through the necessary steps of securing a credit or refunding monies.

IF TAX CHARGES ARE NOT CREDITED BY THE REQUESTED DEADLINE, THE CARDHOLDER WILL BE RESPONSIBLE FOR PAYMENT. THE CARDHOLDER WILL BE NOTIFIED TO MAKE THE PAYMENT OR A PAYROLL DEDUCTION WILL BE SUBMITTED TO HUMAN RESOURCES MANAGEMENT.

_____ Signature Required

If taxes are included on purchases the cardholder must.

- Contact the vendor and inform them that Albany State University has tax exempt status. A tax exempt form is available in our office for your convenience.
- Maintain written records of communications with suppliers regarding credits for sales tax.
- Check your statements each month to be sure that the credit has been issued.
- If the supplier refuses to issue a credit or does not issue a credit with the next billing cycle, please notify the Purchasing Card Administrator concerning your attempts to obtain a credit for the sales tax billed. **DO NOT** place any further orders with the supplier.
- Taxes charged by restaurants on the Athletic P-Card may be exempt, if there is documentation that the restaurants could not honor our tax exempt status and circumstances will not permit handlers to use other restaurants.

DISPUTES

The cardholder is responsible for resolving disputes with the vendors upon discovery of an incorrect charge for goods, questionable purchase or transaction that appears on the monthly statement. The cardholder must seek to resolve the problem with the vendor. Any communications should be documented and kept with the statements. The documentation should include dates, persons involved and a short description of the problem. If an agreement cannot be reached with the vendor, please contact the Purchasing Card Coordinator to assist in resolving and/or file a Bank of America dispute form. All disputes must be filed within 60 days of the transaction date.

*See form attached

LOST OR MISROUTED PRODUCTS

If a sufficient amount of time has elapsed without receiving the ordered product, the following steps should be taken:

- Contact the supplier to determine when the product was shipped, by what carrier and to what location.
- If there is no record of the shipment by the carrier, contact the supplier and request a proof of delivery.
- If the supplier cannot supply this documentation, the supplier should acknowledge that no product was actually delivered and credit the account or reshipment.
- If satisfactory resolution cannot be reached with the supplier within a 30-day period, contact the Purchasing Card Coordinator to file and process a dispute. Remember, there are only 60 days from the date of the transaction to file a dispute.

INCORRECT QUANTITY OR DEFECTIVE PRODUCT

The card holder must always check any incoming order as soon as it is received to ensure the product/service matches what was ordered in terms of quantity, description and quality. If there are discrepancies, do the following:

- Contact the supplier to resolve the issue over the telephone. This should be sufficient to resolve most discrepancies.
- If satisfactory resolution cannot be reached with the supplier, contact the Purchasing Card Coordinator to file and process a dispute.

CARDHOLDER STATEMENT DISCREPANCIES

If discrepancies are noted on the monthly cardholder statement for quantity, price, duplicate billing, no credits from prior transactions, billing for item not received, etc., take the following steps:

- Contact the supplier and attempt to resolve the discrepancy. Make a note on the transaction log. Keep a record of all communications to the supplier.
- If satisfactory resolution cannot be reached with the supplier, contact the Purchasing Card Coordinator to file and process a dispute.

RESTOCKING FEES

When goods are returned through no fault of the supplier, the supplier may charge a restocking fee. If this occurs, the restocking charge can be noted on the transaction log to reconcile the charge with the monthly cardholder statement.

MAKING RETURNS/EXCHANGES

Cardholders usually prepare a shipping order for all returns/exchange of merchandise purchased using a purchasing card. Be sure to indicate on the shipping order this was a purchasing card purchase and state the credit due for the returned item. In some instances, a vendor may supply a return authorization which should be noted on the shipping order. If the supplier provides a material return authorization number, be sure to include that number on the shipping order.

- A copy of the shipping order should be kept with the transaction log to verify return and show the credit amount to be provided by the supplier.
- All return credits must be applied to the purchasing card account, and must not be taken in cash.
- Be sure to note the shipping arrangements on the documentation, i.e., if the supplier or state paid for the freight.

DENIAL OF A CHARGE

If a vendor advises that approval has been denied by the Credit Card System, more than likely it is a result of one of the following:

- A violation of the established levels of authority.
- Monthly Single Purchase Limit depleted.

The vendor does not have information related to the reason for denial, nor does the employee have authority to obtain the information from the bank. The cardholder should contact the Department of Business Services.

PURCHASING CARD VIOLATIONS

The Department of Business Services, expects every individual cardholder to strictly adhere to the policies and guidelines governing use of the State Purchasing Card. Failure to do so may result in disciplinary action up to and including termination of employment. Additionally, such failure could result in prosecution to the fullest extent of the law, including financial restitution and criminal prosecution.

Violations of policies and procedures governing use of the Purchasing Card can be classified as minor or major. The action take is dependent upon the type of violation and the number of previous cardholder violations. Any alleged violation or questionable transaction could result in an immediate suspension of card privileges pending a review to determine what, if any, action is appropriate.

Minor Violations

Minor violations are instances that are “accidental” and without willful intent, or a delinquent reconciliation process. Examples include but are not limited to:

- Using the wrong credit card when doing personal shopping and usually includes immediate discovery and notification of the Purchasing Card Coordinator or cardholder.
- Purchase with the card that should be made through a Request for Purchase.
- Failure to reconcile monthly in a timely manner.

Major Violations

Major violations are instances that show “willful intent” to disregard established policy and procedures. Any major violation will result in immediate temporary suspension of the cardholder’s privileges and notification to the approving manager.

