



# PROCUREMENT CARD USER'S GUIDE

# Coppin State University Procurement Card Program

## KEY POINTS TO REMEMBER

1. To activate your new VISA Procurement Card, call the number indicated on the front of the card. **24-Hour Customer Service Number is 1-800-344-5696.** When you activate the card, you will be asked to enter the last four numbers of your employee ID#; if you are asked for a phone number, it is 410-951-3792 (Procurement).
2. Sales Tax Exempt - remember to inform the vendor that the University is exempt from Maryland State taxes before completing your sale (refer to section 3.5). (Hint: Oftentimes the cashier just needs to key the tax exempt number from the card to have the point of sale system automatically eliminate the sales tax from the transaction).
3. Lost/stolen cards must be reported immediately to US Bank, Public Safety and the Procurement Card Program Administrator (PCPA). If lost/stolen after normal business hours, contact US Bank at 1-800-344-5696 and call the Program Administrator the next business day (refer to section 2.2).
4. **SPLITTING PURCHASES is strictly prohibited (refer to section 3.6.2).**

CSU policies and procedures prohibit cardholders from purchasing the following items with the Procurement Card:

- computer/laptops
- scanners
- printers
- fax machines
- projectors
- copiers (lease and purchase without following OIT guidelines)
- software
- guns/ammunition
- flowers
- fuel
- telephone cards,
- money/gift cards
- dry cleaning (applicable to non-University related clothing/items)
- personal telephone calls
- food (including non-catered meals)
- alcoholic beverages
- amusement/entertainment
- Consultant Services (1099 vendors)

Please be mindful of the restrictions set by the State and by the University (refer to Section 3.6).

5. Reward Programs and/or Gift Cards should be avoided. If rewards and/or gift cards are received for any purchase with the Procurement Card, the rewards and /or gift cards are property of the University. If received, they should be turned into the Accounts Payable office with the monthly log.
6. Hotels/Motels – cardholders can use the Procurement Card for lodging (rooms), parking, Internet access fees, occupancy and sales tax only (hotels in Maryland should not charge sales tax due to the Maryland sales tax exemption). Charging telephone calls, meals, etc. is prohibited. (Refer to section 3.7.3).
7. Dispute forms should be used when you disagree with a transaction on your statement, please complete and attach the dispute form to your log and Procurement will submit it to the bank (refer to section 8.0).
8. Activity/Transaction Log forms- must be submitted to Accounts Payable by the 15th of every month. The log form should be accompanied by the bank statement and all itemized receipts (charge receipts also if available). A description or name of the items and purpose for each transaction must be indicated on the log (refer to section 7.2).
9. The billing cycle for your new Procurement Card is the 26th of the current month to the 25th of the next month. Log forms for the preceding month are due on the 15th of each month to A/P Manager, Accounts Payable Department. If the 15th falls on a weekend or holiday, the log form is due the next business day (refer to section 7.2).
10. Be mindful of reasons for automatic cancellation of the VISA Procurement Card (refer to section 7.2.2).
11. Use Minority and Small Business Vendors whenever possible. The listing of Minority Business Enterprise (MBE) vendors is at <http://www.mbe.md.state.md.us/directory/>  
The Small Business directory is at <https://www.smallbusinessreserve.maryland.gov/>.
12. If you have questions about the CSU Procurement Card Program, please contact the Procurement Card Program Administrator (PCPA): Procurement Director (3792).
13. In accordance with the University budget and responsible use policy, the VPAF reserves the right to limit or cancel the distribution of procurement cards.

# TABLE OF CONTENTS

1.	OVERVIEW OF PROCUREMENT CARD PROGRAM.....	4
1.1	PURPOSE .....	4
1.2	PROCUREMENT CARD COMPANY: USBANK.....	4
1.3	PEOPLESOFT PROCUREMENT CARD:FINANCIAL MODULE .....	6
2.	WHERE TO GET HELP .....	5
2.1	CSU PROCUREMENT CARD PROGRAM.....	5
2.2	LOST AND/OR STOLEN CARDS .....	5
3.	CARDHOLDER POLICIES AND PROCEDURES.....	6
3.1	TRAINING.....	6
3.2	OBTAINING A PROCUREMENT CARD .....	6
3.3	RESPONSIBLE USE OF THE P-CARD .....	
3.4	KEEPING YOUR CARD SECURE .....	7
3.5	SALES TAX EXEMPTION .....	7
3.6	LIMITATIONS SPECIFIC TO THE PROCUREMENT CARD .....	7
3.6.1	TRANSACTION LIMITS .....	7
3.6.2	SPLITTING PURCHASES.....	7
3.7	RESTRICTIONS ON PROCUREMENT CARD USEAGE: MCC CODES.....	8
3.7.1	AIRLINE RESTRICTION .....	8
3.7.2	STATE RESTRICTIONS .....	8
3.7.3	UNIVERSITY RESTRICTIONS & REQUIREMENTS.....	9
3.8	RENEWAL.....	10
3.9	SURRENDER OF CARD .....	10
4.	CHANGING CARD LIMITS & UPDATING CARDHOLDER/ APPROVER.....	10
5.	MINORITY AND SMALL BUSINESS PARTICIPATION .....	10
6.	HOW TO USE THE PROCUREMENT CARD .....	10
6.1	MAKING PURCHASES .....	11
6.2	THIRD PARTY PAYMENT PROCESSORS.....	12
6.3	PURCHASES IN PERSON .....	11
6.4	PURCHASES BY TELEPHONE, FAX, OR MAIL .....	11
6.5	PURCHASES VIA THE WEB .....	13
6.6	RETURNS, DAMAGED GOODS, CREDITS .....	14
7.	GENERAL RECONCILIATION INSTRUCTIONS .....	13
7.1	PROCUREMENT CARD STATEMENT GENERATED BY USBANK.....	13
7.2	ACTIVITY/TRANSACTION LOG.....	14
7.2.1	SUPERVISOR/APPROVER RESPONSIBILITIES .....	14
7.2.2	RULES OF THE ROAD: WARNING NOTICES DUE TO VIOLATIONS.....	15
7.3	PEOPLESOFT STATEMENTS & APPROVAL OF TRANSACTIONS .....	17
7.4	RETENTION OF STATEMENTS & RECEIPTS.....	17
7.5	RECONCILIATION PROCESS FOR ACCOUNTING PURPOSES .....	16
7.6	AUDITS .....	17
8.	DISPUTED TRANSACTIONS .....	17
8.1	DISPUTE WITH SUPPLIER.....	17
8.2	DISPUTE OF STATEMENT ITEM .....	17
8.3	RESOLUTION .....	18
9.	PROCUREMENT CARD REALLOCATION & APPROVAL PROCESS .....	18

**APPENDICES**

Appendix A..... Cardholder Agreement Form  
Appendix B ..... New Application Cardholder Information Form  
Appendix C .....Sample of USBank Statement  
Appendix D ..... Cardholder Activity/Transaction Log Form  
Appendix E ..... Statement of Disputed Item Form  
Appendix F..... Maryland Sales Tax Exemption Certificate  
Appendix G ..... Warning Forms  
Appendix H..... P card Account Maintenance Form  
Appendix I.....Missing Receipt Form

## 1. OVERVIEW OF PROCUREMENT CARD PROGRAM

### 1.1 PURPOSE

This program is designed to simplify the purchasing of goods and services costing less than \$5,000. To take advantage of these benefits requires only that previously existing guidelines for purchases continue to be followed and that the purchases are made from suppliers that accept VISA. As with all purchases, it is appropriate to consider first those sources available under existing State of Maryland and University contracts; however, the use of the card is by no means restricted to these contracts. With the exception of the limitations addressed in Section 3.6, use of the Procurement Card for any other items appropriate to the legitimate needs of the University and meeting your Departmental guidelines is encouraged.

