

# Procurement Card (P-Card) Program Manual and User Guide

POLICIES, PROCEDURES AND INSTRUCTIONS FOR ISSUANCE, USAGE AND COMPLIANCE

## Table of Contents

l.	INTRODUCTION	3
II.	BACKGROUND	3
A.	BENEFITS	3
a	a. Cardholder	3
t	o. University	3
c	. Merchant	4
В.	DEFINITIONS	4
III.	ROLES AND RESPONSIBILITIES	ε
A.	CARDHOLDER	ε
В.	PROXY	7
C.	APPROVER	7
D.	DEPARTMENT HEAD	7
E.	PROGRAM ADMINISTRATOR	8
F.	PROGRAM MANAGER	8
IV.	GENERAL INFORMATION	8
A.	CARD ACQUISITION	g
В.	WEB ACCESS	g
V.	CARD SECURITY	g
A.	CARD STORAGE	10
В.	CARDHOLDER EMPLOYMENT CHANGE	10
C.	LOST OR STOLEN CARD	10
VI.	PURCHASING CARD GUIDELINES	10
A.	SPENDING LIMITS: PER TRANSACTION AND PER MONTH	10
В.	CARD RESTRICTIONS	11
C.	ALLOWABLE AND NON-ALLOWABLE PURCHASES	12
D.	SPLIT TRANSACTIONS	14
E.	SALES TAX EXEMPTION	14
VII.	MAKING A PROCUREMENT CARD PURCHASE	15
A.	CARD PURCHASE STEPS	15
VIII.	MERCHANDISE RETURNS	17
IX.	PURCHASE DOCUMENTATION	18
A.	PURCHASING CARD MONTHLY STATEMENT	18

В.	RECEIPT RETENTION	18
X.	UNDERSTANDING RECONCILIATION	18
A.	RECONCILIATION RESPONSIBILITIES	19
В.	FRAUDULENT CHARGES	20
XI.	PROCEDURES FOR RECONCILIATION	20
A.	CARDHOLDER	20
В.	APPROVER	22
C.	APPROVAL DELEGATION	23
XII.	TRANSACTION SWEEP AND PAYMENT PROCESS	23
A.	SWEEP OF UNAPPROVED TRANSACTONS	24
В.	CARHOLDER TRANSACTION LIMITS	24
XIII.	SPECIAL NOTES	24
A.	INTERNAL CONTROLS	24
В.	GRANT AND CONTRACT FUNDS	24
XIV.	COMPLIANCE VIOLATIONS	24
A.	P-CARD MISUSE AND ABUSE	25
В.	ACCOUNTHOLDER INFRACTIONS	25
C.	CRIMINAL ACTIVITY	26

#### I. INTRODUCTION

The purpose of the North Carolina Central University (NCCU) Procurement Card (P-Card) Program is to simplify procurement and payment processes for selected low-dollar, high-volume business commodities and services. This program is designed to maintain accountability and provide a more efficient cost-effective method to procure small dollar goods and services.

This reference guide will provide you with details of the NCCU P-Card, including roles and responsibilities, general information, card security, purchasing guidelines, documentation requirements and reconciliation.

The purpose of this manual is to establish and prescribe those policies for making purchases; To manage and administer the use of its Procurement Card Program for official NCCU business transaction.

#### II. BACKGROUND

In accordance with 01 NCAC 05B.1523, the North Carolina Division of Purchase and Contract provides statewide management and administration for the State Corporate Procurement Card Program.

A copy of NCCU's P-Card policies and procedures are on file with the Division of Purchase and Contract Office. When policies or procedures are updated, they must be sent to the division.

#### A. BENEFITS

#### a. Cardholder

- Provides convenience, security, and flexibility to make small dollar purchases.
- The VISA card is accepted virtually anywhere credit cards are accepted.
- Liability rests with NCCU instead of the individual cardholder.

#### b. University

- The number of purchase requisition and check requests will decrease, thereby reducing the amount of paperwork and time associated with the process of a small purchase.
- The University has the ability to block specific categories of merchants/vendors (airline reservations, cash advances, liquor purchases, etc.).

Revised 05/15/2023 3 | Page

 The University have full dispute rights and corporate liability for all purchases.

#### c. Merchant

 Merchant receives payment from Bank Of America within two to three business days after the merchant processes the purchase.

#### **B. DEFINITIONS**

Eagle's Purch. NCCU electronic purchasing system.

Approver/Authorizer. University employee assigned by department/unit who is responsible for approving or returning (denying) transaction(s). The approver ensures transaction are in compliance with department and university policies and procedures, as well as accurate and proper accounting. This individual is the cardholder's department head (i.e., Vice Chancellor, Dean, Chairperson, Director). The approver can designate someone else to approve on his/her behalf. The designee shall not be the cardholder and shall not approve for an individual to whom they report.

**Bank of America (BOA).** Contracted through the State Division of Purchase and Contract for their VISA Procurement Card based on the Terms and Conditions of Statewide Contract No. 0946A.

**Billing Cycle**. The monthly period used by BOA to report and bill P-Card activity. NCCU current cycle includes purchase transactions beginning on the 26<sup>th</sup> day of the month and ending with purchases made through the 25<sup>th</sup> day of the following month.

**Cardholder**. A permanent university employee authorized by a department head (i.e., Vice Chancellor, Dean, Chairperson, Director) or designee to have a P-Card for the purposes of making business purchases on behalf of the department on unit.

**Card Verification Code/Number (CVC or CVN)**. A three-digit number imprinted on the back of the VISA Card that protects the cardholder from fraudulent abuse of the card and is used as part of the authorization process during internet transactions with the card issuer and vendor/merchant.

**Contract Vendors**. Vendors that have a contract with the State or University, which ensures preferred pricing/rates and service levels.

**Discretionary Trust Funds**. Funds that are not budgeted to be used for some specified purpose and can be used to meet a broad range of University needs. The flexibility that is associated with discretionary funds is vitally important to the University. However, expenditures of discretionary funds must be consistent with a number of general guidelines as set out below.

**Merchant**. For the purpose of this policy shall mean any company, vendor, or entity that accepts VISA as a payment source to purchase and to define the product or service line offered by a merchant.

Revised 05/15/2023 4 | Page

Merchant Category Code (MCC). A four-digit number assigned to a business by credit card companies when the business first starts accepting a credit/debit card as a form of payment. The MCC is used to classify the business by the type of goods/services it provides. The code can be used to determine if a payment needs to be reported to the Internal Revenue Service for tax purposes.

**Non-Contract Vendor**. A vendor that has not been awarded a State or University agreement. A purchase of \$5,000 or more from a non-contract vendor requires competition.

**Restricted Funds**. Funds primarily composed of gifts, endowments, periodic contributions and endowment income. Some exceptions to State and sponsored program limits can be processed using these funds.

**Proxy**. A University Employee assigned by the department who shall be responsible for approving and allocating funds in BOA for the cardholder.

