



**NC Central**  
UNIVERSITY

# Procurement Card (P-Card) Manual

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POLICIES, PROCEDURES AND INSTRUCTIONS FOR ISSUANCE,  
USAGE AND COMPLIANCE

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NORTH CAROLINA CENTRAL UNIVERSITY | 1801 FAYETTEVILLE STREET, DURHAM, NC 27707

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## 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 goods. This program is designed to maintain accountability and provide a more efficient cost-effective method for procuring 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.

### A. BACKGROUND

In accordance with [01 NCAC 05B.1523- Procurement Cards](#), the North Carolina Division of Purchase & Contract, 946A- Procurement Card State Term Contract, and [Section 1300.7.2\[R\]](#) of the UNC Policy Manual, Regulation on University Procurement and Purchasing Card Program, 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.

### B. 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 can block specific categories of merchants/vendors (airline reservations, cash advances, liquor purchases, etc.).
- The University has full dispute rights and corporate liability for all purchases.

## II. GENERAL INFORMATION

The NCCU P-Card is a corporate VISA card issued through Bank of America Merrill Lynch (BOA) and administered by the Procurement Services Department, a division of Administration and Finance. It is authorized for NCCU business transactions only; personal use is prohibited.

The P-Card does not have an impact on an individual's personal credit. The University assumes liability for authorized business charges made by employees but is not liable for:

- Personal or non-University purchases
- Charges resulting from theft or fraudulent use by third parties not employed by NCCU

Cardholders must comply with all University procurement policies and procedures. Violations may result in revocation of P-Card privileges and/or disciplinary action, up to and including termination of employment and criminal prosecution, in accordance with the University's Procurement Card Infractions

Policy. By using the P-Card, employees consent to wage garnishment or other University collection methods if purchases are deemed non-business related or noncompliant with State or University policy.

Eligibility for a P-Card is limited to non-temporary, full-time faculty and staff. Part-time faculty or staff, students, contractors, consultants, and visiting faculty are not eligible. The Program Administrator may also deny a card application if the employee has a history of procurement policy violations.

## A. OBTAINING A P-CARD

Employees recommended for participation in the P-Card Program must complete a [Procurement Card Application & Agreement](#) (available in myEOL Forms and Documents).

Prior to card issuance, the cardholder, coordinator (if applicable), and department head are required to successfully complete the mandatory procurement card training. A passing score requires 100% accuracy on the exam, which assesses knowledge of P-Card policies and procedures. The training and exam can be accessed at: [Purchasing Card \(P-Card\) Training](#)

Upon successful completion of both the application and training, the P-Card will be ordered and should arrive within 3–5 business days. Once the card is received, the P-Card Administrator will notify the employee via email to arrange an appointment for pickup. At the appointment, the cardholder must present valid proof of identification. Please note that only the assigned cardholder may pick up their P-Card. After receiving the card, it is the cardholder's responsibility to activate it and establish a secure PIN number.

Cardholders and Proxy/Approvers must complete Purchasing Card (P-Card) Training annually.

## B. CARD SECURITY

The cardholder is solely and personally responsible for ensuring the protection, security, and proper use of their card.

All information, including data relating to the card, must be managed by authorized University employees 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. 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). Cardholders 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 Administrator to have the card temporarily suspended.

## C. 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 follow:

### a. CARDHOLDER

Cardholders are responsible for the proper use of the P-Card when buying approved goods and services for University's business purpose. The responsibilities of a Cardholder are including but limited to the following:

- Use the P-Card only for allowable, business-related purchases.
- Ensuring North Carolina sales tax is **NOT** charged.
- Obtain and upload itemized receipts.
- Reconcile and sign off on transactions promptly.
- Maintain complete documentation.
- Resolve billing disputes and errors.
- Report lost or stolen cards immediately.

### b. APPROVER

- Ensure appropriate card use and compliance.
- Review and approve transactions in Works®.
- Ensure correct FOAP coding.
- Validate reasonableness of purchases and receipts.
- Provide fiscal oversight for the department.