**REMINDER: THIS CARD IS NOT TO BE USED FOR PERSONAL PURCHASES, OR AS PERSONAL IDENTIFICATION, UNDER ANY CIRCUMSTANCES. VIOLATION OF THIS SECTION WILL RESULT IN THE IMMEDIATE CANCELLATION OF THE P-CARD AND MAY RESULT IN DISCIPLINARY ACTION AGAINST THE CARDHOLDER, INCLUDING LOSS OF LEAVE TIME, SUSPENSION AND/OR CRIMINAL PROSECUTION.**

#### BENEFITS

The use of the Procurement Card will:

- Allow employees to obtain many goods and services much faster and easier;
- Significantly reduce paperwork and processing time in the employee's department, as well as in Accounts Payable and Procurement; and
- Provide cost savings through consolidated payment (one monthly payment to the State of Maryland by the University versus multiple supplier payments).

Important benefits for suppliers include:

- Receiving payment in three (3) business days;
- Elimination of after-sale invoicing and collection activities; and
- No additional applications or paperwork necessary if they are already VISA merchants.

### 1.2 PROCUREMENT CARD COMPANY: USBANK

The program that the University has chosen is offered through the State of Maryland's contract with USBank using the VISA card. The program is governed by the terms and conditions of a Master Agreement between the State of Maryland and USBank. The Director of Procurement manages the program for Coppin State University.

## 1.3 PEOPLESOFT PROCUREMENT CARD: FINANCIAL MODULE

PeopleSoft Procurement Card is an on-line allocation/reallocation system within the Financials Module of PeopleSoft. It provides on-line access to transactions as they are posted by the Bank (normally 3-4 days after purchase). Departments are required to utilize the PeopleSoft Procurement Module to complete the required allocations/reallocations prior to the established cut-off date each month. All Visa charges must be reviewed and approved in the PeopleSoft Procurement Card system. The initial account charged is the default account for the Procurement Card (Procurement Card Clearing: 099501). **All transactions need to be edited, at a minimum, to assign the appropriate expense category.**

## 2. WHERE TO GET HELP

### 2.1 CSU PROCUREMENT CARD PROGRAM

Procurement Card Program Administrator (PCPA):  
Procurement Director  
Physical Education Complex  
Room 265  
Phone: 410-951-3792  
Fax: 410-523-6311  
[thdawson@coppin.edu](mailto:thdawson@coppin.edu)

Deputy Procurement Card Program Administrator (DPCPA):  
Accounts Payable Manager  
Miles Conner Administration Bldg.  
Room 216  
Phone: 410-951-3686  
Fax: 410-951-2618  
[keharris@coppin.edu](mailto:keharris@coppin.edu)

The PCPA and DPCPA will provide support and assistance to cardholders and campus departments. The PCPA will process new card applications and changes with regard to cardholders' information (name, mailing address, increase or decrease in limits, etc.). The PCPA or his/her designee will train all cardholders. The DPCPA will receive and audit the transaction/activity log forms, manage the PeopleSoft procurement card interface, ensure the transactions are ready for posting to the general ledger, and provide assistance to the cardholder regarding maintenance of records.

### 2.2 LOST AND/OR STOLEN CARDS

To report a lost/stolen card, the cardholder must do the following:

- If the card is discovered lost/stolen **during** normal business hours, the Cardholder must call the PCPA at 410-951-3792 and Public Safety, 410-951-3900 immediately. A notice of lost or stolen card to USBank will cause a replacement card to be issued. This card will be sent to the Controller's Office. The Controller's Office will notify the cardholder when the replacement card has arrived for pick up.
- If the card is discovered lost/stolen **after** normal business hours, the Cardholder must: Call US Bank at 800-344-5696 immediately. This number is available 24 hours a day, 7 days a week. Lost cards reported to the bank by telephone are blocked immediately. Call the PCPA or designee on the first available business day during normal business hours at 410-951-3792 to inform him of the situation.

### **3. CARDHOLDER POLICIES AND PROCEDURES**

#### **3.1 TRAINING**

Before receiving a VISA Procurement Card, the requestor **must** attend a training/orientation class which is mandatory prior to card issuance. In order to attend a training session for the VISA Procurement Card, the requestor's immediate supervisor must submit a New Application Cardholder Information Form to the PCPA (Procurement Director). This may be done via email, or campus mail. The Procurement Card Program Administrator (PCPA) will contact the individual to inform him/her of the next p-card training workshop. Please note that the approver for the cardholder's transactions must also be trained.

#### **3.2 OBTAINING A PROCUREMENT CARD**

To obtain a p-card, the applicant must :

- a. Have a department or project budget that supports p-card expenditures
- b. Provide a justification for the need of a p-card
- c. Show evidence of responsible use (see paragraph 3.3 below)

The Requestor should complete the following forms:

- a. Cardholder Agreement Form (Appendix A) and
- b. the VISA Procurement Card Application Form (Appendix B)

This information is needed to obtain cards and to properly manage the program. The original copies of these forms with the required signatures (division vice president and dean/director) should be forwarded to the Procurement Department. The PCPA will then complete the processing of the application form, and enter the required information electronically in the system provided by US Bank. Additionally, the applicant will be notified to attend mandatory training. Once ordered, all cards are delivered to the Controller's Office within 5-7 days. The Controller's Office will notify the applicant when the card has arrived. The cardholder must personally sign for receipt of the p-card. The cardholder must present their Employee Identification Card to receive their p-card. The card cannot be picked up by another person – no exceptions.

#### **3.3 RESPONSIBLE USE OF THE P-CARD**

P-cardholders must check and confirm that there is adequate funding to support p-card purchases. Budget overruns as a result of p-card purchases will be the responsibility of the department and the division vice president. Budget overruns due to p-card expenditures are cause for the immediate cancellation of p-card privileges. Additionally, renewal p-cards for cardholders that have received p-card termination notices must have the approval of the Vice President for Administration and Finance to receive a renewal p-card.



### **3.4 KEEPING YOUR CARD SECURE**

Always keep your card in a secure place as you would your personal credit card. Treat it as if it were cash. Each individual cardholder is directly responsible for the physical security of the card. No one other than the designated cardholder is authorized to use it for any purpose.

### **3.5 SALES TAX EXEMPTION**

CSU is exempt from paying sales tax in the State of Maryland. PLEASE SHARE THIS WITH THE VENDOR BEFORE A PURCHASE IS RUNG UP!

- The exemption number is printed on the front of the card. All in-state and many out-of-state suppliers honor this exemption.
- If required by the vendor, a copy of the University's tax exempt certificate (Appendix F) may be provided.
- Always check your receipt to ensure you were not charged State sales tax; if tax was charged, please contact the vendor to request a credit from the vendor as soon as possible and check your next statement to make sure the credit was posted.
- Please contact the DPCPA if you need additional assistance regarding sales tax issues.

### **3.6 LIMITATIONS SPECIFIC TO THE PROCUREMENT CARD**

#### **3.6.1 TRANSACTION LIMITS**

##### SINGLE TRANSACTION LIMIT

The VISA Procurement Card program under the State of Maryland's contract has a maximum of \$5,000 per transaction single purchase limit (including shipping costs). This limit cannot be overridden by anyone at the University. The PCPA can change the transaction limit dynamically through the internet if there is a need for this limit to be exceeded for an individual transaction. A P-card Maintenance Form must be submitted to the PCPA to enact a p-card transaction limit increase/decrease.

##### MONTHLY SPENDING LIMIT

All Procurement Cards have a monthly spending limit and this is indicated on the transmittal document that comes with the card from USBank. This limit is reset to zero each new billing period. The monthly spending limit is recommended by the division vice president.

#### **3.6.2 SPLITTING PURCHASES**

As with current Procurement regulations, "splitting" purchases to meet the single purchase limit is prohibited. Any requests placed with the same vendor consecutively that appear related and the total charged exceeds the single purchase limit, may be considered a "split" purchase. When the request exceeds the single purchase limit, a requisition must be submitted for the requested items. For example, hotel requests that exceed this limit should be submitted on a requisition form in order for a purchase order to be generated.