Procurement Card Program Administrator (Program Administrator). The University's Chief Purchasing Officer (Procurement Director). This individual, in consultation with the Chief Executive or Fiscal Officer, is authorized to make changes (e.g., add, suspend or cancel cards, change card controls, etc.) to the P-Card Program. The Program Administrator shall determine compliance with agency policy and procedures, including cardholders' acknowledgement prior to issuance of cards, account reconciliation and security.

**Procurement Card Manager (Program Manager)**. For the purpose of this policy, this individual(s) shall report to the Program Administrator and manage the day-to-day administrative duties of the P-Card Program. This individual in consultation with the Program Administrator is authorized to make changes (e.g., add, suspend or cancel cards, change card controls, etc.) to the P-Card Program. The Program Manager will assist in training. This individual(s) will share P-Card tracing responsibilities with the compliance auditor. (See Procurement Card Program Compliance Auditor)

**Reconciler.** The employee who performs the monthly detailed reconciliation of the P-Card statement and prepares documentation for approval. This individual may or may not be the cardholder.

**Reconciliation.** Department review of cardholder procurement card activity to: ensure legitimate charges, assign appropriate fund numbers, add justification for each purchase to explain why and how the item will be used, process a dispute or contact a merchant directly regarding unidentified items, provide required signatures and attach receipts and other required documentation to the transaction in the Works® environment.

**Sponsored Programs.** Programs funded by revenue derived from contracts and grants. Most sponsored programs limits apply to payments and reimbursements made from these sources. Exceptions are noted in the text of this policy or may be included in the terms of the contracts and grants in question.

Revised 05/15/2023 5 | Page

**State Fund.** Funds from state appropriations.

**Student Organization.** For the purpose of this policy, student organization is used as a general term that refers to all Contracted Independent Organizations (CIOs), Fraternal Operating Agreement Organizations (FOAs), Special Status and Agency groups recognized as such by the University.

**University Procurement Card (P-Card).** A credit card issued to an authorized University individual to make official purchases of small dollar goods and services (pre-approved by University Procurement Services).

**Works® Card Management System.** The BOA system that provides an electronic solution for the documentation of reconciliations for all organizational units at the University.

#### III. ROLES AND RESPONSIBILITIES

University employees and management play key roles in support of the P-Card Program. A summary of each role and its responsibilities follows.

#### A. CARDHOLDER

Cardholders are responsible for the proper use of the P-Card, when buying approved goods and services for University's business use. The P-Card may not be used to circumvent other required University's purchasing and payment methods. Cardholders may not use the card for cash transactions or to receive cash credits. The responsibilities of a Cardholder are as follow:

- Ensures compliant use of the Procurement Card according to University policies, purchasing guidelines, and the Procurement Card Program Manual. (See Table 1, Page 12)
- Always maintains the Procurement Card in a secure location.
- o Never allows anyone else use of the Purchasing Card assigned to them.
- Ensures transactions are not split to circumvent spending limits or University guidelines.
- Initiates reconciliation and sign-off of Procurement Card transactions, unless a Group Proxy Reconciler has been assigned to manage reconciliation activities on their behalf.
- Ensures NC Sales and Use Tax is not charged on purchases.
- Clarifies transaction item description or business purpose of expense.
- Ensures each purchase transaction has a valid receipt and that the receipt clearly states vendor name, date of purchase, item description, and total amount of purchase.
- Maintain documentation to support each purchase transaction.
- Assists with resolution of billing discrepancies, disputes, and credits.
- Contacts BOA and the Program Administrator immediately if their card has been lost or stolen.

Revised 05/15/2023 6 | Page

Successfully complete training and sign Procurement Card Agreement every two
 (2) years.

#### B. PROXY

The Proxy and Cardholder may be the same individual. The decision as to who shall serve in this role is determine by the specific department. The responsibilities of a Proxy are as follow:

- Complete and submit P-Card Maintenance Request Form to the Program Administrator/Program Manager or Program Compliance Auditor of personnel changes in Proxy, Approver, and Department Head assigned to Cardholder.
- Receive and upload original receipts from the Cardholder into Works<sup>®</sup>.
- Compare receipts with the electronic transaction record in Works<sup>®</sup>.
- Review and approve each transaction in Works® to ensure the following
  - purchased item(s)/service(s), charged amount, and the vendor name match the receipt.
  - Verify North Carolina sales and use tax are not included.
  - Verify the description of the expense is clear.
  - Verify the business purpose of the expense is clear, and provide required and supporting documentation.
  - Verify the correct Fund, Organization, Account, and Program (FOAP) are utilized.
- Resolve discrepancies with Cardholder, when necessary.

#### C. APPROVER

- Ensures the Accountholder uses their Procurement Card in compliance with University Policies, purchasing guidelines, and the Procurement Card Program Manual.
- Reviews transactions in Works® to verify purchases are documented and charged to the correct Fund, Organization, Account, and Program(FOAP).
- Ensure the cardholder has not exceeded the spending limits or fund budget on any transaction.
- Review to ensure the cardholder has not split any transactions to circumvent spending limits or University purchasing guidelines.
- Reviews correctness of receipts uploaded in Works®
- Ensures transaction review and signoff is completed by the 10<sup>th</sup> of the month or the next business day, if the 10<sup>th</sup> falls on a weekend or holiday.
- Ensures a <u>Procurement Card Account Maintenance Form</u> is submitted if an employee transfers to another department or terminates employment, or if card use is non-compliant with policy and procedures.

#### D. DEPARTMENT HEAD

 Provides fiscal oversight and management of business operation within the department.

Revised 05/15/2023 7 | Page

- Select the departmental employee(s) for participation in the University Procurement Card Program, based upon business need and the ability to fulfill program requirements.
- Account for the use of the P-Card in the department; taking appropriate action with departmental staff when required.

#### E. PROGRAM ADMINISTRATOR

- o Provide oversight and management of the program.
- Authorize P-Card credit increases.
- Authorize restricted charges that may be necessary in specific/emergency situations.
- Ensures program compliance and quality assurance.
- o Enforces University Policy on P-Card Infractions.

#### F. PROGRAM MANAGER

- o Process P-Card applications, cancellations, renewal and replacement cards.
- Manage/Conduct the training for the P-Card program shared responsibilities with -Program Administrator.
- Review transactions under specific MCC codes.
- Assist Cardholders with pre-approved expenditures to ensure the P-Card is available for use.
- Notify cardholder, approver and department head of delinquent reconciliation reports.
- Provide oversight and management of the program in the absence of or as assigned by the program administrator.

#### IV. GENERAL INFORMATION

The NCCU P-Card is a corporate VISA card issued through Bank of America Merrill Lynch (BOA) and is administered by Procurement Services, Division of Administration and Finance. The card is to be used for NCCU business transactions only. Personal use of the VISA card by an employee is strictly prohibited.

