Clemson University
PCard Training Course

January 2018
Introduction

The Purchasing Card is a Chip and Pin VISA credit card issued by Bank of America. The Purchasing Card (PCard) is a method of payment offered to help manage routine low dollar purchases while benefiting job performance. Individuals who have buying responsibilities are encouraged to be the cardholder within a department having the PCard in their name. Anyone who becomes a cardholder must take the PCard Course Training. Liaisons are also required to complete training due to the close nature of working with cardholders.
Course Completion Requirements

- Completion of this course is required for faculty and staff applying for a new Clemson University PCard as well as current Cardholders on an annual basis every March to retain buying privileges.
- The PCard applicant must read and should be familiar with the PROCUREMENT CARD POLICIES & PROCEDURES.
- After completing this course, the PCard applicant/holder is to complete and pass the course assessment with an 80% or higher.
- Additional in person training is available upon request.
Course Outline

Section 1  Allowable/Non-Allowable Charges
Section 2  General Procedures/Parties Involved
Section 3  Cardholder Responsibilities
Section 4  Dollar Limits/Declines/Increases/DPV List
Section 5  Vendor Blocks / MCC Procedures
Section 6  Reconciliation/Approvals/Allocation for Billing
Section 7  Auditing/Accountability
Section 8  Violations Procedures/Guidelines/Disciplinary Actions
Section 9  Website Links & Contact Information
# Allowable/Non-Allowable Charges

## Allowable
- Books/Printing
- Computer Software
- Employee Travel – air and ground transportation, baggage fees
- Lodging: visiting speakers (room only)
- Membership Dues
- Registration Fees
- Rental Car
- Student Travel - see Student Travel Guidelines
- Subscriptions
- Utilities/Repairs

## Non-Allowable Charges
- Employee Travel - lodging and meals
- Foundation charges
- Gasoline
- Gifts, Gift Certificates, gift cards
- Personal Charges
- Registration fees including the hotel
- Split Procurement bypassing increased PCard limit above $2500 for one time purchase
- Sporting events
General Procedures

- PCards can only be issued to individuals - not in Department names
- Cardholders are allowed to have only 1 card issued in their name
- PCards are not transferable between individuals
- Cardholders cannot process his/her own charges
- Cardholders are responsible for making sure correct account used
- PCards not used after 24 months will be closed
- PCards cannot cross budget centers
- PCards cannot be used for cash advances
Parties Involved

- **Agency** – Clemson University is the customer of the issuing bank
- **Cardholder** – Full time Employee of CU
- **Card Issuer** – BAML Bank of America – Merrill Lynch
- **Department Head** – University Official who approves requests for PCards
- **Liaisons** – CU employee who processes PCard charges
- **PCard Administrator** – Coordinates the Pcard Program, works with cardholders, liaisons & the bank
- **Vendor** – Supplier/Merchant who supplies goods/services to the cardholder
Cardholder Responsibilities

- Ensure the PCard is used for legitimate & allowable University business purposes & should be familiar with the VISA Policies & Procedures which are available on the Procurement Website - https://www.clemson.edu/procurement

- Maintain Card is secure at all times

- Adhere to purchasing limits & to SC Consolidated Procurement Code & all other University policies & restrictions

- Obtain ALL backup documentation which includes detailed register receipts listing each line item. If sales slips are hand written, the same information is to be provided. Receipt should show date, time, subtotal, tax & total. *Having the Merchant Name, Address, Phone & Store # is recommended
Cardholder Responsibilities

- Approve charges made on the PCard by signing receipt or signing monthly statement especially if purchaser is not the cardholder

- Turning in receipts to the Liaison in a timely manner with correct account # & brief description for the purchase

- If receipt is not obtained at time of purchase, cardholder should 1st try & get from the merchant. If merchant cannot provide, a typed & signed note from the purchaser with as many details will be accepted on a limited basis
Cardholder Responsibilities

- Report Lost, Stolen Cards to Bank of America immediately @ 1-888-449-2273
- If charges appear in WORKS & are not recognized by liaison, cardholder needs to call Bank of America Fraud @ 1-866-500-8262
- If card is not working and charges are not processing, cardholder needs to call Bank of America @ 1-866-500-8262
- All PCards are Chip & Pin enabled & pin security numbers are mailed directly to cardholders with security code (do not throw away)
- If pin numbers are forgotten or lost, go to www.baml.com/globalcardUS. This website can be found on the back of the card.
- Upon termination/separation/transfer to other department, the PCard administrator must be notified by cardholder, liaison or Business Officer and the PCard should be surrendered to the Dept.
The normal PCard has a “STL” = single transaction limit of $2500 per swipe. This means if a cardholder goes to any store, makes a purchase online or via the phone, the dollar amount cannot exceed $2500 & if it does, the transaction will be declined. PCard Administrator can raise limit up to $10K & will work with purchaser if necessary with proper documentation.
If a cardholder would like to purchase an item(s) costing more than $2500, the needed requirements are as follows:

3 Quotes – they can be price references from the web & a snippet/screen shot can serve as documentation & the cardholder and/or liaison has made a copy to keep with the PCard file in case of an audit OR the cardholder and/or liaison will provide one of the #’s from the DPV List

The Direct Payment Exemption (DPV) List: https://www.clemson.edu/procurement/faculty-staff/directpayments.html

The cardholder will notify the PCard Administrator and liaison via email with details such as total dollar amount needed for purchase, date purchase will be made, what is being purchased, and which procurement method (quotes or DPV) will cardholder be using. If DPV, please include DPV #.