### **3.7 RESTRICTIONS ON PROCUREMENT CARD USAGE: MCC CODES**

Each merchant/vendor is assigned a Merchant Category Code (MCC). This code includes various merchant categories. The seven primary merchant categories are:

Transportation	Clothing Stores	Auto & Vehicles
Utilities	Miscellaneous	
Retail	Business/Repair Services	

The MCCs are designed to offer every combination possible for the above listed categories. There is a Merchant Category Code (MCC) restriction built into the program by the State Comptroller's Office that specifically restricts certain types of purchases. The list of the individual codes highlighting the restricted ones is located on the Administration and Finance website <http://www.coppin.edu/Procurement/> (Procurement Department). These restrictions will be automatically invoked during the purchase authorization process.

#### **3.7.1 AIRLINE RESTRICTION**

Airline Restriction applies to the following Merchant Category Code Groups (MCCG) related to employee travel expenses:

Airlines – MCC Group #22 – Total Group Restriction (All Airlines)

The State continues to require all travel arrangements to go through a central travel point. For CSU this is Globetrotter Travel Service, 301-570-0800.

#### **3.7.2 STATE RESTRICTIONS**

- a. Service Providers – MCC #6010 through #7033 – Total Group Restriction (Financial Institutions, Securities Brokers, Timeshares, etc.).
  - Except for hotels and motels (#7011) and,
  - Real estate management (#6513)
- b. Personal Service Providers – MCC #7221 through #7299 - Restrictions on Photographic Studios, Beauty and Barber Shop, Shoe Repair-Shine Shops, Funeral Services and Crematories, Dating and Escort Services, etc.).
  - Except for Clothing, Costume and Uniform Rental (#7296)

- c. Amusement and Entertainment – MCC #7832 through #7997 and #7999: Restrictions on (Motion Picture Theatres, Bowling Alleys, Video Game Clubs, Betting, Golf, Recreation Services, etc.).
- d. Contracted Services – 1099 vendors and (Unincorporated services are not blocked but excluded by regulation).
- e. Other – Specific restriction by Merchant Category Code as follows:
  - Eating Places/Restaurants MCC #5812
  - Drinking Places (Alcoholic Beverages) MCC #5813
  - Fast Food Restaurants MCC #5814
  - Package Goods Stores (Beer, Wine, & Liquor) MCC #5921
  - Fuel Dealers MCC #5983
- f. CASH ADVANCES: Cash advances are strictly prohibited.
- g. GIFT CARDS: Gift Cards are strictly prohibited.

### **3.7.3 UNIVERSITY RESTRICTIONS & REQUIREMENTS**

The cardholder is responsible for knowing what he/she can and cannot purchase using the VISA Procurement Card. If in doubt, please contact the PCPA. CSU policy prohibits purchases of the following items:

- a. Computers/Laptops/Scanners/Printers/Projectors/FaxMachines/Copiers and Software (Excluding IT)
- b. Guns and Ammunition
- c. Hotel -- The Procurement Card may be used for room charges, room taxes (out-of-state), internet charges and garage/hotel parking fees only. Other expenses incurred while at the hotel/motel, such as food, personal telephone calls, movies, and other incidental expenses are not permitted on the card and must be settled separately.
  - If the hotel charges the VISA card for these restrictions in error, please take care of these charges via personal funds before leaving the hotel; or, if notice is made after returning to CSU, settle with the hotel using personal credit card; obtain an updated bill that can be filed with the procurement card log.
  - If the VISA card is used to pay for the hotel/motel lodging expenses, do not include these charges on a travel expense statement. These charges have already been paid.
- d. Catering/Food Services --The Procurement Card may be used to pay for catering/food services; however documentation must be included which provides the name and purpose of the function and who attended it, by name or affiliation. The P-Card cannot be used to pay for food served during normal staff type meetings.

### **3.8 RENEWAL**

The Procurement Card will expire after a three (3) year period. At that time, a replacement card will be sent by USBank to the Controller's Office. The cardholder will be contacted by the Controller's Office once the card arrives. The cardholder must personally sign for receipt of the p-card. The cardholder must present their Employee Identification Card to receive their p-card. The card cannot be picked up by another person – no exceptions. Bring the old p-card to the Controller's Office to be destroyed.

### **3.9 SURRENDER OF CARD**

The card remains the property of USBank and must be surrendered immediately upon termination of employment or upon request for any reason by an authorized person (such as your area vice president the PCPA/DPCPA, or VPAF). The PCPA must be notified when the cardholder leaves state service or is on extended leave. The PCPA will suspend p-card privileges when the employee is on extended leave.

## **4. CHANGING CARD LIMITS & UPDATING CARDHOLDER/ APPROVER**

Card limits and other information may be changed upon request by an authorized representative of the department, cardholder or VPAF. Departments or Supervisors must notify the PCPA when one of following occurs so a change form may be completed and processed:

- Changing departments
- Changing supervisors
- Changing single transaction/monthly purchase limits

These changes, and all such changes, can be made by submitting the Procurement Card Maintenance Form (Appendix I) to the PCPA. The PCPA will then make the appropriate distribution to ensure the PeopleSoft changes are made as requested.

## **5. MINORITY AND SMALL BUSINESS PARTICIPATION**

The University must still adhere to its mandate to attempt to include minority, small and disadvantaged businesses in its procurement processes, including the VISA Procurement Card Program. To the extent possible, cardholders are encouraged to seek out the use of minority, small and disadvantaged vendors. A short list of State certified minority and small businesses are posted on the Administration and Finance website [http://www.coppin.edu/admin\\_finance/](http://www.coppin.edu/admin_finance/) (Procurement Department). Please contact these vendors for supplies/services whenever possible. For additional assistance in this area, please call the Procurement Department at extension 3792.

## **6. HOW TO USE THE PROCUREMENT CARD**

The cardholder is the only person authorized to make purchases using his/her card but may make purchases for other departmental personnel. Providing the card or card

number to another person to make a purchase, using someone else's card, or making unauthorized purchases will result in the cancellation of the p-card and may result in disciplinary action (including, but not limited to, revocation of your card and/or termination of employment). The cardholder is liable to the University and the State of Maryland for any improper use of the card.

If a frequently used vendor does not accept VISA, please notify the PCPA so that the vendor may be offered the opportunity to do so. All VISA merchants are required to offer the same pricing for VISA card purchases as for any other means.

## **6.1 MAKING PURCHASES**

Before making any purchases, cardholders must:

- a. Follow the internal procedures established by the department to obtain authorization that the total amount (including shipping, handling, postage, freight, etc.) will not exceed the card's single purchase limit.
- b. Take reasonable steps to determine that the price quoted is the best that can be obtained.
- c. Check the budget (including appropriate objects) to ensure sufficient funds are available to make the purchase. Unlike purchase requisitions, there is no budget check on procurement card transactions until after the purchase and the transaction comes back for verification and approval. The budget validation in the PeopleSoft procurement card module only checks to see if funds are available. It does not encumber funds. The cardholder may want to keep a manual or Excel log to track p-card purchases so as not to overspend the budget.

## **6.2 THIRD PARTY PAYMENT PROCESSORS**

The Procurement Card shall not be used to pay vendors that use third party payment processors. The definition of a 'third party payment processor' is an intermediary or 'go-between' entity that provides a payment service from a credit card to a business, vendor, merchant, or person. Some examples of these service providers are: PayPal, Trustcommerce, VeriSign/Cybercash, Verza, Ibil, Authorizenet, CCNow, Iongate, Internetsecure, and Secpay.