The P-Card does not affect an individual's personal credit; the University is liable for charges made by University's Employees. However, the University is not liable for the following:

- Charges made for non-related university purchases; personal use of the P-Card is strictly prohibited
- Charges made by a terminated employee, once notice of termination is provided to Bank of America
- Charges made resulting from theft or other fraudulent use by third parties not employed by the University

The P-Card must be used in agreement with the policies and procedures established by NCCU for the procurement of goods and services. Violations of these requirements may result in revocation of P-Card privileges and/or disciplinary action, up to and including termination of

Revised 05/15/2023 8 | Page

employment, in accordance with the University's Policies on Purchasing. By using the P-Card, you are consenting to a wage garnishment or other University collection methods in the event that your P-Card purchase are not for business purposes and/or do not meet State or University policy requirements.

Eligibility for the P-Card is limited to non-temporary full -time faculty and staff of the University. Part-time faculty and staff, students, contractors, consultants, and visiting faculty are not eligible to receive a card. A card application for an eligible employee may be refused at the discretion of the Program Administrator, if the employee has committed a past procurement policy violation.

#### A. CARD ACQUISITION

Employees recommended for participation in the P-Card Program must complete a <u>Procurement Card Application</u> and Agreement through myEOL Forms and Documents. To avoid delay, each section of the application must be completed as directed on the form. Incomplete forms will be returned to the requestor for follow-up.

The University accepts liability for all allowable purchases made with the P-Card. Therefore, each new cardholder must complete the Initial Cardholder Training before their card is issued, to ensue understanding of P-Card policies and procedures. Upon receiving notification of successful completion of training, the Program Administrator will contact the Cardholder to schedule a time for them to pick-up their card. It is the responsibility of each Cardholder to activate their card and select a PIN.

The Cardholders must complete a refresher training and sign the Procurement Card Agreement every two (2) years. Card use will be suspended until Cardholder completes training and signed agreement.

#### B. WEB ACCESS

The Works® Card Management System allows users to view P-Card authorization logs, review transaction details, upload reconcile P-Card transactions and view reporting, according to their user access level. Available Works® user role are Cardholder, Proxy Reconcilers, and Approvers.

Bank of America provides training within the Works® Card Management System. These training sessions links can be located at the bottom of the Works® Home page.

#### V. CARD SECURITY

The cardholder is solely and personally responsible for ensuring the protection, security and proper use of their card. The card should be treated as cash and never left unattended or unsecured. The only person entitled to use the card is the person whose name is embossed on the card.

Revised 05/15/2023 9 | Page

All information, including data relating to the card must be managed by authorized University employee only. Information must be restricted to those whose jobs require such access.

#### A. CARD STORAGE

The card should be maintained in a secure location and the card account number carefully guarded. The account number should not be posted, photocopied, left in a conspicuous place, recorded on a payment form for any reason, or sent electronically. Always speak directly with a merchant representative to communicate P-Card information for payment.

#### B. CARDHOLDER EMPLOYMENT CHANGE

If a Cardholder leave the University, transfer to a new department, no longer utilize the card in performance of daily job duties, Cardholder must complete and submit the Procurement Card Account Maintenance Form to immediately cancel the account.

Upon transfer from current department within the University, Cardholder must return card for immediate cancellation and obtain approval for a new one, if needed. New Cardholder training is not required when transferring departments.

#### C. LOST OR STOLEN CARD

Cardholders are required to immediately report any lost or stolen P-Card to BOA by calling 1-888-449-2273 (24 hours a day, 365 days a year). Cardholder must immediately notify the Program Administrator and Department Head about the lost or stolen card at the first opportunity during normal business hours. BOA will immediately deactivate the P-Card and reissue another card. It is extremely important to act promptly in the event of a lost or stolen card, to avoid company liability for fraudulent transactions.

If the cardholder believes their card has been misplaced, contact the Program Manager to have the card suspended for a 48-hour period.

#### VI. PURCHASING CARD GUIDELINES

The Procurement Card Program represents NCCU's trust in its responsible employees who will safeguard and protect University assets. Cardholders accepts the responsibility of proper usage of the card. Purchasing utilizing the P-Card does not change or alter current procurement policies, procedures, and departmental approval processes. The P-Card serves only as an optional method of payment.

#### A. SPENDING LIMITS: PER TRANSACTION AND PER MONTH

Each card has individually established limits on the amount that can be spent per transaction and the amount that can be spent per month. Spending limits are established on a case-by-case basis by the Cardholder's Department Head based upon an analysis of the department's spending practices. If a monthly and/or per transaction limit increase or decrease is needed after spending limits have been established, Cardholders must submit

Revised 05/15/2023 10 | Page

an approved <u>Procurement Card Account Maintenance Form</u> within myEOL Forms and Documents.

#### **Procurement Card Spending Levels**

	NCCU – 1	NCCU – 2	NCCU – 3
<b>Single</b> Transaction Limit	\$1,000	\$2,500	\$5,000
<b>Daily</b> Transaction Limit	\$2,500	\$5,000	\$10,000
<b>Monthly</b> Transaction Limit	\$5,000	\$15,000	\$25,000

Cardholder's spending level are determined by the Department Head. Assignment of NCCU – 3 are based on business needs, and also by the discretion of the Procurement Department

#### B. CARD RESTRICTIONS

All P-Cards issued by the University contain standard industry restrictions against the purchase of certain commodities, unless an exception has been requested and approved. Attempts to process transactions for these commodities will result in a declined transaction. If an attempted purchase is declined, log into Works® and check the account authorization log for additional information. Three (3) consecutive card declines may result in a hold place on your P-Card.

To request a permanent change and/or removal of a restriction on a P-Card, the Cardholder shall make the request by submitting the <u>Procurement Card Account Maintenance Form</u> myEOL Forms and Documents, with the following information:

- Cardholder's name
- A business justification for the request
- Funding source for the charge (Note: If funding source is derived from Contracts & Grants, Endowments, Gift or Other Federal fund sources; approval from the founding source accountant must accompany the request.)

To make a temporary change and/or removal of a restriction on a P-Card, the cardholder shall make a request by submitting an email (copying the Appropriate Approver(s) and Department Head) to the Program Administrator and Program Manager with the following information:

- Cardholder's name
- o A business justification for the request

Revised 05/15/2023 11 | Page

- Length of time of the increase/restriction
- Funding Source for the charge (Note: If funding source is derived from Contracts & Grants, Endowments, Gift or Other Federal fund sources; approval from the funding source accountant must accompany the request.)

Cardholders should be aware there may be additional restrictions place on the P-Card by the Program Administrator. For example, Cardholders are subject to possible restrictions at the departmental level and grant holders may be subject to additional restrictions as part of the terms of the grant. Individual Cardholders must be knowledgeable of and compliant with all additional restrictions, as applicable.

#### C. ALLOWABLE AND NON-ALLOWABLE PURCHASES

The NCCU P-Card is intended for operating supplies and other low dollar value purchases needed during the course of business.

The following Table 1 serve as a guide for allowable and unallowable purchases. If a Cardholder is in doubt about whether an item is allowable, the cardholder should contact the Program Manager or Program Administrator for clarification or written approval.

The Program Administrator or Program Manager may approve non-allowable purchase(s) based on business need.