### c. PROGRAM ADMINISTRATOR

- Manage overall P-Card Program operations.
- Maintain user accounts in BOA Works.
- Process applications, cancellations, and limit changes.
- Conduct or coordinate training.
- Provide customer service and ensure compliance.

### d. P-CARD TRANSACTION REVIEWER

- Review and provide final approval for transactions.
- Monitor compliance, documentation, and MCC-restricted purchases.
- Notify departments of delinquent reconciliation.
- Assist users with questions and allowable purchases.
- Support training and program oversight.

## D. DEFINITIONS

**Approver** – University-assigned supervisor responsible for reviewing and approving P-Card transactions.

**Bank of America (BOA)** – State-contracted provider for the P-Card.

**Bank of America Works** – BOA's online card management and reconciliation system.

**Cardholder** – University-eligible employee authorized to use a P-Card to make business purchases on behalf of their department.

**BOA Global Card Access** – Bank of America’s online platform that allows authorized users to view, manage, and monitor P-Card and other corporate card accounts. BOA Global Card Access provides detailed transaction information, reporting tools, and user access controls for Cardholders.

**Merchant Category Code (MCC)** – A four-digit classification code assigned to a business by credit card companies. MCCs classify businesses by the type of goods or services provided and allow the University to block certain purchases.

**Program Administrator** – Oversees program operations and compliance. In consultation with the Procurement Director, manages the overall program, maintains cardholder accounts, ensures adherence to policies, monitors compliance, and manages reporting. Serves as the primary liaison with Bank of America and is authorized to make program changes (e.g., add or cancel cards; adjust spend controls).

**Reconciler** – Individual responsible for reconciling P-Card transactions (may be the cardholder). The department determines who serves in this role.

**Reconciliation** – Department review process in Works®, including allocation, justification, and documentation of transactions.

### III. PURCHASING CARD GUIDELINES

#### A. SPENDING LIMITS

Each Procurement Card (P-Card) is assigned a spend profile, which establishes the card’s spending limits. These limits include the maximum amount that can be spent per transaction and the total that can be spent per month. The default limits are outlined below; however, they may be adjusted on a case-by-case basis.

Procurement Card Spending Levels

Transaction Limit	Amount
Single Transaction Limit	\$1,000
Daily Transaction Limit	\$2,500
Monthly Transaction Limit	\$5,000

#### B. ALLOWABLE AND NON-ALLOWABLE PURCHASES

Table 1 below provides guidance on allowable and non-allowable purchases under the P-Card Program. If a Cardholder is uncertain whether a purchase is allowable, they must contact the P-Card Transaction Reviewer or Program Administrator for clarification.

In exceptional circumstances, the Director of Procurement Services or the Program Administrator may

approve a purchase that is otherwise classified as non-allowable, provided there is a documented and justifiable business need and prior written authorization is obtained.