The major concern with the 'third party payment processors' is that the Merchant Category Codes (MCC) that is shown on the *Visa* statement and in reports provided by *USBank* is that of the 'processor' rather than the actual business, vendor, merchant, or person that is providing the item or service for sale. Therefore, the blocked MCC's on the state and agency levels can be circumvented via the 'third party payment processor'. Itemized receipts must be submitted for third party payments

## **6.3 PURCHASES IN PERSON**

- a. Follow the same internal procedures specific to the University and the department to obtain authorization to make the purchase.
- b. Determine whether the Procurement Card is the most appropriate tool to use for this purchase. Please check the list to make sure it is not a restricted item, and determine whether a State or University contract is available.

- c. Be certain that the total amount (including all shipping, handling, postage, freight, etc.) will not exceed the card's single purchase limit or monthly limit.
- d. Take reasonable steps to determine that the price quoted is the best that can be obtained.
- e. Advise State of Maryland vendors that the University is tax exempt.
- f. Obtain a detailed receipt at the time of purchase clearly identifying each item purchased.
- g. When receiving the goods, whether via direct delivery or in person, always retain all boxes, containers, special packaging, packing slips, etc. until there is certainty that the goods are going to be kept. The Cardholder is responsible for verifying quantity and condition of the goods upon arrival (refer to Section 6.6 for instructions about returning an item).

#### **6.4 PURCHASES BY TELEPHONE, FAX, OR MAIL**

Purchases may be made by telephone, fax, or mail using the VISA card. When placing an order via phone that is to be shipped directly to the Mailroom, please request the vendor to label the package(s) "Procurement Card", or "VISA Card" so the Mailroom will be aware that the order was initiated with the Procurement Card and not a purchase order.

Only the cardholder is authorized to place a phone or on-line order. The cardholder may, when necessary, have someone else pick up the goods (the person picking up the items should only sign shipping or receiving papers, not the credit card slip).

#### PROCEDURES

Follow the applicable instructions for making purchases in person, including shipping/delivery. In addition:

- a. When making a phone purchase, the cardholder must state that he/she is calling from the University and that he/she will be making a purchase using a VISA Procurement Card.
- b. Emphasize that the University is exempt from sales tax (refer to Section 3.4 and Appendix F).
- c. Record the name of the person taking the order, place the order, and give the supplier the Procurement Card number and expiration date.
- d. To ship items: Remember to provide the supplier the cardholder's name, department name, phone number and complete delivery instructions as follows if not picking up the goods. It is recommended that the goods be shipped directly to the campus address via UPS, Federal Express, or other method suitable for the items purchased. Items may also be shipped to the Mailroom. Just inform the vendor to label the package "Procurement Card" so the Mailroom will know that the order was initiated with the Procurement Card.
- e. Request that a receipt and/or packing slip be sent with the purchase. Retain this receipt/packing slip with the record of the purchase.

**Please emphasize to vendors that they are not to submit invoices to Accounts Payable for VISA purchases. Charges are paid electronically by the State.**

## **6.5 PURCHASES VIA THE WEB**

Purchases may be made via the WEB as cardholders deem appropriate. The General Accounting Division (GAD) has advised users to only purchase via the WEB from secure (encrypted) sites. Secure sites are usually denoted with a small padlock icon in the corner of the screen and the URL identifier https. Cardholders should remember to print the order page and any other information necessary to sufficiently document what was purchased, the purchase price and how it was paid. This documentation must be retained for reconciliation with the Activity/Transaction Log.

## **6.6 RETURNS, DAMAGED GOODS, CREDITS**

If goods purchased with the Procurement Card need to be returned, the cardholder should work directly with the supplier (vendor). Here are some tips:

- a. Always retain boxes, containers, special packaging, etc. until the cardholder is sure that the goods are going to be kept. Some items, such as software or fragile pieces, cannot be returned without the original packaging materials.
- b. Read all enclosed instructions carefully. Often a phone number and other instructions are included on the packing slip and/or receipt.
- c. Many suppliers require a "Return Authorization Number" before they will accept a return. If the cardholder fails to obtain this number when it is required, the package may be refused and/or no credit issued to the account.
- d. In some cases, there may be a restocking fee (usually a percentage of the purchase price). If the supplier is completely responsible for the error or problem, the cardholder should not have to pay this or any other fee. However, if they are not fully responsible, the cardholder may have to pay it. The cardholder may use the Procurement Card to apply this fee as long as it does not exceed any of the limits.
- e. Lastly, make sure in reviewing the monthly statement that a credit was issued for the returned item(s).
- f. If a return is not authorized or if it is not properly credited, refer to Section 8, Disputed Transactions, for instructions for resolving the problem.

## **7. GENERAL RECONCILIATION INSTRUCTIONS**

### **7.1 PROCUREMENT CARD STATEMENT GENERATED BY USBANK**

A monthly VISA Statement (Appendix C) from USBank will be mailed to the cardholder directly. The VISA Statement will show transactions purchased during the following cycle: the 26<sup>th</sup> of the month thru the 25<sup>th</sup> of the next month (i.e., May 26 thru June 25). When the 25<sup>th</sup> falls on a weekend or holiday, transactions posted during this

period will be included in that billing cycle. Each VISA card will start at the beginning of its total monthly dollar limit on the 26<sup>th</sup> of each month. Unlike a personal credit card, remaining funds that are not spent within that cycle do not roll over to the next month; remaining funds are automatically dropped. Please call the Procurement Department if you do not receive your statement by the 7<sup>th</sup> of the following month.

**The statement the cardholder receives is for information and audit purposes only.** Payment is the responsibility of the University and the State of Maryland. Use of the Procurement Card has no effect on your personal credit or credit history.

## 7.2 ACTIVITY/TRANSACTION LOG

The Cardholder Activity/Transaction Log Form (Log) (Appendix D) is the lynchpin for the procurement card program. This is a report that is system generated and will be sent by e-mail to the cardholder on the 6<sup>th</sup> of each month by the DPCPA. It lists all transactions for the prior month and should match the bank statement that the cardholder will receive from USBank.

**Reconciliation:** The cardholder must –

- a. Enter in the space provided on the Log the purpose of each purchase (e.g., office supplies).
- b. Assure that the account charged is appropriate. If there needs to be a change in account distribution, the cardholder should note this above the account on the Log by lining through the incorrect account and writing in ink the correct account. Accounting will then take this information and process a journal voucher to make the requested change.
- c. Match the transactions on the bank statement to the transactions on the Log. Identify discrepancies on either the bank statement or Log by highlighting it (e.g., yellow highlighter). That is, there is a transaction on one statement that is not on the other.
- d. Attach to the bank statement, in the order that the transactions are listed on the bank statement, the order forms, receipts, transaction slips, and/or packing slips that support the transaction. Since another university member will be reviewing this, neatness counts (and is appreciated). The order should be: bank statement, activity log, receipts.
- e. See Section 8.0 for information on handling incorrect (e.g., disputed) items.
- f. Once this reconciliation has been completed, sign and date the Log in the space provided at the end of the Log.
- g. The bank statement and Log must be reviewed, approved, signed and dated by the cardholder's designated supervisor. The Cardholder must also sign and date the bank statement and Log. The signature of the immediate manager/supervisor verifies that the applicable receipts/ invoices and bank statement are attached to the log and that the transactions are appropriate.



- h. Submit the Log and the bank statement with the attached receipts, as a completed packet, through campus mail to the DPCPA at Accounts Payable.
- i. THE LOG PACKET IS DUE THE 15<sup>th</sup> OF EACH MONTH to the Accounts Payable Department, Miles Conner Administration Building, Room 216.
  - When the 15<sup>th</sup> falls on a weekend, the Log packet is due the next business day. Any questions in regard to the Log packet of information may be addressed to the DPCPA, Accounts Payable manager in Accounts Payable.

IF THE CARDHOLDER DOES NOT HAVE ANY ACTIVITY FOR A BILLING CYCLE, THE CARDHOLDER WILL NOT RECEIVE A STATEMENT AND A LOG SUBMISSION IS NOT REQUIRED.

