

SECTION II TCC PROCUREMENT CARD POLICIES AND PROCEDURES

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Introduction

Welcome to the Tacoma Community College (TCC) Procurement Card Program! The Procurement Card Program is intended to provide a simple, efficient, cost-effective means of purchasing items to make your program a success.

Several major features of the program are that it enables departments to be self-sufficient, eliminates redundant and/or no value added processes and provides a simple, online means to allocate or distribute charges.

A Procurement Card is a Visa/MasterCard credit card, which can be used for purchases of all non-restricted commodities from any supplier that accepts Visa/MasterCard as a form of payment.

The Procure-to-Pay Office has developed many supplier relationships, and is continually negotiating pricing contracts that provide the College with great savings. Cardholders can currently take advantage of supplier relationships that cover such items as scientific goods, toner, coffee supplies and many more.

Objectives:

- ▶ Provide users with an efficient means to address their ordering needs.
- ▲ Enable departments to be self-sufficient.
- ▲ Create a "paper-scarce", responsive ordering system.
- ▲ Eliminate redundant and/or "no value added" processes.
- Improve the level of service provided to the departmental user.
- ▲ Provide a simple, on-line means to allocate or distribute charges.

We feel the Tacoma Community College Purchasing Card Program meets these objectives of the College and improves the overall level of service provided to the customer. The policies and procedures of the program are detailed below.

Policy Statement

Procurement Cards are assigned to individual employees and are prohibited from being transferred to, assigned to, or used by anyone other than the designated employee. Use for personal purchases is strictly prohibited. The Procurement Card cannot be used as payment for certain restricted items. Fraudulent and/or misuse of the card is grounds for revoking Procurement Card privileges and may lead to disciplinary action, up to and including termination of employment. Non-TCC employees, temporary and student employees are not eligible for Procurement Cards.

Specific controls are placed on each Procurement Card; these include dollar and transaction volume limitations. Each cardholder is assigned both a single and monthly transaction limit. Cards are limited to 8 transactions per day. Cardholders are prohibited from splitting a transaction in order to remain under their transaction limits .Budget managers can request new limits by submitting a P Card Order/Change Form.

Purchases made on the Procurement Card will be available for approval in the PeopleSoft Procurement Card System, typically within three to five days of the actual purchase. Cardholders and/or departmental proxies will be able to view charges on-line and, if necessary, distribute charges to the appropriate PeopleSoft Chartfields.

A charge will automatically post to the default PeopleSoft Chartfields by the end of the month if the Cardholder or Proxy does not approve it. This may result in extra paperwork by the Cardholder and/or Proxy to reallocate funds.

Keeping Your Card Secure

Always keep your card in a secure place. Just as you would your personal credit card, treat it as if it were cash. Tacoma Community College is liable to JP Morgan Chase for all charges, except those representing misuse The Procurement Card is a corporate card, there will not be a personal credit check and use of the card will not impact your personal credit history.



Key Contact People

P-Card provider: JPMorgan Chase 1-800-270-7760

Procure-to-Pay Manager Procure-to-Pay Office Phone: 253-566-5372 Fax: 253-566-5379 E-mail: <u>kbedonie@tacomacc.edu</u> Assistant Finance Director Financial Services Phone: 253-566-5013 Fax: 253-566-5379 <u>E mail: nedwards@tacomacc.edu</u>

Purchasing Specialist Procure-to-Pay Office Phone: 253-566-5044 Fax: 253-566-5379 E-mail: <u>ephipps@tacomacc.edu</u>

Card Allowance and Limits:

LEVEL 1: \$10,000 or card limits: P-Card Use Allowed Limit excludes tax. See list for Authorized and prohibited use.	LEVEL 2: \$10,001 to \$99,999: P-Card Use Not Allowed except for cardholders with authorized exemptions. Process Requisition and/or RFQ / RFP.	LEVEL 3: Greater than \$100,000: P-Card Use Not Allowed Process Requisition. Bid process required.
Negotiate equitable price. Is there a state contract available? See link below.	Quotation process required. Contact Purchasing Office x5044 or x5372	Sealed bid process required. Contact Purchasing Office x5044 or x5372

Cardholder Limits

Each individual Procurement Card has preset control limits built-in. There is a maximum transaction limit per card, which can be raised if the need arises.