**Table 1. ALLOWABLE & NON-ALLOWABLE PURCHASES**

GOOD and SERVICES	
Allowable Items	Non-Allowable Items
<ul style="list-style-type: none"> <li>➤ Membership Dues &amp; Fees – must be University/Job related and benefits the University</li> <li>➤ Required Professional Licensure (Medical, Legal, etc.)</li> <li>➤ Conference/Registration Fees and Training Material (registrations that is not connected to hotel reservation)</li> <li>➤ Professional Development</li> <li>➤ Webinars/Teleconferences</li> <li>➤ Conference Booth and Space Rental</li> <li>➤ Express Mail Services &amp; Freight</li> <li>➤ Printing</li> <li>➤ Food/Beverage Purchases (grocery store)- Must not use state fund &amp; must provide justification for purpose.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Alcohol or Tobacco Products</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>➤ Gifts Certificates or Cards (Exception for Grants upon Request)</li> <li>➤ Insurance Premiums, Co-Pays, or Deductibles</li> <li>➤ Invoices</li> <li>➤ Lease or Rental Agreement</li> <li>➤ Monthly Recurring Charges</li> <li>➤ Travel (Airfare, Baggage, Hotel, Transportation, etc.)</li> <li>➤ Fuel</li> </ul>
Allowable Items	Non-Allowable If...
<p><b>Advertising</b></p> <ul style="list-style-type: none"> <li>➤ Internet (Social Media Platforms)</li> <li>➤ Journal, Magazine, Newspaper &amp; Periodicals Subscriptions for the current year</li> </ul>	<p><b>Advertising</b></p> <ul style="list-style-type: none"> <li>➤ Contract is Required</li> <li>➤ Billboard Advertisement</li> <li>➤ Media Advertisement</li> </ul>
<p><b>Supplies</b></p> <ul style="list-style-type: none"> <li>➤ Agricultural</li> <li>➤ Classroom (<i>Items for instruction, research, or exam purposes</i>)</li> <li>➤ Office Supplies (State Contract 4412A, FSI)</li> <li>➤ Electrical Parts*</li> <li>➤ Janitorial</li> <li>➤ Laboratory</li> <li>➤ Mechanical Parts</li> <li>➤ Motor Vehicle Repair (<b>Campus Police &amp; Fleet Only</b>)</li> <li>➤ Office</li> <li>➤ Plumbing Parts</li> </ul>	<p><b>Supplies</b></p> <ul style="list-style-type: none"> <li>➤ Hazardous Materials (<i>Cylinder Gases, Radioactive Materials</i>)</li> <li>➤ Vendors who use 3<sup>rd</sup> Party Billing (<i>PAYPAL, CashApp</i>)</li> </ul>

## C. GRANT AND CONTRACT FUNDS

All P-Card purchases charged to grant or contract funds must comply with grant and contract requirements for cost allocation and document retention. The Principal Investigator (PI) is responsible for ensuring that all expenses are allowable, allocable, and reasonable. With support from their research team and departmental staff, the PI must confirm that purchases comply with Grants and Contracts Administration procedures, sponsor regulations, and federal guidelines. Sponsor regulations may impose additional restrictions, and Grants and Contracts Administration provides technical guidance on these requirements.

When using a P-Card against a Sponsored Program Account, the Cardholder is responsible for ensuring that purchases are allowable under the terms of the award. If uncertain, the Cardholder should consult the Sponsored Program Accountant in the University Contracts and Grants Department for clarification. Some grant funds requested to be added in Bank of America Works may also require prior approval from Sponsored Programs before they can be assigned to a P-Card. In all cases, funds must be available before charges are made.

## D. ONLINE PURCHASES

Online purchases must be made with merchants who utilize a 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!**

# IV. MAKING A PROCUREMENT CARD PURCHASE

This section addresses the application of general procurement guidelines to Procurement Card transactions. If in doubt about any part of the process, Cardholder should contact the P-Card Transaction Reviewer or the Program Administrator.

## A. CARD PURCHASE STEPS

1. Verify that you are using the correct card.
2. Follow your department’s internal procedures to confirm that the purchase is required and authorized.
  - a. Determine if the P-Card is the most appropriate payment method (consider the \$1,000 single transaction limit and overall credit limit).
  - b. Confirm the purchase is allowable by reviewing the Allowable & Non-Allowable Purchases List.
  - c. Check for applicable State or System Office (SO) bid contracts before proceeding.
  - d. Verify that the vendor is not listed on the Debarred Vendors Listing.

- e. Inform the vendor that the purchase is on behalf of North Carolina Central University, which is exempt from NC Sales and Use Tax. Provide a copy of the University's Tax Exemption Letter if requested.
3. Obtain an itemized receipt (The receipt must clearly list item descriptions, quantity, unit prices and total purchase price).
4. If goods are to be delivered, provide the vendor with your name, department, phone number, and complete delivery instructions. All items must be shipped directly to campus:

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

5. Reconciliation in Bank of America Works:
  - a. Upload the itemized receipt (ensure it is clear and legible).
  - b. Allocate/Edit – Enter the appropriate: Fund, Organization, Account, and Program (FOAP) codes accurately.
  - c. Add the business justification in the comment field.
  - d. Save and sign-off on the transaction.