Revised 05/15/2023 12 | Page

# Table 1. ALLOWABLE & NON-ALLOWABLE PURCHASES ON THE NORTH CAROLINA CENTRAL UNIVERSITY PROCUREMENT CARD

Small Dollar Purchases - Per Single Transaction

Prior written approval by Program Administrator or Program Manager is required, if there is a justifiable business need of non-allowable purchase(s).

GOOD and SERVICES	
Allowable Items	Non-Allowable Items
Conference Booth Space Rental Express Mail Service & Freight Magazine & Journal Subscriptions Professional Membership Dues & Fees Registration Fees Printing	<ul> <li>Alcohol or Tobacco Products</li> <li>Anything Costing More than \$5,000</li> <li>Any Purchase that Requires Agreements or Contracts</li> <li>Cash or Cash Advances</li> <li>Computer Hardware, Peripherals &amp; Software (including Software &amp; Distribution License, Developed Software or Upgrades to Existing Software)</li> <li>Contributions or Donations</li> <li>Cell Phone Equipment, Accessories &amp; Plan Expenses</li> <li>All Contractual/Consultant Services (General Maintenance, Equipment Service, Independent Contractor and Professional, Legal, Medical, and Sole-Proprietor)</li> <li>Food/Beverage Purchases (restaurant, catering, bakery, grocery store)</li> <li>Gifts Certificates or Cards (Exception for Grants upon Request)</li> <li>Insurance Premiums, Co-Pays or Deductibles</li> <li>Invoices ("After-the-Fact" Purchases)</li> <li>Lease or Rental Agreement</li> <li>Monthly Recurring Charges</li> <li>Travel (Airfare, Baggage, Hotel, Transportation, etc.)</li> </ul>
Allowable Items	Non-Allowable If
Advertising  → Internet  → Newspaper & Periodicals	Advertising  Contract is Required  Billboard Advertisement  Media Advertisement
Supplies	Supplies
<ul> <li>Agricultural</li> <li>Classroom items for instruction, research or exam purposes</li> <li>Electrical Parts</li> <li>Janitorial</li> <li>Laboratory</li> <li>Mechanical Parts</li> <li>Motor Vehicle Repair</li> <li>Office</li> <li>Plumbing Parts</li> <li>Repair Parts &amp; Tools</li> </ul>	<ul> <li>Available through Forms &amp; Supplies, Inc., Office Depot &amp; Staples</li> <li>Hazardous Materials (Cylinder Gases, Radioactive Materials)</li> <li>Vendors who use 3<sup>rd</sup> Party Billing (PAYPAL, CashApp)</li> </ul>

Revised 05/15/2023 13 | Page

#### D. SPLIT TRANSACTIONS

Split transactions are defined as purchases that are split to stay within the dollar limits of the card (per transaction, day or monthly), or to avoid solicitation processes. **Splitting transactions is strictly prohibited**. Cardholders should take precaution to avoid the appearance of splitting transactions.

**Examples of Split Transactions:** 

- A Cardholder has a Monthly Credit Limit of \$5,000. The Cardholder purchases an
  item with a total cost \$10,000 and pays the vendor \$5,000 at time of purchase, and
  the remaining \$5,000 the following month. This is considered a split transaction to
  avoid exceeding the Monthly Credit Limit, an action in violation of Purchasing Card
  Policy.
- 2. Two Cardholders within the same department use their P-Card to purchase item(s) and the total cost is \$5,000. Two transactions occur (one on each card) for the purchase. This is considered a split transaction to avoid exceeding the transaction limit, an action in violation of Purchasing Card Policy.
- 3. A Cardholder has a Single Transaction Limit of \$5,000. The Cardholder purchases similar or complementing items at a total cost of \$6,000. The Sale is divided into two separate transactions of \$3,000 each. This is considered a split transaction to avoid exceeding the Single Transaction Limit, an action in violation of Purchasing Card Policy.
- 4. A Cardholder makes a purchase on Monday that costs \$1,500 and pays the vendor; the Cardholder purchases the same item(s) the next day and pays the vendor \$1,500. This is considered a split transaction to avoid exceeding the transaction limit, an action in violation of Purchasing Card Policy.

If uncertain as to if a transaction would be considered "split", please contact the Program Administrator.

#### E. SALES TAX EXEMPTION

The University is exempt from North Carolina Sales & Use Tax for qualifying purchases. The Cardholder must ensure that the merchant is aware of the exemption, by providing a copy of the Certificate of Exemption document. The Tax-Exempt number is also printed on the P-Card.

It is the responsibility of the Cardholder to ensure that an invoice or receipt does not include a charge for North Carolina sales and use tax. If the receipt or invoice has tax included, the Cardholder must contact the merchant and ask for a credit to be issued.

Revised 05/15/2023 14 | Page

NCCU has no other recourse for recovering taxes paid. All sales use tax paid to a vendor will be charged to the default organization and general ledger fund listed on the Cardholder's Procurement Card Application.

#### VII. MAKING A PROCUREMENT CARD PURCHASE

This section addresses the application of general procurement guidelines to Procurement Card transaction. If in doubt about any part of the process, Cardholder should contact the Program Manager or the Program Administrator. The Cardholder is the only person authorized to make purchases with the P-Card. Giving the card or card number to another person or using someone else's card may result in revocation of P-Card privileges and/or disciplinary action up to and including termination of employment.

#### A. CARD PURCHASE STEPS

1. Cardholder shall follow the internal procedures of the department to determine if a purchase is required and authorized.

#### i. Use of Funds

All funds for P-Card purchases shall be in accordance with the NCCU Spending Guidelines. Funds must be available before charges can be made.

#### ii. Grant Funds

If the Cardholder is making purchases against a Sponsored Program Account, it is the Cardholder's responsibility to make purchases that are allowable under the terms of the Sponsored Program Award. If the Cardholder is unsure about whether the purchase is allowable, check with the Sponsored Program Accountant in the University Contracts and Grants Department. Funds must be available before charges can be made.

- It is the Cardholder's responsibility to consult the University's Purchasing Policies and Procedures and the State & Federal Vendor Debarred Lists (<u>NC Debarred Vendors</u> and <u>OFCCP Debarred Companies</u>), to determine if a purchase will require competition or other processing by University Procurement Services or if the Cardholder may order from the vendor/merchant).
- Cardholder is responsible for determining whether the P-Card is the most appropriate tool for the purchase (e.g., if the total purchase amount exceeds the \$2,500 single transaction limit or the credit limit including shipping, handling, postage, freight, insurance, etc.)

Revised 05/15/2023 15 | Page

- 4. Cardholder shall check the Allowable & Non-Allowable Purchases List to verify the purchase can be made with the P-Card.
- 5. Determine if the price quoted is the best price obtained.

Note: It is a State requirement to purchase good(s)/service(s) with a University or State Term contracted vendor(s).

\*\*EXCEPTION: If the exact good(s)/service(s) is less than the University or State Term contracted prices, the Cardholder is required to attach the quote from other contracted vendor to show and verify the difference.