Single Amount Limit

This limit allows card administrators to designate the maximum dollar amount allowed for cardholders to spend on each transaction.

Credit Limit

This limit allows card administrators to designate the total amount an employee can spend during the monthly billing cycle. P-Card administrators should set the limits based on the cardholder's need/usage. Limit changes saved in JP Morgan Banking online go into effective immediately and can be changed permanently or temporarily. If other limitations are required please contact the Procure-to-Pay Administrator at ext.: 5044 or 5372.

Billing Cycle

The program operates on a monthly billing cycle. The cycle starts on the 1^{st} of the month and ends on the last day of the month.



Card Use and Restrictions

AUTHORIZED USE:	PROHIBITED USE:
 Advertising Between State Agencies if accepted Food and/or Beverage - Cardholders can purchase food for meals with meetings, light refreshments and student related events. Stay within per diem rates for all meals. Attach a copy of Meal with Meeting (MMM) or Beverage/Light Refreshments (BLR) and original receipt(s) to cardholder transaction detail report. Original will already be on file in the Business Office. Invoices for regular services, for example Mountain Mist, data plans within cardholder's limits Membership Dues Registration Fees Subscriptions - 2 year maximum Supplies - Office Depot, program specific TCC Bookstore Tickets/Admission for student & staff Travel Hotel Car Rental Taxi Shuttle Parking Ferries Bridge Tolls Airline Baggage Fees Airline/Hotel Wi Fi Fees 	 Airline Tickets Alcoholic beverages or alcohol permits Cash Advances Purchase of items, food and beverages for breakroom and staff/department use (which has nothing to do with a meeting) Equipment- IT, Software & Hardware-Exceptions are granted to IT Staff, Vice Presidents, and on a case by case basis to cardholders Equipment- non IT product, for example mowers, audio visual products, lab equipment Furniture - Contact Purchasing Office for further information Gambling Gifts/Donations/Gift cards - Contact Business Office for further information Hotel miscellaneous charges other than lodging (room service, movies, spa & exercise fees) Meals (Faculty & Staff) while on travel status as Per Diem is paid on a Travel Advance Form. Exceptions are granted to staff traveling with students Personal Purchases with the intention of reimbursing the college Personal Service/Performer Speaker Contracts Printing - Publications, brochures, etc. Exceptions may be granted on a case by case basis. Purchase of goods, materials or services from any member of the card user/custodian's immediate family or secondary employer * Repair, maintenance services/installations- Examples include product repairs, labor related orders, installations or maintenance agreements. Any agreement that requires a VP signature. Exemptions may be granted on a case by case basis. Splitting Transactions to circumvent card, bid or authority limits Unauthorized purchases

^CAR RENTAL – Enterprise Rent-A-Car and National Car Rental State Contract #03710. This contract pricing applies to all US locations.

https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=03710

Pricing information is listed under Contract Documents & Resources-Pricing & Ordering Information.

*Restriction includes fabricated equipment (where sum of components add up to \$5000 or more).

If you are uncertain whether a commodity and/or supplier are authorized for purchase with the Procurement Card, please contact the Procure-to-Pay Staff at ext.: 5044.



Applying for a Card

Setting up a New Cardholder

To obtain a Procurement Card there are a few simple steps that need to be followed:

- 1. Fill out a Procurement Card Application
- 2. Complete training session with the P-Card Administrator
- 3. Sign a procurement card cardholder agreement form
- 4. If you will be a reconciler you will need to request a log-in with JPMorgan Online Banking and PeopleSoft Procurement Card Module

Procurement Card Application

The Procurement card application must be completed and forwarded to the P-Card Administrator, at TCC Procure-to-Pay office, Financial Services, building 14. The Procurement Card application requires confidential information from the cardholder that is used to identify the cardholder and verify credit card ownership when a card is activated or canceled. All information requested of the cardholder will be kept confidential. Failure to provide such information will prevent the issuance of a card. A cardholder will need to provide their TCC Employee ID (10100XXXX), not your social security number.