## B. BANK OF AMERICA WORKS

The Bank of America Works® Card Application allows users, based on their access level, to view P-Card authorization logs, review transaction details, upload and reconcile P-Card transactions, and access reporting features. Available Works® user roles include Cardholder, Proxy Reconciler, and Approver. The application can be accessed at: [Works - Login](#)

### a. UNDERSTANDING RECONCILIATION

Reconciliation consists of Cardholder and Approver review and sign-off of all Procurement Card transactions in the Bank of America Works® Application. Cardholders are encouraged to reconcile transactions as they are posted to their account.

The Bank of America Billing cycle ends on the 30<sup>th</sup> of each month. All transactions must be reconciled and approved by Tuesday of each week by 12:00 p.m. Timely and accurate approval is essential to avoid non-value-added work after the cycle close date.

Reconciliation consists of providing the following items:

#### *PURCHASE DOCUMENTATION*

Cardholders are required to retain an electronic copy of all documentation related to each Procurement Card transaction. Original receipts and supporting documentation must be obtained at the time of purchase and, at a minimum, must include the merchant's name, transaction date, purchase amount, and item description.

To streamline reconciliation, it is best practice to immediately convert paper receipts into electronic format and save them in a designated folder on the assigned computer. Cardholders must upload a receipt for every purchase (debit) transaction as part of the reconciliation process.

From the transaction screen in Works, select the transaction Document Number, then choose Manage Receipts from the drop-down menu:

- Click Add to attach a new receipt or select an existing stored receipt.
- Click Attach to confirm
- Review the Purchase Amount for accuracy.

#### *ALLOCATE / EDIT*

Cardholders are responsible for ensuring that each Procurement Card transaction is accurately allocated and coded to the correct account. Transactions should be reviewed and edited in Works prior to signing off.

From the transaction screen in Works, select the transaction document number, then choose Allocate/Edit from the drop-down menu:

- Enter the appropriate Fund, Organization, Account, and Program (FOAP).
- If additional allocation lines are required, click the Add button and choose the correct number of lines from the drop-down menu
- Make sure there are three green “X” marks located underneath the “Comp/Val/Auth”
- Click Ok, Save, and Close to return to the Allocation Details screen

#### *BUSINESS JUSTIFICATION*

Every Procurement Card transaction must include a clear business justification that explains how the purchase supports University operations, programs, or activities. Business justifications are entered directly in Bank of America Works as part of the reconciliation process and serve as the official record for audit and compliance purposes.

When entering a justification:

- From the transaction screen, select the transaction Document Number.
- Choose View Full Details, navigate to the Transaction tab and locate the Add Comment option.
- Enter a concise explanation of the business purpose (e.g., “Office supplies for Biology Department lab use,” or “Registration fee for staff training workshop”).
- Avoid vague or incomplete statements such as “miscellaneous” or “needed for office.”

#### *SIGN OFF*

Cardholders are required to sign off on all Procurement Card transactions in Bank of America Works once the receipt, allocation, and business justification have been entered. Signing off confirms that the purchase was made in compliance with University policy and that all documentation is complete and accurate.

Steps to Sign Off on a Transaction:

- From the transaction screen, select the transaction Document Number.

- Verify that the receipt has been uploaded, the transaction is correctly allocated, and the business justification has been entered.
- Click Sign Off to finalize the transaction.
- Once signed off, the transaction routes to the designated reviewer/approver for further review.

Approvers are required to sign off on all Procurement Card transactions in Bank of America Works after the Cardholder has completed their sign-off. This action confirms that the purchase complies with University policy, all supporting documentation is complete, and sufficient funding is available and appropriate for the purchase.