### **7.2.1 SUPERVISOR/APPROVER RESPONSIBILITIES**

Supervisory review is a requirement for the p-card reconciliation process. Supervisors/Approvers are responsible for the review of the cardholder's activity/transaction log for:

- split transactions;
- unauthorized Maryland sales tax;
- unauthorized purchases;
- p-card limit transactions;
- incomplete purchasing card activity/transaction logs; and
- the timely submission of the activity/transaction log to Accounts Payable.

Failure to adhere to the policies and procedures as outlined in this manual will result in the receipt of a warning notice and/ or deactivation of the cardholder's card. (See 7.2.2 Rules of the Road Warning Notices due to Violations)

### **7.2.2 RULES OF THE ROAD: WARNING NOTICES DUE TO VIOLATIONS**

In order to insure the Procurement Card program functions both fairly and accountably, this program uses a WARNING system. Written WARNING notices (Appendix G) will be sent to individual cardholders who do not follow the guidelines as outlined in this manual and in the related University and State guidelines and policies. Receipt of two warnings in a one year period constitutes notice that the cardholder's card is being inactivated. Inactivated p-cards will be restated only by VPAF approval.

Depending on a cardholder's log submission history, and at the PCPA's sole discretion, a verbal warning (via email or telephone) may be given instead of a formal warning (written form). A verbal warning will not count towards a formal warning and possible deactivation of the cardholder's VISA card.

All users receiving notice of termination of the P-Card have the right to make an appeal within 5 days after notice is issued. Notice of Appeal must be in writing and forwarded to the attention of the Vice President for Administration and Finance. Termination of the P-Card will be stayed pending the appeal.

AUTOMATIC CANCELLATIONS – when one or more of the following items occur, and again at the sole discretion of the PCPA, the VISA cards may be automatically cancelled a period of one year from the date of the second warning.

- missing log information (e.g. receipts)
- insufficient justification of items purchased (if requested by the DPCPA as an issue that arises in the audit process)
- reimbursement of restricted items (telephone calls, gift cards, restaurant charges)
- no log form submitted within ten (10) working days after the 15<sup>th</sup> of the month.
- Split purchases

When a cardholder does not submit a log, or has missing receipts, and it is apparent that this required documentation will not be forthcoming, the PCPA may request the cardholder to reimburse the University for undocumented purchases on the Procurement Card. The state reserves the right to collect from the cardholder the cost of any purchase that is not University related and the collection may be accomplished through payroll deduction or any other collection process.

CANCELLATION DUE TO NO ACTIVITY - The University reserves the right to cancel the VISA card if it has not been used (no purchases or credits) for a period of twelve (12) consecutive months. Cardholders must request in writing for an extension beyond twelve consecutive months of inactivity; however, under no circumstances will the VISA card be extended to exceed a period of eighteen (18) consecutive months of inactivity.

### **7.3 PEOPLESOFT STATEMENTS & APPROVAL OF TRANSACTIONS**

All procurement card charges for the month are posted in a batch at month end. They will appear in the PeopleSoft (PS) financial system, and on the PS financial reports(s), as soon as the month end closing has been completed. This is normally by the 10<sup>th</sup> working day of the month. The account charged is the one to which the cardholder has directed it by editing the transaction in the Procurement module of PS. Any discrepancies after posting should be resolved with the Controller's Office as it will require a journal entry.

For financial reporting purposes, all transactions must be approved by **the 5<sup>th</sup> day of the month** immediately following the closing of the billing period. E.g. On May 25<sup>th</sup> the May billing cycle ended, therefore all transactions were to be approved by June 5<sup>th</sup>.

### **7.4 RETENTION OF STATEMENTS & RECEIPTS**

Receipts and statements are to be retained for five (5) years after fiscal year end in the Accounts Payable Office and archived for ready access and auditing purposes. While cardholder's may retain copies of their receipts and statement, once the Log packet is received and audited by Accounts Payable, this becomes the University's official record. An auditor may visit the cardholder, as part of an external audit review, to ask about transactions that they would have selected for testing, they will not expect to find documentation with the cardholder.

### **7.5 RECONCILIATION PROCESS FOR ACCOUNTING PURPOSES**

The DPCPA/Accounts Payable will:

- a. Ensure that all Log packets are received each month from cardholders for whom a transaction was processed in the preceding billing cycle.

- b. Review all Log packets to verify that all purchases were University related and made within the University's and the State's Procurement policies and procedures.
- c. Work with all cardholders where there is an issue with the information submitted.
- d. Forward to the PCPA unresolved issues for appropriate action (e.g., warning).
- e. Identify account changes on the Log packets for the Controller's Office action.
- f. File reconciled Log packets by month/year and maintain these as official university records for a period not less than five years.

## **7.6 AUDITS**

Accounts Payable will do a 100% audit of all Log packets and will evidence this by initialing in the space provided at the end of the Log.

## **8. DISPUTED TRANSACTIONS**

Disputed transactions fall into two broad categories - those resulting from a supplier's refusal to take back a defective or incorrect shipment and those related to discrepancies between the cardholder's records and the monthly VISA statement. Most disputes can be covered by one of the items listed on the Cardholder Statement of Disputed Item Form (Appendix E). These are:

1. Credit Not Posted (Attach Credit Slip)
2. Duplicate Posting
3. Erroneous Amount (Attach Sales Receipt)
4. Other \_\_\_\_\_

Disputes should be reported as soon as it occurs, but not later than thirty (30) days after the appearance of the item on the cardholder's bank statement. If the cardholder prefers, a dispute form for the disputed item may be submitted with the log form (form should be placed where the receipt for this transaction would have been) for the disputed item and Accounts Payable will fax the form to the bank. The bank will notify the cardholder of its status once reviewed via the mail.

### **8.1 DISPUTE WITH SUPPLIER**

If the cardholder has a problem involving a dispute with a supplier (such as defective items or claims that an item was not ordered and the supplier claims that it was), every effort should be made to resolve the problem directly with the supplier. If the cardholder is unable to obtain satisfaction from the supplier, the Statement of Disputed Item Form (Appendix E) should be completed and forwarded to the PCPA. The cardholder should describe the problem and the efforts made in attempting to resolve it. The PCPA will review the form and either deal with the supplier directly or submit it to USBank.

### **8.2 DISPUTE OF STATEMENT ITEM**

Any item that appears on the monthly VISA statement from USBank may be disputed provided the disputed transaction is reported to USBank using the Statement of Disputed Item Form within 30 days of the disputed statement's closing date. It is recommended

that such items be reported immediately upon receipt of the statement in question. Please complete the form and forward it to the PCPA.

### 8.3 RESOLUTION

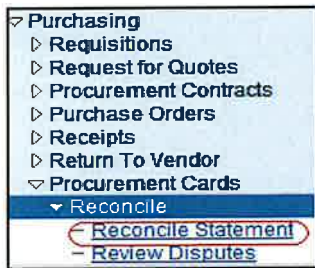
During US Bank’s investigation, they will issue a credit to the Procurement Card account in question for the disputed amount. Cardholders may be contacted by the bank during their investigation for further information. When the investigation is complete, the cardholder will be notified of the resolution. If the cardholder is not satisfied with this resolution, please contact the PCPA, Mr. Thomas Dawson or the DPCPA, Ms. Tajina Williams, immediately.

## 9. PROCUREMENT CARD REALLOCATION & APPROVAL PROCESS

### Procurement Card Reallocation Quick Reference Guide (Verification & Approval Process)

**Navigation: Purchasing>Procurement Cards>Reconcile>Reconcile Statement**


Use the Search criteria (e.g. cardholder and/or transaction date) to minimize number of transactions in your list.