The Procurement card application is also used to define cardholder purchase limitations and set default accounting information. The individual, the Department Proxy, Department Head, the appropriate Budget Center Representative or PI and Sponsored Accounting Rep., and the Procurement Programs Administrator must sign the cardholder application form prior to submission to JP Morgan Chase. Under normal situations, it takes approximately 10-15 business days to receive the card from JP Morgan Chase.

Cardholder Training

Prior to being issued a card, the cardholder shall complete training with a P-Card Administrator. The purpose of the training sessions is to ensure that the cardholder is familiar with the policies and procedures, including the on-line system, and to answer any questions the cardholder may have regarding use of the card.

Cardholder Agreement Form

The cardholder must sign the Tacoma Community College Procurement Card Cardholder Agreement form that specifies that they will protect the card and adhere to proper policies and procedures. An applicant will not receive a card if they do not attend a training session and sign the cardholder agreement form. An applicant may not send someone else in his or her place. There will be NO EXCEPTIONS.

Cardholder Duties & Responsibilities

CARDHOLDER/RECONCILER - CARDHOLDER CANNOT BE AN APPROVER

- Read & sign Purchasing Card User Agreement.
- Sign back of card (if in your name). Budget managers sign Department cards.
- Cardholder cannot share or lend card or card number.
- Maintain card number confidentiality. Keep card & receipts in secure location.
- Use online merchants known and trusted to purchase goods.
- Look for a secure server for online transactions (locked padlock key icon at bottom of screen or https:// (s indicates secure site).
- Do not give out purchasing card number over email or fax, only secured websites.
- Record all p card purchases on your p card transaction log. (Required for department cards only.)
- Cardholders are responsible for receiving and verifying contents of p-card order. Packages will be delivered from Bldg. 1 to the end user.
- Report shortage of product to vendor. Arrange returns and exchanges within vendor's terms & policies.
- Receipt must be itemized (description, pricing & transaction total must equal receipt total).
- Forward itemized receipt to Card Manager.



- Cardholder must attempt to replace any lost/missing receipt with merchant. If no receipt is available, cardholder will submit a memo detailing the events to obtain a duplicate receipt to their card manager.
- Report lost/stolen card immediately to Purchasing at x5044 or x5372 and to JP Morgan Chase at 800-270-7760.

APPROVER - CAN BE BUDGET MANAGER

- Secure Department P-Cards and receipts.
- FOR DEPARTMENT P-CARDS ONLY- Card users must sign transaction log to check out a p-card.
- Purchasing Card User Agreements are required to be on file for each card user.
- Collect itemized receipt (description, pricing & total) from cardholder. Invoice/receipt total must match the amount charged through JPMorgan Chase.
- Reconcile cardholder transactions weekly or all at the end of the month.
- Print monthly cardholder Statement of Account Landscape report from Paymentnet if there are transactions, attach receipt(s) and forward to budget manager for signature.
- Student, staff or faculty names must be listed on receipts for registrations, lodging & memberships.
- Custodian or designee is responsible for all returns or exchange of products.
- Report **lost/stolen** cards immediately to Purchasing at x5044 or x5372 and JPMorgan Chase at 800-270-7760.
- Contact the Procure-to-Pay Office immediately if **fraudulent use** of card is suspected or for all **disputed** transactions.

DEPARTMENT (BUDGET) MANAGER – CAN ALSO BE AN APPROVER

- Request new cardholder account or change of information by submitting Purchasing Card Order/Change Form.
- Request staff training.
- Verify that no personal transactions are on statement. If personal transactions occur, the employee must repay the college, including any applicable sales tax. If it is determined that personal or other unauthorized charges are occurring on the p-card, appropriate steps, up to and including dismissal, will be taken to resolve the misuse/abuse of the p-card.
- Review & sign monthly cardholder transaction detail report.
- Forward cardholder transaction detail report & receipts to Procure-to-Pay Office.
- Forward Department p-card log to Procure-to-Pay Office.

Access to Procurement Card System

Request to access the JPMorgan P-card System is required if you will be a reconciler and must be filled out prior to access being provided. The Procurement Card Application form includes access information to the banking online system. The form must be signed by the cardholder, the cardholder's supervisor and the Procurement Process Representative.

