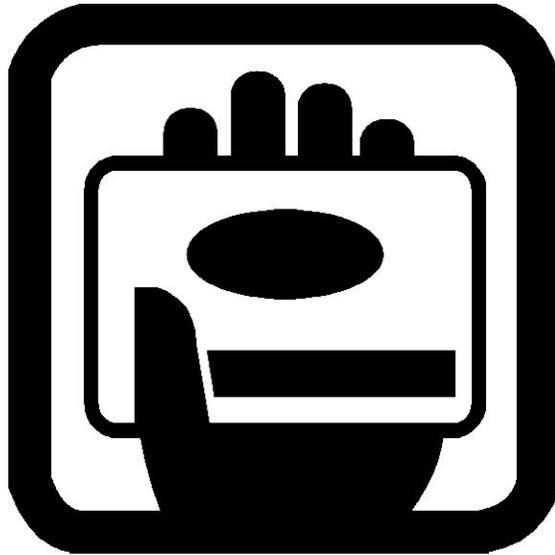


SUL ROSS STATE UNIVERSITY PURCHASING CARD PROGRAM



PROCEDURES

Purchasing Card Procedures

How do I obtain a card?

To obtain a purchasing card, contact the Purchasing Department and request a purchasing card action/application form. Complete the form, obtain the appropriate account manager's signature and return the form to the Purchasing Department. Upon receipt of your completed action/application form, the Program Administrator will review, approve and forward the necessary documentation to the purchasing card company for processing. The purchasing card company will send the card(s) to the Program Administrator. This process normally takes two to four weeks. Upon receipt you will be contacted to attend a short orientation/training session. If your account manager has not already had training, he/she will be required to attend as well. At the end of the session, you will be asked to sign the cardholder agreement and the card(s) will be released to you.

How do I make a purchase?

To make a purchase of goods or services using the purchasing card, you must first determine if the transaction is an acceptable use of the card and within your spending limit. A transaction includes the purchase price, freight and installation.

- ✓ Call or fax the order, visit the vendor, or place the order over the internet if there is reasonable certainty that the site is secure. A secure site should display a message box indicating you are about to enter a secure site. The address line should change from http to ftp. Confirm pricing including shipping and installation.
- ✓ Enter information on transaction log.
- ✓ Secure a receipt or invoice for all purchases.
Purchases for SRSU are tax exempt. Stress to the vendor that SRSU is tax exempt. If required, a tax exemption form can be obtained from the Purchasing office and forwarded to the vendor.
- ✓ Provide detailed shipping instructions to the vendor. All items must be shipped to an SRSU authorized facility. Since no purchase order will be issued, all boxes and packing lists should be labeled with the words PCARD, the cardholder's name and department to insure delivery to the correct person. If delivered directly to the department, information should include building and room number.
- ✓ Direct the vendor not to charge the account before the goods are shipped. Back orders should not be charged until the goods are shipped.

How do I receive goods/services?

Upon receipt of goods/services, you should immediately verify the contents of the shipment and that they are in good condition or that the services have been satisfactorily completed. It is your responsibility to ensure receipt of goods and to follow up with vendors to resolve any delivery problems, discrepancies, and/or damaged goods. By law, vendors have only 15 days to file a claim on damaged freight. All receipts should be clearly dated and signed.

How do I keep my records?

Each individual purchase must be recorded in the transaction log at the time of purchase. You must enter the transaction date, the vendor, and a description of the items purchased. The description should include enough detail so it may be recognized as an appropriate purchase. You must also indicate the appropriate object codes for the purchase.

For each purchase, you must obtain an itemized receipt/invoice that clearly indicates what is being purchased and the associated cost. All receipts must be kept with the transaction log in the order the transactions are recorded. Other documents that must be retained and kept with the log are packing slips, credit card receipts/slips and other information or correspondence related to the purchase. Any credit, return, or disputed item must also be recorded in the transaction log.

No later than the 11th of the month, you must reconcile the log to the bank's online system. Each item must match the transaction, per the log. Any discrepancy should be identified and promptly investigated with documentation of action taken recorded as an attachment to the log. It is your responsibility to resolve all discrepancies. The log must be reconciled and forwarded with associated documentation to the account manager within 3 days of the receipt of the statement. Failure to maintain and reconcile log may result in cardholder privileges being removed.

How do I return or dispute an item?

Should a problem arise with a purchased item or charge, you should make every attempt to first resolve the issue directly with the supplier. Review of future online transactions is vital to insure the account is properly credited for returns, credits and disputed charges. The returned, credited or disputed item must be noted on the transaction log.

RETURNS: If an item needs to be returned to a supplier, contact the supplier and obtain instructions for the return. Some suppliers may charge a restocking or handling fee for returns. All returns must be recorded in the transaction log.

CREDITS: If an item is accepted as a return by the supplier, a credit for this item should appear on the following month's statement. All credits must be recorded in the transaction log.

DISPUTED CHARGES: If you find a discrepancy on a monthly statement, you should contact the supplier and attempt to resolve the problem directly. **All disputed items must be recorded in the transaction log.** If you cannot resolve a disputed item directly with the supplier, contact Customer Service at Citibank. If they are unable to resolve the problem immediately, they will ask you to complete a Statement of Disputed Item Form. Fax the form to the number indicated on the form. Citibank will place the charge in a 'State of Dispute' and the account may be given a provisional credit.

How do I make payments?

The good news is, you don't! The Controller's Office will be billed monthly by the purchasing card company for all charges made by SRSU cardholders. Your monthly paper statement is for information only. File this statement with your transaction log and supporting documentation. The purchasing card does not affect the cardholder's credit rating in any way.

How can I increase my budget?

Request a budget increase from your account manager. The account manager must put their request in writing and submit it to the Purchasing Card Administrator. You and your account manager will be notified in writing if this has been approved. Do not spend over your existing limit until you have been officially notified of the increase.

How do I cancel a card?

Cards can be cancelled at anytime but must be cancelled if you transfer to another department or leave employment with SRSU. No later than 2 weeks before you transfer or leave our employment, you should cut the card in half and give it to your account manager who will forward it to the Purchasing Card Coordinator. The account manager will also be required to send a written request to cancel the card and you must provide a final reconciled transaction log.

How do I report a lost or stolen card?

Lost or stolen cards must be reported immediately to Citibank at 1-800-248-4553. Contact the SRSU Purchasing Card Coordinator or Administrator at (432) 837-8045 after contacting Citibank or P-Card Issuer..

Purchasing Card Program Contacts

SRSU Purchasing Department		(432) 837-8045
Citi Bank Card Activation	1-800-248-4553	for cardholders to activate a new card. Last 4 digits of SS# required.
Citi Bank Customer Service	1-800-248-4553	for cardholders to inquire about account balance, transaction history and declines. Also the number for lost/stolen card notification.