#### 5 Steps




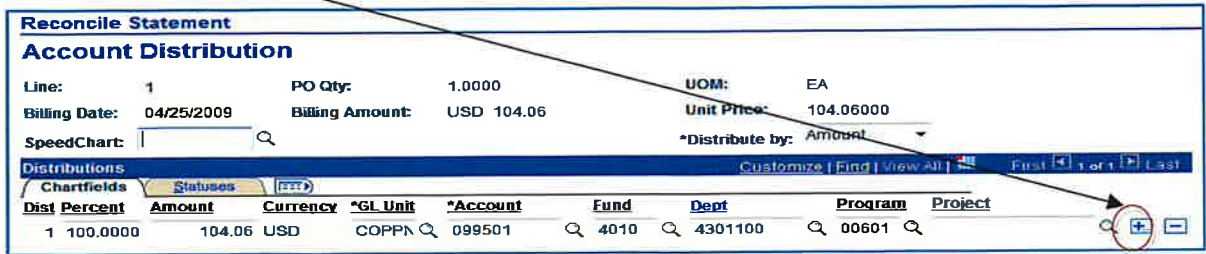
Transaction	Card Issuer	Card Number	Trans Date	Merchant	*Status	Billing Amount	Currency	Budget Status	Chartfield Status
1	<input checked="" type="checkbox"/>	BOA *****7678	03/27/2009	NACUBO	Staged	449.00	USD	Valid	Valid
2	<input type="checkbox"/>	BOA *****7678	03/27/2009	NACUBO	Staged	274.00	USD	Valid	Valid

1. Make sure that the \$ amounts posted are correct. If \$ amount is incorrect, dispute amount.
2. Click the  icon and change the default Chartfield Distribution (**Account 099501 number must be changed to reflect the product or service purchased;** Dept/Project # to be changed if necessary)

*After changing the Default Distribution, Budget Status will reflect "Not Chk'd":*

Transaction	Card Issuer	Card Number	Trans Date	Merchant	*Status	Billing Amount	Currency	Budget Status
1	<input checked="" type="checkbox"/>	BOA *****7678	04/22/2009	DOUBLETREE HOTEL NORFOLK	Staged	104.06	USD	Not Chk'd

**Distribution Lines:** Note there will be one default Distribution Line per transaction loaded from the Bank Statement. If a particular purchase is to be charged to more than one budget, go to distribution line by clicking the  icon and add the additional line or lines to distribute the amount between two or more budgets.




**Reconcile Statement**  
**Account Distribution**

Line: 1 PO Qty: 1.0000 UOM: EA  
 Billing Date: 04/25/2009 Billing Amount: USD 104.06 Unit Price: 104.06000  
 SpeedChart:  \*Distribute by: Amount

Distributions

Dist	Percent	Amount	Currency	*GL Unit	*Account	Fund	Dept	Program	Project
1	100.0000	104.06	USD	COPPA	099501	4010	4301100	00601	

3. Click Validate Budget button to run the budget validation process:
  - Budget Validation only validates that a Budget exists for the chartfield and checks the valid combination. The availability of funds is checked by Accounts Payable when the Voucher is budget checked.
  - Wait for 2-3 Mins – Run A Search To Find Any Budget Validation errors
  - *Budget Status = Error or Chartfield Status = Recycled*
  - Make sure that **Budget Status** and **Chartfield Status** is Valid before you click on **Verify** button. If the Chartfield Status is in "Recycled" status or Budget Status is in "Error", correct chartfield by using the Speed types and rerun the Budget Validation to change the Budget Status to Valid.
  - Notify the Budget Office for corrective action, if the Budget Status is still showing Error.
4. Select the checkbox for the transaction lines to verify and click on  button to complete the verification to initiate the approval of the transactions by the approver. Then click **Save button**.
5. Approver clicks on the **Approve button**, if the transactions in the Verified statuses are OK.

## Verification & Approval Process

**Navigation: Purchasing>ProcurementCard>Reconcile>Reconcile Statements**

**Select Card Holder and/or Transaction Date to Minimize Transaction List**

**Step 1: Verify that the \$ amounts posted are correct.**

**Step 2: Change the Default Chartfield Distribution lines(budget to charge to)**





*Use this distribution icon to navigate to the distribution lines*


**Step 3: Run the Budget Validation Process: Use the  button**

➤ **Wait 2-3 Mins – Run A Search To Find Any Budget Check Errors**

*(Fix Budget errors by entering the valid Chartfield and redo the Budget validation.*

*If the Budget Status is still showing error, Notify Budget Office for corrective action)*

**Step 4: Select the checkbox for the transaction lines to be verified and click on the  button. Also make sure to click on the  button and the transaction is ready for Approval by the Approver**

**Step 5:** Next Step is for the Approver to click on the  button, if the transactions in the Verified Statuses are OK.

Acknowledgement:

A good deal of this comes directly from UMES' Procurement Card Manual with their permission.

**Acknowledgement:**

A good deal of this comes directly from UMES' Procurement Card Manual with their permission.

**STATE OF MARYLAND  
CORPORATE PURCHASING CARD PROGRAM  
CARDHOLDER AGREEMENT**

I, \_\_\_\_\_ hereby request a Corporate Purchasing Card\*. As a cardholder, I agree to comply with the following terms and conditions related to the use of the card:

1. I understand that I am being delegated the authority to purchase supplies and services on behalf of Coppin State University using the State of Maryland Corporate Purchasing Card.
  
2. I agree that this card will be used for approved purchases only and, further, that I will not charge any personal purchases to this card. All purchases must be made in accordance with applicable laws, Code of Maryland Regulations (COMAR) or USM Policies and Procedures, and the State of Maryland Corporate Purchasing Card Program Policy and Procedures Manual. I understand that my failure to follow established procedures may result in disciplinary actions against me, including loss of leave time, suspension and/or termination of employment, fine, and/or criminal prosecution.
  
3. I agree to return the card immediately upon suspension and/or termination (including retirement) or upon reassignment to another Agency or cost center. Also, I agree to return the card immediately upon request of my supervisor and that disciplinary actions referred to in paragraph 2 would also apply for failure to do so.
  
4. If the card is lost or stolen, I agree to immediately notify USBank and the Purchasing Card Program Administrator.

**STATEMENT OF COMPLIANCE**

I certify that I shall purchase supplies or services in accordance with applicable COMAR or USM Policies and Procedures, State laws and State of Maryland Corporate Procurement Card policy and procedures. Certify that, to the best of my knowledge and belief, all of my statements are true, correct, complete, and made in good faith, and subject to applicable COMAR or USM Policies and Procedures, State laws and State of Maryland Corporate Procurement Card policy and procedures.

**I understand that my failure to follow established procedures may result in disciplinary actions against me, including reimbursement of unauthorized purchases, loss of leave time, suspension and/or termination of employment, fine, and/or criminal prosecution.**

I further acknowledge and certify that I shall be personally responsible for any unauthorized University Procurement Card purchase. I hereby authorize the State to deduct from my payroll check and from any other payments to me the amount of such unauthorized purchases made on the Corporate Purchasing Card issued to me.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Employee's Signature and Date

\_\_\_\_\_  
Employee's ID Number

\_\_\_\_\_  
Division/Department

\_\_\_\_\_  
Manager's Signature and Date

\_\_\_\_\_  
Division Vice President's Signature and Date

\_\_\_\_\_  
Procurement Card Program Administrator's  
Signature and Date

\_\_\_\_\_  
CSU Controller's Signature and Date



**COPPIN STATE UNIVERSITY  
UNIVERSITY PROCUREMENT CARD PROGRAM  
NEW APPLICATION CARDHOLDER INFORMATION FORM**

Cardholder Name:

Division/Department:

Employee ID#:

Telephone No.:

email Address:

Approver/Supervisor:

**DEFAULT CHARTFIELD COMBINATION**

PS DEPARTMENT NO.	FUND NO.	PROGRAM NO.
<input type="text"/>	<input type="text"/>	<input type="text"/>

**AUTHORIZATION CONTROLS**

MONTHLY CARD LIMIT	SINGLE PURCHASE CARD LIMIT (CAN NOT EXCEED 4999)
<input type="text"/>	<input type="text"/>

Please provide any additional departments and/or projects to be added to your P-Card:

ADDITIONAL CHARTFIELD COMBINATIONS			
PS PROJECT NO.	PS DEPARTMENT NO.	FUND NO.	PROGRAM NO.