The University strongly encourages the purchase of goods and services from Historically Underutilized Businesses (HUB) whenever possible. This should be taken into consideration when placing a purchase. The State Office for Historically Underutilized Business provides a list of certified HUB Vendors at the following link: https://ncadmin.nc.gov/businesses/historically-underutilized-businesses-hub

- Cardholder will inform vendor of purchase being made on behalf of NCCU and is exempt from NC Sales and Use Tax. Provide the NC Sales and Use Tax Exemption Number, located on the P-Card. Cardholder will ensure tax is not included on the invoice or receipt.
- 7. Cardholder will provide payment with P-Card, either in person or by speaking directly with a merchant representative. DO NOT RECORD P-CARD INFORMAITON ON A PAYMENT FORM OR SEND IT ELECTRONICALLY FOR ANY REASON. If a limit is exceeded, BOA will automatically refuse the transaction and the vendor/merchant will reject the purchase.

#### i. Online Purchases

Online purchases must be made with merchants who utilizes an Secure Sockets Layer (SSL) browser session. To confirm that a secure area has been accessed, look for "https" (denoting a secure site) in the web address. A closed lock usually appears in the left hand of the web address or at the bottom right-hand side of the screen when prompt to enter the P-Card number. If the site does not appear to be secure, DO NOT USE IT!

A copy of the final order/acknowledgement must be printed. If the website vendor does not provide an online receipt/confirmation, the cardholder will print the screen(s) that reflects the item(s) being purchased and the amount, and then ensure the email confirmation or order acknowledgement is attached.

8. Obtain an itemized merchant receipt with vendor name, date of purchase, item description and total purchase amount.

Revised 05/15/2023 16 | Page

9. If goods are to be delivered, ensure the delivery information includes the Cardholder Name, University Department, Phone Number and complete delivery instructions. It is recommended that purchases be shipped directly to the Cardholder's campus address whenever possible.

If Central Receiving is used as the delivery point (due to weight, size, or need for loading dock), please use the following address:

North Carolina Central University Central Receiving Attention: Cardholder Name Building Name/Room No. 625 George Street Durham, NC 27707

When the goods are delivered, Cardholder must retain and match the packing slip to the original itemized acknowledgement. These documents are mandatory in the reconciliation process.

#### VIII. MERCHANDISE RETURNS

Items purchased with the Procurement Card will periodically need to be returned. It is the responsibility of the Cardholder to ensure that the merchant issues a credit back to the P-Card. A store credit or cash shall never be accepted.

When this occurs, a vendor will usually provide or issue a Return Materials Authorization (RMA) number to return the purchase and credit invoice upon receipt of the goods. Make certain to document the RMA number and keep the credit invoice to use in the reconciliation process at the end of the billing cycle.

Cardholder must notify the Procurement Program Manager if a merchant refuses to credit the card for returned items.

When receiving goods that you may need to return, consider the items below:

- Always retain boxes, containers, special packaging slips, etc., until certain that the
  item(s) shall be kept. Items that are fragile or computer-related cannot be returned
  without the original packing materials.
- Read all enclosed documents carefully. Often a critical phone number and other instructions are included on the packing slip and/or receipt.

The Cardholder is responsible for ensuring the item(s) is packed as instructed by the merchant. Normally the merchant will request to have the item(s) returned through United States Postal

Revised 05/15/2023 17 | Page

Service (USPS) or United Parcel Service (UPS). Once the return method and process have been confirmed, Cardholder should contact Central Receiving or the Campus Mail Center to facilitate the return of the item(s).

Note: IT IS NOT THE RESPONSIBLITY OF CENTRAL RECEIVING OR THE CAMPUS MAIL CENTER TO CONTACT A VENDOR TO REQUEST A RETURN.

#### IX. PURCHASE DOCUMENTATION

Cardholder must retain an electronic copy of all required documentation related to each Procurement Card Transaction. Random transaction reviews will be conducted by the Program Administrator and/or Internal Audit to assure compliance with all program requirements.

#### A. PURCHASING CARD MONTHLY STATEMENT

Procurement has elected to discontinue hard copy monthly billing statements for all Cardholders. To review monthly activity, Cardholders can create a Billing Statement using the **1A Cardholder Billing Statement** report template in Works®. Charges on this billing statement are for the Cardholder review only and do not require Cardholder payment. The Cardholder's charges received by the University during the monthly billing cycle appear on this statement. The monthly Cardholder statement must be reviewed promptly to ensure a receipt and/or other acceptable documentation supports each purchase. The Program Administrator will conduct compliance reviews to view purchases and supporting documentation.

#### **B. RECEIPT RETENTION**

As purchases are made, Cardholder must retain their original receipts and other supporting documentation. At a minimum, receipts must contain the merchant name, transaction date, purchase amount, and item description. If receipts are lost, the Cardholder should contact the merchant to request a replacement. If a duplicate receipt cannot be obtained, the Cardholder must submit a Missing Receipt Affidavit signed by the Department Head and attached the approved form to its associated transaction.

It is best practice to immediately convert paper documentation to electronic format and save all receipts to a folder on designated/assigned computer to expedite the reconciliation process. Cardholder must upload a receipt for ALL purchase (debit) transactions, as part of the complete reconciliation process.

#### X. UNDERSTANDING RECONCILIATION

Reconciliation consist of Cardholder and Approver review and sign-off of all Procurement Card transactions in the Bank of America Works® Application. Cardholders are strongly urged to reconcile transactions as they post to their account. Waiting until the cycle closes may not allow ample time for transactions to be reconciled by both the Cardholder and Approver.

The Bank of America Billing cycle ends on the 25<sup>th</sup> of each month. All transactions must be reconciled and approved by the 10<sup>th</sup> of the month or, if the 10<sup>th</sup> falls on a weekend or holiday,

Revised 05/15/2023 18 | Page

by the next business day. Once final review and approval dates have passed, the only method to reallocate FOAP charge is by processing a journal entry. Timely and accurate approval is essential to avoid non-value-added work after the cycle close date.

#### A. RECONCILIATION RESPONSIBILITIES

The Cardholder will receive daily automated email notifications from the Bank of America Works® system containing a list of transactions pending action. Each new transaction triggers an initial notification, and reminders are sent 10 and 5 days prior to the end of the billing cycle. Clicking on the email link will prompt you to log in to Bank of America Works® where you can access "Action Items" on your dashboard.

Reconciliation responsibilities consists of:

#### **CARDHOLDERS**

- Confirming default/auto-matched allocations and updating as needed.
- Uploading receipts and providing a business justification for each purchase transaction in Works®
- Signing off on transactions, which routes the document to the Approver for the account.
- Resolving all Flagged transactions requesting additional action from the Approver.

If an Accountholder cannot fulfill their duties in Works®, their department must assign a Proxy Reconciler to act on their behalf. Proxy Reconcilers are responsible for completing the same tasks as a Cardholder.