- From the transaction screen, select the transaction Document Number.
- Verify that the receipt has been uploaded, the transaction is correctly allocated, and the business justification has been entered.
- Click Sign Off to finalize the transaction.
- Once signed off, the transaction routes to the Accountant (Purchasing Office) for further review.

## V. COMPLIANCE VIOLATIONS

All Procurement Card (P-Card) transactions are subject to audit. Cardholders who violate policy may have card privileges suspended or revoked and could face additional disciplinary action, up to and including termination of employment. Disciplinary measures will be determined by the Program Administrator, Procurement Services, and/or the Cardholder's Department Head, based on the severity of the violation. For more details, refer to North Carolina Central University's Policy on Procurement Card Infractions.

### A. P-CARD MISUSE AND ABUSE

Misuse: Violation of P-Card policies and procedures for business-related reasons (e.g., failure to follow reconciliation or documentation rules). Three or more misuse violations within a six-month or audit review period will result in suspension of card privileges.

Abuse: Violation of P-Card policies and procedures for personal gain. Abuse is grounds for immediate cancellation of the card and disciplinary action.

### B. ACCOUNTHOLDER INFRACTIONS

Examples of Cardholder infractions include, but are not limited to:

- Failure to reconcile transactions within 10 days of posting. Accounts will be suspended until all outstanding transactions are reconciled.
- Failure to provide a valid business justification for a purchase.
- Failure to immediately report loss or theft of a card.
- Splitting transactions to circumvent transaction limits.
- Failure to supply valid receipts, invoices, or supporting documentation.
- Using the P-Card for non-allowable items or misusing temporary exceptions.
- Failure to clear the P-Card Clearing Account by the end of the following month (departments must assign the correct FOAP each month).
- Failure to complete annual P-Card training.

Any other infraction deemed significant by the Program Administrator, Business Manager, or Department Head.

### C. ESCALATION OF OFFENSES

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

1 <sup>ST</sup> OFFENSE	<p>First Offense: The p-card transaction reviewer will notify the cardholder via email of the infraction.</p> <ul style="list-style-type: none"> <li>● Card Suspension: Your P-Card will be temporarily suspended.</li> <li>● Corrective Action: The cardholder must complete a corrective action plan, which the program administrator will review.</li> </ul>
2ND OFFENSE	<p>A second infraction by a cardholder will result in immediate suspension of card privileges. The cardholder, and approver will be notified of the infraction. A cardholder's card privileges will remain suspended for 30 days or until the following actions are completed:</p> <ul style="list-style-type: none"> <li>• The department has a detailed plan of action that will be taken to prevent any future infraction(s) by the cardholder.</li> <li>• The cardholder must successfully complete procurement card training.</li> </ul>
3 <sup>RD</sup> OFFENSE	<p>The cardholder, approver, and Vice Chancellor will be notified of the infraction. Suspension of cardholder's P-Card until the end of the fiscal year.</p>

### D. CRIMINAL ACTIVITY

Any intentional personal purchase on a University-issued Procurement Card is considered theft of state property. Consequences include:

- Immediate revocation of the P-Card and notification to the Cardholder, Approver, Department Head/Dean, and other designated parties.
- Disciplinary action by the Department Head or Dean, in consultation with Human Resources, up to and including termination of employment.
- University reserves the right to pursue criminal charges in cases of suspected unlawful activity.
- Cardholders found engaging in criminal activity are permanently ineligible for future P-Card participation.

## VI. OTHER CONSIDERATIONS

### A. SALES TAX EXEMPTION

The University is exempt from North Carolina Sales & Use Tax for qualifying purchases. Cardholders must ensure that merchants are aware of this exemption by providing a copy of the Certificate of Exemption. The University's tax-exempt number is also printed on the P-Card.