Employee Signature	<input type="text"/>	Date:	<input type="text"/>
Approver/Supervisor Signature	<input type="text"/>	Date:	<input type="text"/>
Division Vice President Signature	<input type="text"/>	Date:	<input type="text"/>
P-Card Administrator Signature	<input type="text"/>	Date:	<input type="text"/>



U.S. BANK  
P. O. Box 6343  
Fargo, ND 58125-6343



ACCOUNT NUMBER XXXX-XXXX-XXXX-1367

AMOUNT DUE \$0.00

000008136 1 AT 0.384 106481220376349 P  
THOMAS E DAWSONJR  
COPPIN STATE UNIV  
2500 WEST NORTH AVENUE  
BALTIMORE MD 21216-3633

"MEMO STATEMENT ONLY"  
DO NOT REMIT PAYMENT

MESSAGES:

PER STATE OF MARYLAND GUIDELINES, PLEASE SIGN AND DATE YOUR STATEMENTS AND HAVE YOUR MANAGER DO THE SAME.

As of May 31, 2013 U.S. Bank National Association ND is merging into U.S. Bank National Association. This merger will have no effect upon the services you receive from U.S. Bank.

TRAN DATE	POST DATE	MCC CODE	TRANSACTION DESCRIPTION	REFERENCE #	AMOUNT
7-10	07-12	3177	AIRTRANAIR 3327290763146 OLNEY MD JIRU/MINTESINOT DEPARTURE: 08-05-13 BWI FL E ATL FL E MSP FL E ATL FL E BWI	24717053192581920967783	361.60
7-10	07-12	4511	AGENT FEE 8900591963952 GLOBETROTTER MD JIRU/MINTESINOT DEPARTURE: 07-10-13 XAA XD X XAO	24717053192871921931635	18.75
7-10	07-12	4511	AGENT FEE 8900591963956 GLOBETROTTER MD DANTLEY/SCOTT J DEPARTURE: 07-10-13 XAA XD X XAO	24717053192871921934514	18.75
7-10	07-12	4511	AGENT FEE 8900591963953 GLOBETROTTER MD DANTLEY/SCOTT J DEPARTURE: 07-10-13 XAA XD X XAO	24717053192871921995143	18.75
7-10	07-12	4511	AGENT FEE 8900591963955 GLOBETROTTER MD DANTLEY/SCOTT J DEPARTURE: 07-10-13 XAA XD X XAO	24717053192871921995853	1,811.00
7-10	07-12	4112	AMTRAK TELEP1913050587198 WASHINGTON DC DANTLEY/SCOTT JACKS DEPARTURE: 08-11-13 NCR 2V S EWR	24792623192688192091315	108.00
7-12	07-15	3066	SOUTHWES 5262143836250 800-435-9792 TX RODGERS/SHAWNA OLIVI DEPARTURE: 07-22-13 BWI WN Q DEN WN B BWI	24692163194000909916681	687.70
7-15	07-16	4722	GLOBETROTTER TRAVEL 301-570-0800 MD	24129423196100000015018	18.75

CUSTOMER SERVICE CALL  800-344-5696	ACCOUNT NUMBER XXXX-XXXX-XXXX-1367	ACCOUNT SUMMARY PURCHASES, FEES & ADJUSTMENTS \$3,043.30
	STATEMENT DATE 07/25/13	CHECKS/CASH ADVANCES \$0.00
MANAGING ACCOUNT NUMBER XXXX-XXXX-XXXX-0834		DISPUTE AMOUNT \$0.00
CONTACT AND ADDRESS R27 MD COPPIN STATE UNIV GERARD MUELLER 80 CALVERT STREET 2ND FLOOR ANNAPOLIS, MD 21404		CREDITS \$0.00
		STATEMENT TOTAL \$3,043.30



Report ID: CSUFNPDC  
 Operator ID: twilliams  
 Billing Date : 2013-09-25

Coppin State University  
 P-Card Holder Transaction/Activity Log  
 Card Holder Name - Dawson, Thomas  
 Card Number - \*\*\*\*\*1367

Page No. 1 of 2  
 Run Date: 2013/10/07  
 Run Time: 06:50:28  
 Process: 732319

Merchant	Reference Number	Trns Dt	Post Dt	Amount \$	Acct	Dept/Proj	Fund	Progr	Purpose/Description
AGENT FEE	8900593656457	2013/08/29	2013/09/02	18.75	040401	4745920	4340	00800	Air fare fee
SOUTHWES	5262154223636	2013/08/29	2013/09/02	504.80	040401	8005829	4310	00402	Air fare
AGENT FEE	8900593863373	2013/09/05	2013/09/09	18.75	040401	7008028	4900	04200	Air fare fee
DELTA AIR	0067303531449	2013/09/05	2013/09/09	344.80	040401	7008028	4900	04200	Air fare
AGENT FEE	8900593993361	2013/09/09	2013/09/11	18.75	040401	2721364	4030	00101	Air fare fee
UNITED	0167304464624	2013/09/09	2013/09/11	403.60	040401	4745820	4340	00800	Air fare
AIRTRANAIR	3327304464682	2013/09/10	2013/09/12	206.60	040401	2721364	4030	00101	Air fare
AGENT FEE	8900594029273	2013/09/10	2013/09/12	18.75	040401	8005829	4310	00402	Air fare fee
AGENT FEE	8900594109736	2013/09/12	2013/09/16	18.75	040401	6005904	4310	00601	Air fare fee
USAIRWAYS	0377305476590	2013/09/12	2013/09/16	352.30	040401	6005904	4310	00601	Air fare
Total Transactions - 10				Total Transactions Amount -	<u>1,905.85</u>				

Report ID: CSUFNPCD  
Operator ID: twilliams  
Billing Date : 2013-09-25

Coppin State University  
P-Card Holder Transaction/Activity Log  
Card Holder Name - Dawson,Thomas  
Card Number - \*\*\*\*\*1367

Page No. 2 of 2  
Run Date: 2013/10/07  
Run Time: 06:50:28  
Process: 732319



Transactions for the billing date -2013-09-25 for Card number -\*\*\*\*\*1367 totalling in USD 1905.85

By Signing and dating this log, the Card holder and Supervisor or Approved Designee certify that the purchases above 1) are reasonable and appropriate for their using department, 2) match the corresponding VISA statement and 3) comply with the current CSU and Maryland State Purchasing Card regulations, policies and procedures. Original receipts to document each transaction are attached or included.

CardHolder Signature : \_\_\_\_\_ Date : \_\_\_\_\_

CardHolder Name : \_\_\_\_\_

Supervisor Signature : \_\_\_\_\_ Date : \_\_\_\_\_

Supervisor Name : \_\_\_\_\_

Accounts Payable Auditor : \_\_\_\_\_ Date : \_\_\_\_\_

End of Report

**COMMERCIAL CARD CLAIMS  
STATEMENT OF DISPUTED ITEM**

**US Bank – Commercial Card Services Operations**

**Appendix E**

**Instructions:** Please make a good faith attempt to resolve a claim for purchases directly with the merchant. If assistance from the bank is required, please complete this form and fax it to the number printed below with required enclosures within 30 days from the end of the billing period in which the charge appeared.

**State Of Maryland  
Disputed Item Form  
Fax to Usbank Dispute Team at 866-229-9625**

Company Name: \_\_\_\_\_  
Account Number: \_\_\_\_\_  
Cardholder Name: \_\_\_\_\_

This Charge appeared on my statement, billing close date: \_\_\_\_\_  
Transaction Date: \_\_\_\_\_  
Reference Number: \_\_\_\_\_  
Merchant Name/Location: \_\_\_\_\_  
Posted Amount: \_\_\_\_\_ Disputed Amount: \_\_\_\_\_

\_\_\_\_\_  
(Cardholder Signature) (Date) (Phone Number)

\_\_\_\_\_  
(PCPA Signature) (Date) (Phone Number)

**Please Check Only One**

\_\_\_\_\_ **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My US Bank card was in my possession at the time of the transaction.