Examples included but are not limited to:

- Purchasing unauthorized or restricted items.
- Splitting orders to avoid the single transaction limit.
- Allowing others to use the card.
- Or knowingly making personal purchases.

REPORTING P-CARD ABUSE

Albany State University is committed to upholding the highest ethical standards and conducting our operations honestly, honorably and legally. If you are aware of fraudulent activity related to the P-card you can communicate with me felicia.brown@asurams.edu or my supervisor at lori.burnett@asurams.edu. You can also report this anonymously by filling a report at <https://asurams.alertline.com> or calling 1-877-516-3415.

CARDHOLDERS AND SUPERVISORS TRAINING

All P-cardholders are mandated to attend an initial training before they are issued the P-Card. An online test must be taken and passed. They are also required to attend annual refresher training. Supervisors are also required to attend an annual training or undergo an online training.

CARDHOLDERS EXEMPTIONS TO STATEWIDE POLICY

The P-Card may be used to purchase authorized goods ONLY. Exemption to the statewide policy may be granted in case of declared emergencies. The Georgia Procurement Manual (GPM) grants authority to forego standard procurement requirements for needs arising from unforeseen causes. In cases involving the welfare of the general public, extreme weather conditions, natural disasters or official declared emergencies, the Program Administrators are allowed to obtain after-the-fact approval for exceptions to this Policy.

CRIMINAL BACKGROUND CHECKS AND CREDIT CHECKS

O.C.G.A. §50-5-83 requires criminal background checks and credit checks on all employees before for all employees using other P-Card accounts and products such as Ghost Cards, AP Cards and/or ePayables

The following are updates to the existing Albany State University P-Card policy:

- The University will perform criminal background checks annually on all existing cardholders.
- The University will perform criminal background and credit checks on all prospective cardholder. Credit checks must be run as an “employment inquiry” so as not to affect the employee’s credit score/rating
- If any criminal background check against existing cardholders reveals any misdemeanor or felonies related to financial wrongdoing, theft or other act of dishonesty, the cardholder’s privileges are to be terminated immediately.
- The criminal background checks and credit checks will be managed by the department of Human Resources. All information regarding this program will be confidential employee information.

CREDIT CHECKS UPDATES EFFECTIVE JULY 1ST, 2014

- Albany state University will continue to run credit and background checks for all P-Card applicants in line with the State P-Card policy
- Applicants with background problems such are conviction for theft will not be issued a P-Card
- Credit check must be run as an “employment inquiry” so as not to affect the employee’s credit score/rating.
- Applicant credit checks results will not result in automatic P-Card issuance denial.
- Applicant with problematic credit history should be offered a P-Card and placed on a “provisionary” period for a year.
- Applicants on the provisional period will be issued a P-Card with lower spending limits. A credit limit of \$300 to \$500 per billing cycle will be issued based on their departmental budget and approval from the office of Budgets and Contracts. However, employees responsible for ordering for the University, such as Buyers, are exempt from the provisional limit.
- Applicants with provisional cards will be monitored more closely.

_____ Name, Signature and Date Required

PURCHASING CARD CHECK LIST

Purchasing Card Orientation

Each Cardholder is responsible for ensuring that all purchases made on the P-Card are authorized purchases for official use only. _____

Any unauthorized purchases by the Cardholder will result in disciplinary action up to and including termination of employment. The cardholder will pay for all unauthorized purchases. _____

Cardholders who avoid the limit by splitting a large order into two or more orders will be subject to disciplinary action up to and including termination of employment.

It is the responsibility of the cardholder to pay for merchandise if a receipt is not submitted. _____

Tax Exempt Form. It is the responsibility of the cardholder to ensure the University is not charged taxes on all purchases made. _____

Do not lend your card to another person for use. If you are going to be absent from your office for an extended period, your Director may need to request that a new card be issued to a different person. _____

Proper way to complete Activity Log. _____

Original itemized receipts are required. _____

Monthly purchasing card reconciliation. _____

Required signatures.

Original itemized receipts.

A pattern of missing receipts will result in termination of the Purchasing Card privilege. _____.

A pattern of late statements will result in termination of the Purchasing Card privilege. _____

ACKNOWLEDGING RECEIPT OF PURCHASING CARD FORM

I have received an updated Purchasing Card Manual and I agree to comply with the requirements as explained to me and the policies and procedures as outlined in the purchasing card manual. I understand my responsibilities as an ASU Purchasing Cardholder and I agree to comply with all of the University Purchasing Card policies and procedures. I further understand that if I fail to comply that I will be held personally responsible for any incomplete statements or disallowed expenses and my card will be canceled. I also agree to:

- Only use the card for Albany State University related transactions.
- Criminal background and credit checks were applicable.
- Promptly submit my statements and supporting receipts to The Department of Business Services-ACAD 382.
- Promptly resolve any disputed charges.
- Formally notify the department of Business services when I leave Albany State University employment or transfer to another department within Albany State University.

I understand that charges are not to be SPLIT to exceed the monthly transaction limit on the Purchasing Card and I will not ask a vendor to bill in multiple cycles to achieve this.

I have read, understand, and agree to the above-mentioned terms and to the agreements governing the use of the Purchasing Card. In addition, I understand that misuse or abuse of the card or willful violation of the terms of this agreement may result in disciplinary action against me possibly including discharge.

Card Holder

Date

Department

Telephone Number

Approving Manager

Date

Purchasing Card Administrator

Date

**COMMERCIAL 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 53142
Phoenix, AZ 85072-3142

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.