It is the responsibility of the Cardholder to confirm that invoices and receipts do not include North Carolina sales and use tax. If tax is charged, the Cardholder must contact the merchant and request a credit. NCCU cannot recover taxes already paid by any other means.

Any sales tax paid in error will be charged to the default organization and general ledger fund listed on the Cardholder's Procurement Card Application. To avoid issues, Cardholders should inform vendors before making a purchase that the transaction is tax-exempt and provide the required documentation at the time of sale.

## B. 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. **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.

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 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 RESPONSIBILITY OF CENTRAL RECEIVING OR THE CAMPUS MAIL CENTER TO CONTACT A VENDOR TO REQUEST A RETURN.**

## A. 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 prohibited.** Cardholders should take precautions to avoid the appearance of splitting transactions.

*Examples of Split Transactions:*

1. *A Cardholder has a single transaction limit of \$1,000. The Cardholder purchases equivalent items that cost a total of \$1,900. The sale is divided into separate transactions of \$1,000 and \$900. This is considered a split transaction to avoid exceeding the transaction limit and is not allowed.*
2. *A Cardholder has a single transaction limit of \$4,999.99. The Cardholder makes a purchase on Monday that costs \$4,000 and pays the vendor; The remaining \$2,500 is paid on Friday. The \$6,500 purchase has been divided into two transactions. 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.

## B. SUPPLIER DISPUTES & FRAUDULENT CHARGES

If a transaction discrepancy occurs, the Cardholder must act immediately. For suspected billing errors (e.g., overcharges or incorrect orders), first contact the supplier to resolve the issue. If the supplier confirms an error, request a credit adjustment. If the supplier refuses, the Cardholder has sixty (60) days from the statement close date to initiate a dispute in Bank of America Works®. Documentation of all resolution attempts must be commented on in the transaction.

Fraudulent charges (transactions not authorized by the Cardholder) must be reported immediately. The Cardholder should:

1. Attempt to contact the supplier to resolve the issue.
2. Mark the transaction for dispute in Bank of America Works®.
3. Contact the Bank of America Fraud Department at 1-866-500-8282.
4. Notify the Program Administrator.

Cards with confirmed fraudulent activity will be closed, a new account issued. Cardholders are not liable for verified fraudulent charges.

## VII. FORMS AND SUPPORTING DOCUMENTATION

### a. Lost Receipts

If a receipt is lost, the Cardholder must first contact the merchant to request a replacement. If a duplicate receipt cannot be obtained, the Cardholder must complete a [Missing Receipt Affidavit](#). This affidavit must be signed by the Department Head and attached to the associated transaction in the system.

### b. Account Maintenance

To request a permanent change to a Bank of America Works account—such as Department Change, Name Update, Adding a FOAP, or Updating a Reconciler/Approver—the Cardholder must submit a [P-Card Maintenance Form](#) (available in myEOL Forms and Documents).

### c. New Card Applications

Employees recommended for participation in the P-Card Program must complete a [Card Application and Agreement](#) (available in myEOL Forms and Documents).

### d. Training and Exam

Training for NCCU employees is automated. The required training and quiz can be accessed at: [Purchasing Card \(P-Card\) Training & Quiz](#)

### e. Spend Profile Increases

Cardholders requesting an increase to their spending profile (single, daily, or monthly limit) must submit a [P-Card Limit Increase Request Form](#).

### f. System Access

Cardholders, Approvers, and Administrators can log in to the Bank of America Works application at: [Bank of America Works](#) by the Department Head and attached the approved form to its associated transaction.

## VIII. FREQUENTLY ASKED QUESTIONS (FAQ)

The following are frequently asking questions about Bank of America Works and the NCCU Procurement Card (P-Card) program. For complete understanding, users are advised to read the Procurement Card Program Manual and User Guide in its entirety.

