

VISA PROCUREMENT CARD PROGRAM GUIDELINES AND OVERVIEW

The purpose of the Citibank VISA Procurement Card (P-Card) is to establish a more efficient, cost effective method of purchasing and payment for official SUNY New Paltz small dollar purchases only.

THE P-CARD IS TO BE USED FOR STATE FUNDING ONLY, NOT RESEARCH FOUNDATION, CAMPUS AUXILIARY SERVICES (CAS), STUDENT ASSOCIATION, OR FOUNDATION ACCOUNTS

The P-Card will enable cardholders to make authorized purchases directly from a supplier without processing the traditional paperwork. Cardholders are able to make purchases of \$2500 or less per transaction with the P-Card.

Cardholder will not be billed directly for the charges, but will receive a monthly statement of information online at: <https://home.cards.citidirect.com/CommercialCard/login>.

The cardholder is responsible for recording their purchases, retaining all documentation associated with the purchase and reconciling their monthly transactions in an online reconciliation system. The State of New York will be liable for all authorized charges made using the P-Card.

TRAVEL RELATED EXPENSES SUCH AS MEALS, LODGING, AIRFARE, OR CAR RENTALS CANNOT BE CHARGED ON THE P-CARD.

Training must be provided for all persons receiving a P-Card. The training will cover the use of the P-Card consistent with New York State Policy, as well as SUNY and/or campus purchasing practices. **Training must be completed prior to issuance of the card and must be attended by the cardholder's supervisor. (If purchasing for multiple departments, each supervisor must attend.)**

FRAUDULENT USE OF THE P-CARD

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

- immediate revocation of card privileges;
- removal of cardholder's purchasing authority;
- mandate employee reimbursement to the state;
- Immediate notification of fraud to the Human Resources department and the Internal Controls Officer, which may result in termination of employment pursuant to applicable contract provisions or, for Managerial/Confidential designated employees, in accordance with the provision of Section 75 of the Civil Service Law.

WHO RECEIVES A P-CARD

Departments will identify the employees who are to receive a P-Card. Cards are issued to individuals and not departments. It is important to ensure that each person receiving a P-Card is familiar with State procurement procedures and policies.

Each cardholder is responsible for verifying all charges associated with the department's specific account number. Supervisors are required to review all documentation supporting purchases and approve the reconciliation page of all department cardholders. No unauthorized purchases will be permitted. Any employee making unauthorized purchases will be subject to appropriate disciplinary action (see page 9).

APPLICATION PROCESS

To obtain a P-Card, an employee requests and completes the Procurement Card Application and Network Security Form. They must have their authorization forms approved by their Department Chair/Director. All forms must be forwarded to the Purchasing Office for processing. The employee and his/her supervisor will have mandatory training scheduled by the program administrator.

PURCHASING WITH THE P-CARD

Dollar Limits

An individual transaction cannot exceed \$2500. **Orders should not be split in order to facilitate the use of this card.** Each Department Chair/Director may impose additional monetary limits on the card at their discretion.

Responsibility of Procurement Cardholders

Cardholders are encouraged to use the "Procurement Card Expense Form" to help organize their purchases. This will make record keeping easier if the cardholder is purchasing for their whole department. Using this form ensures consistency of the required documentation for each purchase.

Required Purchasing Practices:

- Card must always be kept secure. When not in use, the card must be stored in a locked drawer or cabinet on campus to which only the cardholder has access. **Card should not be co-mingled with personal credit cards.**
- Funds must be available at the time of purchase. Account balances can be confirmed on the Business Intelligence web application.

- Use of this card is strictly limited to the purchase of commodities for official state use. Do not use this card for personal charges. Such improper use may subject the employee to disciplinary action.
- If the item is available on state contract or from a Preferred Source, it should be purchased from the contract supplier or Preferred Source. Preferred Sources are Corcraft, National Industries for the Blind and NYS Industries for the Disabled. Additional information on state contracted suppliers may be obtained from the Purchasing Office or by going to the OGS website at <http://www.ogs.state.ny.us/purchase/SearchBrowse.asp> .
- SUNY New Paltz is committed to doing business with NYS Certified Minority and Women Owned Businesses and Service-Disabled Veteran Owned Businesses. Cardholders should place orders for goods and services with NYS Certified M/WBE's and SDVOB's whenever possible. Periodic review will occur to ensure this commitment is being fulfilled. A list of certified M/WBE vendors is available by going to the Empire State website at <http://ny.newnycontracts.com> and click on the "Directory" link.
- If your purchase will exceed the per transaction limit, do not split your order simply so that the P-Card may be used. Use the traditional purchasing procedures of a purchase requisition or call the Purchasing Department.
- Do not give your card number to anyone (including co-workers or supervisors) other than the supplier from whom you are purchasing. Only cardholders are authorized to make purchases on behalf of the campus.