#### **APPROVERS**

- Reviewing transactions and attached documentation to ensure business purchase adheres to University guidelines.
- Checking the allocation of each transaction to ensure the charge has been coded correctly.
- Flagging transactions for rejection or to request additional action of the Cardholder

The Approver acts as the authority for every Procurement Card transaction, therefore at least one Approver is required for each Cardholder, unless an exception is granted by Procurement Services. If an Approver do not understand charge or have reason to believe a charge is not proper, the following options are available:

- Contact the Cardholder for an explanation.
- Contact the Department Head to verify if the charge is appropriate.
- Contact Procurement to verify the charge is within applicable laws and University policies.
- Notify the Procurement Office, if a violation has occurred.

Revised 05/15/2023 19 | Page

#### **SUPPLIER DISPUTES**

If there is a discrepancy with the transaction, it is imperative the issue is addressed immediately with the supplier and/or the Program Administrator. If you believe the supplier has charged you incorrectly or there are problems with your order, you must first contact the supplier and try to correct the error. If the error involved an overcharge and the supplier agrees, a credit adjustment should be requested and applied. If the supplier disagrees an adjustment is warranted, you have sixty (60) days from the statement close date to initiate a dispute in Bank of America Works®. Be sure to also notify your Program Administrator in writing, providing details of your attempts to correct the problem. Your Program Administrator will assist in every way possible to resolve the dispute.

NCCU pays all charges as billed on each statement, including those with dispute status. If a dispute is declared valid by BOA, the bank will issue a credit and consider the dispute resolved. Although BOA acts as the arbitrator in any dispute, you should never assume a dispute will resolve in your favor.

#### B. FRAUDULENT CHARGES

Fraudulent transactions should NOT be marked for dispute in Bank of America Works®. Cardholders must immediately report a fraudulent charge (e.g., a charge not initiated by the Cardholder) to Bank of America Fraud Department at 1-866-500-8282 and to the Program Administrator. Cards with active fraud transactions must be closed and a new account activated. The bank will only transfer valid charges to the new account and the Cardholder will not be held liable for any fraud charges.

#### XI. PROCEDURES FOR RECONCILIATION

Procurement Card transactions included in the nightly upload to Works® are available for Cardholders review the next day. The following procedures detail required activities for Cardholders and Approvers within the NCCU's Procurement Card Program, including transaction review, receipt upload, disputes, flagging, and sign-off. If a Cardholder cannot fulfill their duties in Works®, their department must assign a Proxy Reconciler to act on their behalf. Proxy Reconcilers are responsible for completing the same tasks as a Cardholder.

If you need assistance with or have questions about navigating Works®, please contact the Procurement Services Office.

## A. CARDHOLDER ACCESS WORKS

- Log into Works® at <a href="http://www.bankofamerica.com/worksonline">http://www.bankofamerica.com/worksonline</a>
- Enter Login Name and Password

Works® Passwords can be reset by clicking on "Forget Your Password?" link. The subsequent page will provide instructions for resetting your password, after which a reset confirmation message will appear at the top of the screen. Copy the temporary password and paste it at login. Upon clicking the Login button, the system will require

Revised 05/15/2023 20 | Page

you to reset your password. The system prompts users to reset their password every 90 days.

#### **REVIEW AND ALLOCATE TRANSACTIONS**

- From the Home Page Action Items section, click the Pending link to access the transactions screen.
- Click the transaction document number then choose Allocate/Edit from the drop-down menu.
- Review the Purchase Amount for accuracy.
- Review the default codes in each required GL segment and enter any missing codes, if necessary. Please contact Department Head with questions regarding appropriate code use.
- If additional allocation lines are required, click the Add button and choose the correct number of lines from the drop-down menu.
- Complete allocations and confirm the Allocation Total equal 100% and there
  is no Variance.
- Make sure the Line Description clearly states what was purchased.
- If applicable, enter related invoice number in the Reference field section of Reference & Tax. (Alternatively, the invoice number can be included in comments along with the business justification)
- If sales tax was applied to a tax-exempt eligible purchase, it is up to the Cardholder to attempt to obtain a sales tax credit. Regardless of the Tax Status and Tax Total indicated for a transaction, neither field should be field should be edited during reconciliation. Applicable tax is included in the "Purchase Amount" and any agreed upon sales tax credits will appear in a future transaction.
- Click on the Add Comments link to provide a business justification, which is required prior to sign-off. Business justification must provide a detailed purpose for the expense. (If applicable, Cardholder may opt to include the related invoice number along with the business justification)
- Click Ok, Save, and Close to return to the Allocation Details screen.
- Make sure there are three green "X" marks located underneath the "Comp/Val/Auth"

#### **UPLOAD**

- From the transaction screen, click the transaction Document number then choose Manage Receipts from the drop-down menu.
- Click Add to either Attach a New Receipt or Attach a Stored Receipt.
- Click Attach and a confirmation window displays. Cardholder will not be able to sign-off on a transaction without uploading a receipt.

International transactions incur a fee of 0.8% of the total transaction amount, known as an International Transaction Fee. These fees typically appear as a separate line item, for which there is no receipt. Best practice is for users to upload the original

Revised 05/15/2023 21 | P a g e

transaction receipt and note "International Transaction Fee" as the receipt description and business justification.

For best results, scan images in black & white with a resolution of 300 DPI or lower. Works® supports files in the .pdf, png, .jpg, .gif and .jpeg formats. Uploaded files will be compressed, except for PDF, which must be less than 1MB natively. The compressed file must also be less than 1MB. Mobile users may elect to install OneDrive and scan or capture photos of their receipts for immediate upload into Works® or for future access from their desktop.

#### **DISPUTE TRANSACTIONS**

- From the transaction screen, click the transaction Document number and choose Dispute from the drop-down menu.
- Complete the Dispute Transaction screen details and click OK.

Fraudulent transactions should NOT be marked for dispute in Bank of America Works®.

#### SIGN - OFF

- From the transaction screen, select check box(es) next to the desired transaction(s).
- Click Sign Off to automatically forward the transaction to your Approver.

#### B. APPROVER

#### **ACCESS WORKS**

- Log into Works® at <a href="http://www.bankofamerica.com/worksonline">http://www.bankofamerica.com/worksonline</a>
- Enter your Login Name and Password

Works® Passwords can be reset by clicking on "Forget Your Password?" link. The subsequent page will provide instructions for resetting your password, after which a reset confirmation message will appear at the top of the screen. Copy the temporary password and paste it at login. Upon clicking the Login button, the system will require you to reset your password. The system prompts users to reset their password every 90 days.

#### **REVIEW TRANSACTIONS**

- From the Home Page Action Items section, click the Pending link to access the transactions screen.
- Review each transaction to confirm items purchased are within policy guidelines, purchases do not include split transactions, selection of appropriate allocation codes, detailed descriptions are included, and business purpose is clearly stated, if applicable.
- Click the plus sign (+) to the left of the transaction document number to display the transaction details.

Revised 05/15/2023 22 | Page

- Review the Transaction tab for comments or business justification of purchase.
- Click on the Allocation tab to confirm appropriate allocation has been provide.
- Review contents of Reference and Tax tab, where applicable.