**1. What is Bank of America Works® and how do I access it?**

Works® is a web-based application hosted by Bank of America (BOA). Users are registered for access and will receive a system-generated email containing their login credentials after completing initial training. The application can be accessed at the following link: [Bank of America Works](#)

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

Yes. Training is required for all Cardholders and Proxy/Approvers. Employees must successfully complete the required training prior to gaining access to Works®. In addition, all Cardholders and Proxy/Approvers must complete refresher training annually. The required training and quiz can be accessed at: [Purchasing Card \(P-Card\) Training & Quiz](#)

**3. What if I need to request an increase in the single, daily, or monthly transactions spend limit?**

Cardholders requesting an increase to their spend profile (single, daily, or monthly limit) must complete and submit [P-Card Limit Increase Request Form](#). The request should include a business justification and required approvals. Once reviewed and approved by the Program Administrator and appropriate authority, the updated limits will be applied to the Cardholder's account.

**4. How do I know if a purchase is allowable?**

Refer to the Allowable and Non-Allowable Purchases Chart in the Procurement Card Program Manual for guidance. If you are uncertain whether a purchase is permitted, contact the Purchasing Office for clarification before completing the transaction.

**5. What do I do if I would like to make a special request to purchase an item on the non- allowable list?**

Cardholders requesting an exception to purchase an item listed as non-allowable must complete and submit a [P-Card Limit Increase Request Form](#), selecting the "Other Spending Limit" option. In the space provided, include a clear explanation and business justification for the purchase.

Once the request is reviewed and approved, upload the approved form and the purchase receipt to the corresponding transaction in Bank of America Works®.

**6. Who can approve my transactions in Works®?**

Each Cardholder is assigned an Approver who is responsible for reviewing and providing final sign-off on transactions. Approvers may also “flag” transactions back to the Cardholder for updates or additional information. The Approver is the individual listed on the P-Card Application, typically the Cardholder’s supervisor or fiduciary responsible party.

**7. Will I receive notification of transactions pending approval in Works®?**

Yes. Users receive daily automated email notifications from the BOA Works® system listing transactions pending action. Clicking the link in the email will prompt you to log into Works®, where you can view pending “Action Items” on your dashboard.

**8. Do I have to save my receipts?**

Yes. Cardholders or Proxy Reconcilers must upload and attach an itemized receipt for each purchase transaction in Works®. The Cardholder or Proxy Reconcilers can upload the receipt once the transaction appears or “store” it and attach later.

**9. What happens if I do not reconcile transactions in Works®?**

The P-Card Transaction Reviewer will flag or email you regarding unreconciled transactions. Failure to reconcile or sign off on transactions in a timely manner may result in the temporary suspension of your P-Card. To restore account access, all outstanding transactions must be reconciled and approved.

**10. What should I do if I find fraudulent charges on my P-Card?**

Cardholders must immediately report fraudulent charges (e.g., charges not initiated by the Cardholder) to the BOA Fraud Department at 1-866-500-8262 and to the Program Administrator. The affected card will be closed and replaced. The bank will transfer only valid charges to the new account, and the Cardholder will not be held liable for fraudulent activity.

## IX. 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.

**P-CARD TRANSACTION REVIEWER**

Sheila Whitley  
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919-530-5064

**PROGRAM ADMINISTRATOR**

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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 Program Administrator.

## X. 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
July 24, 2023	Ashley Wages	Multiple Sections - Updated Procurement Card Spending Level Modified Table 1. Allowable & Non-Allowable Purchases Updated – X. Understanding Reconciliation, Billing Cycle End Date, and reconciliation timeframe period. Updated – XIV. Compliance Violations, B. Accountholders Infractions; Offenses Table Modify APPENDIX II: FAQ
10/1/2025	Ashley Hill	Updated P-Card Application & Agreement (NextGen) Updated Training & Quiz (Automated) Updated procurement contact information. Updated definitions Updated P-Card limits Modified Table 1. Allowable & Non-Allowable Purchases Update FAQ Add section: Other Considerations, Form and Supporting Documentation Remove Sweep of Unapproved Transactions Removed purchase card monthly statement section. Removed Card restrictions section