*NOTE: PCard Administrator does not need copies of the quotes
Vendor Blocks/MCC Procedures

- Every merchant who accepts VISA is assigned a MCC or Merchant Category Code by VISA.

- Some codes are blocked by Clemson University policy. The State of South Carolina also has set mandatory code blocks for state agencies (examples: liquor stores, dating/escort services).

- However, if a card is being blocked for a legitimate purpose, contact needs to be made with the PCard Administrator to discuss if block removal can be made.
Clemson University receives a monthly hard copy statement along with a bill from Bank of America. The statement details are reviewed for errors, oddities, disputes.

All PCards are entered into Works with a 23 digit default chartfield string when application is first entered.

Cardholder makes charges and each day Bank of America posts transactions to the WORKS system.

Liaisons are notified by generated email of charges that are now loaded in their baskets and can now login to WORKS, assign account codes to charges, make any changes needed and enter additional information that may be required.
Reconciliation, Approvals & Allocation of Billing

- Liaisons have approximately 20 days to process charges; therefore, the importance of having receipts with written account numbers and other information to enter and clear charges so they are ready to reconcile to the bank statement upon arrival.

- If liaisons do not get a receipt for a charge, this line item will automatically default which causes double work if the charge is legitimate.

- The liaison is not sure if this charge is legitimate if no one has turned in a receipt or is it fraud which becomes a timing issue.*

- Fraud Transactions must be reported to Bank of America by cardholder and not to the merchant as BofA will credit CU accounts.

*NOTE: Fraud must be reported to Bank of America within 30 days of the date of purchase.
Reconciliation, Approvals & Allocation of Billing

- Liaisons, as part of their responsibilities, is to look over receipts to make sure all items listed are for University purposes & meet guidelines.

- Liaisons will need to determine if sales tax has been applied or if use tax needs to be added which is determined by selecting the county you are located within South Carolina.

- If a charge is legitimate but there is an issue with quality or pricing, this is to be settled by the cardholder filing a Dispute Claim Form with Bank of America.

- Liaisons will also enter the DPV # for those purchases over $2500 where the PCard was increased by PCard Administrator. *Note: This should be on the receipt or paperwork turned into liaison.
Auditing/Accountability

- PCard Audits can be scheduled as part of a Departmental Audit or can be unannounced. If procedures are being followed an audit would be added assurance of following Policies & Procedures.

- All paperwork including receipts, quotes, notes (containing dates, times, names), emails, dispute claim forms, fax confirmations should all be together in a file labeled by cardholder name, month & year.

- Once a cycle has completed, the liaison then waits for the Bank of America monthly statement to begin reconciling & checking off receipts verses transaction on statement.
Auditing/Accountability

- It is the responsibility of the cardholder and/or liaison to alert the PCard Administrator if the monthly statement did not arrive. *NOTE: PCard Administrator will not request statements over six months old from Bank of America*

- Bank Statements should be signed & dated by the liaison as the reconciler. If the cardholder signed all receipts, they do not have to sign the statement.

- If your department has an accountant & they monitor PCard spend, their signature & date should be on the statement.
Auditing/Accountability

- All purchases considered unauthorized will need to be documented and routed through the proper administrative personnel.
- Purchases over $2500 which were processed by splitting to avoid going through procurement and having the single transaction limit (STL) raised and not providing price references or a DPV# is an unauthorized procurement.
- Ultimate responsibility for use/misuse of cards rests with the Cardholder.

*NOTE: If a personal purchase is made on the PCard & the charge is reversed, this is still an UNAUTHORIZED procurement & requires written documentation.*
Clemson University has a PCard Violations Section included in the PCard Policy and Procedures to ensure ALL PCard holders, Liaisons, Business Officers & Departments at Clemson follow the same procedures for PCard violations.

Written guidelines are available with instructions to assist the cardholder and liaison with disciplinary actions are located in the PCard Violations Section.
Website Links & Contact Information

Procurement Website:
www.clemson.edu/procurement

PCard Program Website:
www.clemson.edu/procurement/faculty-staff/pcard-program

Procurement Guidelines for Faulty/Staff Website:
www.clemson.edu/procurement/faculty-staff/guidelines

PCard Contact: Contact Lynn Crawford, Crawfo5@clemson.edu, 864-656-2808 or Jennifer Cobb, Jcobb@clemson.edu, 864-656-5605

Click here to complete the PCard Certification.