#### **FLAG TRANSACTIONS**

- From the transactions screen, select the transaction document number and then choose Raise Flag from the drop-down menu.
- Enter comments detailing the issue and action required.
- Click OK. The flagged transaction will be returned to the Cardholder for resolution.

#### **APPROVE TRANSACTIONS**

- From the transaction screen, select the check box(es) next to the desired transaction(s).
- Click Sign Off for final approval.

#### C. APPROVAL DELEGATION

If an Approver is expected to be away from the office for an extended period <u>and</u> <u>there are no other approvers within their group</u>, it may be necessary for the Approver to delegate their approval authority.

Two important items to remember when selecting an approver delegate:

- Your Group Approver representative must have Works® access. If Group Approver registration is required, please send an approved <a href="Procurement Card">Procurement Card</a> Account Maintenance Form to your Access Request Coordinator (ARC).
- Your Group Approver representative should be an approver within your business unit who's familiar with the procedures for reconciling Works® transactions.

#### **DELEGATING APPROVAL**

- Click the profile icon at the top right of any Works® page.
- Select the Group Permissions.
- Select Approver by Delegation.
- Click the Add button to find and select your delegate.
- Enter required information in the Delegate Approval window.
- Save selections.

#### XII. TRANSACTION SWEEP AND PAYMENT PROCESS

Once the final approval period has passed, the Program Administrator will sweep all unapproved transactions in Works® and initiate payment.

Revised 05/15/2023 23 | Page

#### A. SWEEP OF UNAPPROVED TRANSACTONS

To assure Bank of America is paid in a timely manner, the Procurement Card Administrator will sweep all unapproved transactions into the payment process at the end of the approval period. Transactions not reconciled prior to this time will charge the Cardholder default Procurement Card FOAP. The Accountholder and Group Approver are still required to sign-off on all swept transactions in Works®, but they can no longer edit the default allocation code before charges post to the general ledger. After the general ledger feed, charges can only be reallocated by processing a journal entry.

#### B. CARHOLDER TRANSACTION LIMITS

The Cardholder's available credit is reduced by the dollar amount of transactions not reconciled in Works®. Thus, the Cardholder's purchasing power is decreased until the approval process is complete. Only funds from each transaction signed off by the Approver will restore to the account at the end of the billing cycle. Repeated delinquent approvals are considered a cause to suspend or revoke Cardholder's privileges.

#### XIII. SPECIAL NOTES

#### A. INTERNAL CONTROLS

A separation of duties must be followed with the Procurement Card, as with all other financial transactions. The person placing the order ("Cardholder") cannot be the person who approves the order. This is the reason an Accountholder and Group Approver have been assigned for each card.

#### B. GRANT AND CONTRACT FUNDS

The Procurement Card is a purchasing tool. Grant and contract requirements to support cost allocation and document retention must be met for all P-Card purchases against grant and contract funds. The Principal Investigator (PI) of a grant or contract is responsible for guaranteeing all expenses paid from the grant or contract are allowable, allocable, and reasonable. The PI, with assistance from his or her research team and designated departmental support staff, ensures all expenses are permissible per Grants and Contracts Administration procedures and federal guidelines. Sponsor regulations may provide additional restrictions. Grants and Contracts Administration is responsible for providing detailed technical advice regarding sponsor regulations and business procedures pertaining specifically to sponsored programs.

#### XIV. COMPLIANCE VIOLATIONS

All transactions made with the University Procurement Card are subject to audit. Accountholders in violation of compliance may have card privileges suspended or permanently revoked and could face additional disciplinary actions up to and including termination of employment. Disciplinary action will be enforced at the discretion of the Program Administrator, Procurement Services, and/or the Cardholder's Department Head based on the severity of the violation. Refer to the North Carolina Central University's Policy on Procurement Card (PCard) Infractions for more information.

Revised 05/15/2023 24 | Page

#### A. P-CARD MISUSE AND ABUSE

Accountholders who misuse or abuse P-Card funds will receive a Procurement Card Misuse/Abuse Notification.

- Misuse is the intentional or unintentional violation of P-Card policies and procedures for work-related gain. Three or more P-Card misuse violations within a six-month or audit review period will result in suspension of P-Card privileges.
- Abuse is the intentional or unintentional violation of P-card policies and procedures for personal gain. Abuse violations are cause for immediate cancellation of your P-Card.

#### B. ACCOUNTHOLDER INFRACTIONS

General descriptions of Accountholder infractions include:

- Failure to reconcile transactions by the first business day of the month following the end of the billing cycle. The account will be suspended until all outstanding transactions are reconciled.
- Failure to provide a valid business justification for purchase (i.e. reason for purchase).
- Failure to immediately report loss or theft of a card upon discovery.
- Splitting transactions to circumvent transaction limits.
- Failure to supply valid receipt, invoice, or other support documentation.
- Using P-Card to purchase non-allowable items per the P-Card policy, or misuse of any temporary exception to Purchasing Card restrictions.
- Failure to clean up the P-Card Clearing Account by the end of following month. It is the responsibility of the P-Card Accountholder's unit to ensure the correct FOAP is assigned to P-Card transactions and clear P-Card Clearing Account Every month.
- Failure to complete the required P-Card Training and sign P-Card Agreement every two (2) years.
- Other infractions warranting disciplinary actions, as deemed appropriate by the P-Card Program Administrator or the Accountholder's Business Manager or Department Head.

1 <sup>ST</sup> OFFENSE	Courtesy email warning to Accountholder, Group Approver and Accountholder's direct supervisor		
2ND OFFENSE	Email notification of infraction to Accountholder, Accountholder's direct supervisor, unit Business Manager, and MOU Financial Lead or Dean		
3 <sup>RD</sup> or GREATER	Thirty (30) to ninety (90)-day suspension of Accountholder's P-Card		

Revised 05/15/2023 25 | Page

*Infractions will be tracked on a rolling 12-month basis. The	
P-Card team reserves the right to reduce or escalate	
corrective actions at their sole discretion.	

#### C. CRIMINAL ACTIVITY

Personal purchase made intentionally:

- 1. Immediate revocation of P-Card. The Cardholder, Group Proxy Reconciler, Group Approver, Direct Supervisor, MOU Lead and Dean or Department Head will receive an email notification.
- 2. Department Head or Dean is responsible for taking appropriate disciplinary action after consulting with Human Resources, up to and including termination of employment

Any Cardholder who intentionally makes a personal purchase on their University issued Procurement Card has committed theft of state property. Appropriate disciplinary actions could include but may not be limited to immediate card revocation without eligibility for future Procurement Card use, and possible termination of employment. The University reserves the right to pursue criminal charges against any Cardholder suspected of unlawful activity.

Revised 05/15/2023 26 | Page

#### **APPENDIX I: PROCUREMENT CARD PROGRAM CONTACTS**

If you need assistance with or have questions about navigating Works®, P-Card Program policies and procedures, please contact the Office of Procurement Services at 919-530-6329.