Placing Your Order:

Orders may be placed by phone, fax, online, or in person.

- Identify yourself as a New York State employee and ask for the best Educational price, including all discounts.
- Notify the supplier you will be using the Citibank VISA Corporate Procurement Card and verify that they accept it.

Notify suppliers that the purchase is tax exempt and provide the NYS Federal Tax-Exempt Number (14740026K). If the supplier requests a Tax-Exempt Certificate, please note the link below.

[https://www.newpaltz.edu/media/purchasing/Tax%20Exempt%20letter%20\(with%20auto-date-update\)-1.pdf](https://www.newpaltz.edu/media/purchasing/Tax%20Exempt%20letter%20(with%20auto-date-update)-1.pdf)

- Identify the item and provide a complete description. If available, use the item number as shown in the vendor's catalog or webpage, manufacturer's name, part number and/or model number.

- Provide the exact quantity you are interested in purchasing and confirm the total amount purchased. Ask if there will be any additional charges for shipping. Please remember that shipping charges over \$100 need to be itemized.
- Give the supplier your name as it appears on the P-Card, the account number, the card expiration date and three-digit security number located on the back of your card. Tell the supplier that "VISA" must be clearly stated on the outside of the box, on the shipping label along with your department address. If VISA cannot be entered as a separate line, ask that they hyphenate your name and add VISA. For example: "Jane Doe-VISA".
- Receipt of merchandise should be documented with the packing slip that was included with the delivery. Inspect all orders as they are received to ensure your order is complete and undamaged. It is your responsibility to notify the company if there is damage or a shortage.
- Retain all original receipts with your documentation for your reconciliation. Ultimately, your documentation must identify each item that was purchased. If a vendor does not provide an itemized receipt it is your responsibility to itemize and list each item and its corresponding cost.

Examples of Allowable Purchases (up to \$2500):

- Books
- Supplies and materials
- Non-travel related registration for conferences and seminars
- Subscriptions
- Memberships (written justification is required with your documentation)

Restricted Items, your P-Card is NOT to be used for:

- **PERSONAL USE STRICTLY PROHIBITED**
- Alcoholic beverages, refreshments, coffee service, meals
- Gifts, gift cards, flowers, greeting cards, etc.
- Orders exceeding the \$2500 limit
- Items purchased separately from the same vendor that when purchased together would exceed the \$2500 limit (split ordering)
- Gasoline

- Medical services
- Cash advances
- Cash back on purchases
- Cash refunds on returns
- Controlled substances (e.g., narcotics and prescription drugs)
- Live animals
- Radioactive materials
- Specialty gases/cylinder rentals
- When a written agreement needs to be signed by an official representative of the University
- Contracted services from an individual (e.g., consultant)
- Leases, insurance, or rent
- Travel/entertainment (i.e., airline, car rental, lodging, restaurant, etc.)
- Computers and printers
- Chemicals
- Software

* Exceptions reviewed by the P-Card Administrator on a case-by-case basis.

Fiscal Year Restrictions

Before placing any order, make sure funds are available in your account.

We advise the cardholder to use the P-Card judiciously as the end of the fiscal year approaches. You will not be able to use your P-Card during the yearly “blackout period”. You will receive notice of this timeframe on a yearly basis and must adhere to it.

Steps for Registering at CitiDirect Online and Viewing your Statement are included in your welcome packet.

Payment or Account Reconciliation/Certification

After the close of each billing cycle (on or about the 6th day of the month) Citibank VISA will issue an electronic statement for expenses incurred during that particular billing cycle. Cardholders should only accept charges for goods and/or services that the supplier has delivered.

The cardholder should print and review their statement for accuracy and reconcile each transaction with the order form, supplier receipts and/or invoices. You will be notified by campus P-Card program administrator when it is time to reconcile your card charges online.

Your review should include the following:

- Original Receipts from all charges appearing on the bill that month.
- If multiple receipts are used for one transaction, all associated receipts should be stapled together with the corresponding order. The original transaction should equal the cumulative total contained on the invoices.
- Any charges for sales tax are identified as a credit pending.
- Credits appear on the statement for any returns.
- If a charge appears on your statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until the goods have been shipped.

Electronic Reconciliation

All card activity will be reconciled via an online system accessible through SUNY's website. The P-Card administrator will provide instructions to the cardholder on how to log in to the system and how to use it to reconcile and certify P-Card activity.