\_\_\_\_\_ **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from \$ \_\_\_\_\_ To \$ \_\_\_\_\_. I have enclosed a copy of the unaltered sales slip.

\_\_\_\_\_ **Merchandise or Services Not Received:** I have not received the merchandise or services represented by the above transaction. The expected date delivery of services was \_\_\_\_\_. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

\_\_\_\_\_ **Defective or Wrong Merchandise:** I returned the merchandise on \_\_\_\_\_ because it was (check one):  
\_\_\_\_\_ defective; \_\_\_\_\_ wrong size; \_\_\_\_\_ wrong color; \_\_\_\_\_ wrong quantity.  
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)

\_\_\_\_\_ **Recurring Charges After Cancellation:** On \_\_\_\_\_ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my US Bank account has been charged \_\_\_\_\_ time(s). (Please enclose a copy of the merchant's confirmation of your cancellation request.)

\_\_\_\_\_ **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my US Bank account. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)

\_\_\_\_\_ **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my US Bank Commercial Card account.

\_\_\_\_\_ **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)

\_\_\_\_\_ **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on \_\_\_\_\_ (date) at \_\_\_\_\_ (time). I Received a cancellation number \_\_\_\_\_. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.)

\_\_\_\_\_ I was not given a cancellation number.

\_\_\_\_\_ I was not told at the time that I made the reservation that my account would be charged for a "No Show".

\_\_\_\_\_ I was not informed of the cancellation policy.

\_\_\_\_\_ **Double or Multiple Charges:** My US Bank card Account has been double charged. The valid charge appeared on \_\_\_\_\_ (date). The Duplicate charge(s) appeared on \_\_\_\_\_.

\_\_\_\_\_ **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation.

\_\_\_\_\_ **Other; Above Descriptions Do Not Apply:** Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.

**Notice to exempt organizations holding previously-issued exemption certificates**

The Maryland Revenue Administration Division is re-issuing sales tax exemption certificates to all organizations which continue to qualify. Your organization's new certificate is attached and is valid effective immediately. Previously issued exemption certificates become invalid on October 1, 1997. Vendors are required to charge tax on sales made on or after October 1, 1997, to any organization which does not present a new certificate at the time of sale.

If your organization deals regularly with certain vendors, we suggest that you contact them before October 1, 1997, so that they can verify that your organization has been issued a new certificate.

The re-issuance of these certificates does not change current procedures for claiming resale exclusions by exempt organizations engaged in purchasing tangible personal property for sale. The sales and use tax registration numbers of licensed vendors have not been changed and the validity of blanket resale certificates bearing these numbers is unaffected.

Additional copies of the exemption certificate may be obtained by organizations with more than one location or chapter, or for other demonstrated cause, by contacting the Legal Section by mail at Revenue Administration Center, Annapolis, Maryland 21411-0001.

State of Maryland  
Comptroller of the Treasury  
Revenue Administration Division  
301 W. Preston Street  
Baltimore, Maryland 21201-2383


The attached card is your new exemption certificate which is valid upon receipt. Effective October 1, 1997, exemption certificates issued to governmental entities no longer have an expiration date, thus eliminating the need to renew the certificate. Please read the enclosed Tax Tip and the instructions on the back of the card for the proper use of the exemption certificate. If you have any questions regarding the use of this card, please call the Taxpayer Service Section at (410) 767-1300 in Baltimore, toll free 1-800-492-1751 from elsewhere in Maryland, or e-mail at [taxhelp@comp.state.md.us](mailto:taxhelp@comp.state.md.us).

State of Maryland Comptroller of the Treasury  
Sales and Use Tax Exemption Certificate

Account Number  
**30002563**

Name  
**Coppin State College**  
**2500 West North Avenue**  
**Baltimore, Maryland 21216**

Expiration Date  
Governmental  
No Expiration Date



PLEASE LAMINATE THIS CARD TO EXTEND ITS LIFE

FAST FORMS - Toll Free 1-888-513-6767

GOV-1 (REV 6/87)

00628

# MEMORANDUM

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**COPPIN STATE UNIVERSITY**  
**Administration and Finance - Procurement Office**  
**2500 W. North Avenue, Baltimore, MD 21216**

TO:

FROM: Thomas Dawson, PCPA & Director of Procurement

DATE:

COPY:

RE: **P-CARD VIOLATION - 1<sup>ST</sup> WARNING**

## CSU VISA PURCHASING CARD

A system of warning notices is being implemented to assist you in preparing the log within the specified guidelines. Warnings will be calculated on an annual basis. Receipt of 2 warnings in a one year period will result in your card being made **inactive for a period of one (1) year, effective the date of inactivation.** Logs must be received in an accurate and orderly manner. If you are in need of refresher training , further assistance or explanation, please call the PCPA at 410-951-3792.

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This notice is to inform you regarding the VISA transaction log for the cycle ending \_\_\_\_\_

for the following P-card policy violation (s):

- Log reconciliation incomplete
- Missing log information and/or itemized receipts
- Items on the log are not on the statement –vendor on statement not indicated on log
- Log and/or receipts not in order
- Receipt does not match the log amount
- Missing manager's approval/ Cardholder did not sign log
- Log not submitted by the 15<sup>h</sup> of the month
- Splitting purchases
- Restricted purchase

# MEMORANDUM

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**COPPIN STATE UNIVERSITY**  
**Administration and Finance - Procurement Office**  
**2500 W. North Avenue, Baltimore, MD 21216**

TO:

FROM: Thomas Dawson, PCPA & Director of Procurement

DATE:

COPY:

RE: **2<sup>ND</sup> WARNING / P-CARD TERMINATION NOTICE**

## CSU VISA PURCHASING CARD

This notice is to apprise you regarding issues with your VISA transaction log for the purchasing card cycle ending \_\_\_\_\_. Receipt of 2 warnings in a one year period will result in your card being made inactive for a period of one (1) year, effective the date of inactivation. Please be informed that your P-Card ending in \_\_\_\_\_ will be permanently disabled effective the date of this notice. Return your P-Card, as soon as practical, to the Office of Procurement (Room 265, Physical Education Complex).

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This notice is to inform you regarding the VISA transaction log for the cycle ending \_\_\_\_\_ for the following P-card policy violation (s):

- Log reconciliation incomplete
- Missing log information and/or itemized receipts
- Items on the log are not on the statement –vendor on statement not indicated on log
- Log and/or receipts not in order
- Receipt does not match the log amount
- Missing manager's approval/ Cardholder did not sign log
- Log not submitted by the 15<sup>h</sup> of the month
- Splitting purchases
- Restricted purchase



COPPIN STATE UNIVERSITY  
PROCUREMENT CARD ACCOUNT MAINTENANCE REQUEST FORM

Section 1: Cardholder Information

Date of Request: \_\_\_\_\_

Cardholder Name/Employee ID#: \_\_\_\_\_

Card Number (Last 4 Digits): \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Department: \_\_\_\_\_

Section 2: Type of Request

- Cancel card (Please check reason):
  - Employee separated employment
  - Employee switched departments
  - Employee no longer needs card
  - Employee terminated

Other:

Add Chartfield Speedtype(s): \_\_\_\_\_

Change Default Chart Field String: \_\_\_\_\_

Change Department: \_\_\_\_\_

Change Authorized Approver: \_\_\_\_\_

Change Monthly Credit Limit: \_\_\_\_\_

Change Single Purchase Limit: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor/Approver Signature: \_\_\_\_\_ Date: \_\_\_\_\_

When completed, send this request to Procurement or fax to 410-523-6311