#### Office of Procurement Services

PROCUREMENT CARD PROGRAM ADMINISTRATOR Ashley Wages <u>awages@nccu.edu</u> 919-530-5063

Program Manager Pedro Maia pfmaia@nccu.edu 919-530-5067

Assistant Program Manager Darlene Porchea dporchea@nccu.edu 919-530-5064

#### Office of Procurement Services

To contact Bank of America (BOA), call the number on the back of your card 888-449-2273. Any time BOA is contacted, you should also contact the Purchasing Card Program Administrator or Procurement Card Manager.

Revised 05/15/2023 27 | Page

#### APPENDIX II: FAQ

Following are frequently asked questions about the P-Card Program's reconciliation process in Works<sup>®</sup>. For complete understanding, users are advised to read the Procurement Card Program Manual and User Guide in its entirety.

#### 1. Is Works® a single sign-on application? If not, how do I access Works®?

Works is a web-based application hosted by Bank of America (BOA) and is not single sign-on compatible. To access Works, new card applicants should have an approved <a href="Purchasing Card">Purchasing Card</a> <a href="Application">Application</a>, complete the mandatory initial P-Card Training, and a valid Cardholder Agreement on file. Users will be registered for access and sent a <a href="BOA">BOA</a>, <a href="Works">Works</a> <a href="Application">Application</a> system-generated email containing their logon information upon the completion of the initial training. Questions and concerns regarding Works</a> should be directed to the Office of Procurement Services at 919-530-6329.

To access and complete a <u>Purchasing Card Application</u>, please visit the North Carolina Central University Administration and Finance Website, located under Purchasing.

#### 2. Is training required for all Works® users?

Training is required for Cardholders and Proxy/Approvers. Employees must successfully complete their required training prior to gaining access to Works®. All Cardholders and Proxy/Approvers must complete a refresher training and re-sign the Agreement every two (2) years.

#### 3. What are my responsibilities as Cardholder in Works<sup>®</sup>?

Prior to sign-off, Cardholders are required to confirm the accuracy and completion of each transaction allocation; upload and attach a purchase receipt to its related transaction; enter a line-item description detailing the purchase; and comment with business justification. Cardholders are also responsible for correcting "Flagged" transactions returned by their Approver/Program Manager (Group Approver). To correct a flagged transaction, Cardholder should first review the "Flag Comments" on their transaction list, then update as needed by providing additional comments upon completion. If a Cardholder cannot fulfill their duties in Works®, their department must assign a Proxy Reconciler to act on their behalf. Proxy Reconcilers are responsible for completing the same tasks as a Cardholder.

To assign a Proxy Reconciler, please complete the <u>P-Card Maintenance Request Form</u>; which can be located on the North Carolina Central University Administration and Finance Website, under Purchasing.

#### 4. Who can approve my transactions in Works®?

An Approver(s) is assigned for each Cardholder and is responsible for final transaction sign-off. Approvers may also "Flag" transactions back to the Cardholder for update or additional information. To route transactions to their Approver, Cardholders are required to confirm the accuracy and completion of each transaction allocation; upload and attach a purchase receipt to

Revised 05/15/2023 28 | Page

is related transaction; enter a line-item description detailing the purchase; comment with purchase justification and sign-off on their transactions in Works®. If a Cardholder cannot fulfill their duties in Works®, their department must assign a Proxy Reconciler to act on their behalf. Proxy Reconcilers are responsible for completing the same tasks as a Cardholder.

To assign a Proxy Reconciler, please complete the <u>P-Card Maintenance Request Form</u>; which can be located on the North Carolina Central University Administration and Finance Website, under Purchasing.

#### 5. Will I receive notification of transactions pending approval in Works®?

Yes. You will receive daily automated email notifications from the BOA Works® system containing a list of transaction pending action. Each new transaction triggers an initial notification, and reminders are sent 10 and 5 days prior to the end of the billing cycle. Clicking on the email link will prompt you to log into BOA Works® where you can access "Action Items" on your dashboard.

#### 6. What happens if I enter an invalid FOAP to allocate the transaction?

Works® does not validate FOAP codes, approved transactions containing invalid allocation will hit the department default account. FOAP changes required after charges post must be processed via journal entry.

#### 7. Do I have to save my receipts?

Cardholders or Proxy Reconcilers must upload and attach a receipt to each purchase (debit) transaction in Works® The Cardholder or Proxy Reconcilers can upload the receipt and immediately attach it to a transaction or "store" it and attach later. If a receipt is not available, the Cardholder or Proxy Reconciler must attach an approved Missing Receipt Affidavit to the related transaction. Work® retains uploaded receipts for seven (7) years. Cardholders can generate monthly billing statement reports in Works®, for which there are no University or P-Card Program audit requirements for retention.

The <u>Missing Receipt Affidavit</u> can be located on the North Carolina Central University Administration and Finance Website, under Purchasing.

#### 8. What happens if I do not reconcile transactions in Works® by the end of billing cycle?

Regardless of transaction approval status, the P-Card Program Manager must process all transaction for payment at the end of the billing cycle. Transactions not reconciled in Works® at that time will charge to the P-Card default FOAP. If the P-Card default is invalid or lacks budget, the department default in Banner will be charged. Any allocation changes required after charges post to the account must be processed via journal entry. Transactions not signed off by the Approver by the end of a billing cycle affect the amount of available credit on a P-Card account at the start of the subsequent billing cycle(s). To restore spent funds to their P-Card account, Cardholders must fully reconcile their outstanding transactions and have them signed off by their Approver.

Revised 05/15/2023 29 | Page

Failure to reconcile transaction by the 10<sup>th</sup> day of the month, following the end of the billing cycle, is considered to be an Infraction. <u>Your account will be suspended until all outstanding transactions are reconciled.</u>

- 9. As an Approver, how will I know the status of P-Card accounts (active, cancelled, lost/stolen), or if a card was closed due to fraudulent charges and another account was created?

  Works® users can create reports or choose from the selection of available templates in the system. The Account-Card Status report provides card status information and can be modified to include any data field contained in Works® or available for an account, including the replacement card account for any card closed or replaced for whatever reason.
- 10. What should I do if I find fraudulent charges on my P-Card?

Cardholders must immediately report a fraudulent charge (e.g., a charge not initiated by the Cardholder) to BOA Fraud Department at 1-866-50-8262 and to the Program Administrator. Cards with active fraud transactions must be closed and a new account activated. The bank will only transfer valid charges to the new account and the Cardholder will not be held liable for any fraud charges.

Revised 05/15/2023 30 | Page

### APPENDIX III: REVISION HISTORY

REVISION DATE	APPROVED BY	REVISION DETAILS
Sept. 2018	Procurement	Established Document
Aug. 2020	James Tanzosch	Multiple sections – updated process.
May 5, 2023	Ashley Wages	Multiple Sections – Updated Program Procedures
		Added links to throughout document
		Updated the P-Card Application and Agreement
		Created Procurement Card Maintenance Request Form and
		Missing Receipt Affidavit
May 14, 2023	Ashley Wages	Updated Table 1. Allowable & Non-Allowable Purchases Added APPENDIX II: FAQ

Revised 05/15/2023 31 | Page