QUESTIONED ITEMS & RETURNS

Cardholder Responsibilities

- Sales Tax

The University is tax exempt. If a charge for sales tax appears on your statement, the cardholder must contact the supplier directly to arrange to have this charge reversed. Ask the supplier to credit your account for the sales tax charged.

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

- Returns and Credits

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

Whenever an item purchased with the card is returned to the supplier and credit is due, the cardholder must request that the supplier issue a Citibank VISA credit. Under no circumstances will cash or a store credit be accepted to resolve a credit situation.

All credits and returns should be documented and filed in your received/pending file for reconciliation of next statement.

- Items not Received

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

- Disputes

Because Citibank purchases are paid in total by the Office of the State Comptroller prior to issuance of the Citibank summary statements, disputed charges always must be reconciled and certified. If the cardholder cannot resolve a dispute with a supplier or there is a charge that is unauthorized or unrecognized on the cardholder's statement, the cardholder must initiate a dispute with Citibank by calling the Customer Service at 1-800-248-4553 within 60 days of the statement date.

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

The cardholder must also complete the disputed item section on the "Credit Pending/Disputed Item Form". Place a check next to the specific item(s) in question on the statement and provide a complete explanation of the dispute and send a copy of all to the Purchasing Department.

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

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

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

Citibank Responsibility

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

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

LOST OR STOLEN P-CARD

Cardholder Responsibility

Any lost or stolen P-Cards must be reported immediately to Citibank VISA at 1-800-248-4553. The cardholder should be prepared to give their name, account number, and card expiration date, if known, the last four digits of your social security number or SUNY identification number and a brief explanation surrounding the loss.

Immediately following this verbal notification, the cardholder must also contact the Purchasing Department at 845-257-3197. Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

Citibank Responsibility

Citibank will take immediate action to cancel the card reported lost or stolen. Citibank will initiate steps to issue a replacement card within 5 to 7 business days of receipt of notification. The replacement card will be sent to the Purchasing Department.

Agency P-Card Administrator

Upon the receipt of the new card, the agency P-Card Administrator will complete the NYS P-Card Program Maintenance Form to reflect the associated card as reported lost and/or stolen and record the receipt of the replacement card. The agency P-Card Administrator will release the replacement card.

LIABILITY

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

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

SUSPENSION OR CANCELLATION OF P-CARD PRIVILEGES

Misuse or Abuse of the P-Card

The term "misuse or abuse" card outside the employee's authorized parameters (e.g., charges in excess of the permitted limit; purchases of items of a type other than those allowed, split ordering, accidental personal charges, sharing the P-Card or P-Card number with another person, etc.). Depending on the severity of the violation, the following actions may be taken:

1st Offense: The cardholder and the cardholder's supervisor will be notified via email that an infraction occurred (e.g., timeliness of reconciliation, missing paperwork, inappropriate purchase). The cardholder will be advised to use the card for official purposes only, and within the parameters established by NYS and Citibank. The cardholder will also be advised that all P-Card privileges could be suspended if further infractions occur. If the notification is for personal use of the card, the cardholder will be personally responsible for reimbursing the State for unauthorized purchases, the card may be suspended, and the Human Resources department will be consulted regarding appropriate steps to address the infraction. In addition, the employee may face violations of NYS Ethics Guidelines.

2nd Offense: The cardholder and cardholder's supervisor will be notified of the infraction (e.g., timeliness of reconciliation, missing paperwork, inappropriate purchase, etc.). The cardholder will be advised to use the card within the parameters established by NYS and Citibank. The cardholder will also be advised that all P-Card privileges will be suspended for a period of 3 months. If the notification is for personal use of the card, the cardholder will be personally responsible for reimbursing the State for any unauthorized purchases, the card will be revoked, and the Human Resources department will be consulted regarding appropriate steps to address the infraction. In addition, the employee may face violations of NYS Ethics Guidelines and Internal Controls will conduct an investigation into all account purchases for the previous year.

NOTE: The University may implement further disciplinary action with any offense.

Employee Separation

If the cardholder leaves the University, the P-Card must be returned to the Purchasing Department. The P-Card Administrator will direct Citibank to cancel all P-Card privileges for any cardholder that leaves the University service for any reason.

AUDITS OF INDIVIDUAL ACCOUNTS

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

KEY CONTACT INFORMATION

SUNY New Paltz P-Card Administrator:

VISA Program Administrator 845- 257-3197

SUNY New Paltz Internal Control:

Internal Control Coordinator 845-257-6960

Lost or Stolen Cards:

Citibank VISA Customer Support 1-800-248-4553

(This number is available 24 hours a day, seven days a week)

Disputes/Claims, and Billing questions:

Citibank VISA Customer Support 1-800-248-4553

(This number is available 24 hours a day, seven days a week)