The JP Morgan P-Card online Banking System will only be used to view transactions, download monthly billing statement(s) and transaction reports. ALL reconciliations will be done in the PeopleSoft Accounting System (ctcLink).

Cardholder Statements

A monthly cardholder statement is available electronically within JPMorgan Banking Online. It is the cardholder's responsibility to reconcile their monthly statement with their receipts. If inaccuracies and/or erroneous information exist, the cardholder must immediately notify their agency card administrator. The cardholder should sign the monthly statement and submit it along with the receipts to the designated agency official for approval.

Payment to JPMorgan Chase

The p-card is individually billed and centrally paid by Accounts Payable. Once the billing cycle has completed, the P-Card Administrator will electronically download transactions from JPMorgan into PeopleSoft using the



default chartfields that has been assigned to each cardholder. Agencies will be notified by e-mail when the transactions have been downloaded and will be given a timeframe of when they can reallocate or make changes to the default coding before payment is made to JPMorgan Chase. If the transactions are <u>not</u> reallocated within the timeframe, they will be processed as is using the default coding and will have to be adjusted later by a journal voucher in PeopleSoft. The department will create the journal entry and will need to attach their monthly p-card statements as supporting documentation for the journal.

Making Changes to a Procurement Card

JP Morgan Chase requires a Procurement card application to be filled out for all changes to a card. This is to ensure that the proper signatures are obtained. The Cardholder Account form is kept on file for future reference. The entire form will not require completion, just the sections for the information that might be changing.

Adding or Deleting Chartfields

To add or delete Dept ID's and Project/Grants to the profile of a proxy or for a transaction, notify your department budget manager.

Making a Purchase

Most employees are already familiar with making purchases using a credit card. The process for placing an order using the Procurement Card is very similar to those used when making a purchase with any commercial credit card. When making a purchase the following steps should be followed:

- 1. Confirm that the purchase is appropriate for the P-card by referring to the list of restricted items.
- 2. Confirm the total cost (including shipping and handling) will not exceed present transaction limits.
- 3. Make sure you are obtaining the best possible price. Any cardholder can contact Procure-to-Pay to ask if there is preferred/contracted supplier to use.
- 4. Tacoma Community College is a non-profit organization but not tax exempt (only for certain software).
- 5. Record the name of the person taking the order and the order/confirmation number, should subsequent problems/issues arise on the "P-Card Expense Form."
- Upon receipt of the item, retain copies of the charge slip, sales receipt, statement, and/or packing slip. Receipts must be readily available for audit. Improper documentation may result in loss of the Pcard.

If the product or service you are ordering is available under an Approved Supplier Contract, the order must be placed with the College's contract supplier. Contact the Procure-to-Pay administrator at ext. 5044 for a list of suppliers.

Once it is determined that the purchase can be made using the Procurement Card and a supplier is chosen, the cardholder has a choice to make the purchase online, via phone or in person. If you are making a purchase in person, simply follow the above steps (where applicable) and give the credit card to the clerk.

Splitting Purchases

The splitting of transactions is prohibited. Split transactions occur when a transaction exceeds the cardholder's limit and the transaction is split into two or more transactions to bypass the limit.

Receiving Procedures

When placing an order using the Procurement Card, you must provide the supplier with specific delivery instructions including the user's name, department, building, and room number. If specific delivery instructions are not included on the packing slip, the receiver will refuse the package and it will be returned. Items returned will then be passed on as an expense to your department. The following information provides examples of appropriate delivery instructions.



Main Campus	Gig Harbor Campus	
Tacoma Community College	Tacoma Community College – Gig Harbor Campus	
Department	3993 Hunt Street	
6501 S 19thh Street	Attn: MC-(End Users Name)	
Building/Room #	Department Name	
Attn: MC-(End User's Name)	Building/Room	
Tacoma, WA 98466	Gig Harbor, WA 98335	
Please note: Receiving Hours are: 9:00 -11:00 am	Please note: Receiving Hours are: 9:00 – 11:00 am	
Monday – Friday	Monday - Friday	
Summer receiving hours: 9:00 – 11:00 am Monday –	Summer receiving hours: 9:00 – 11:00 am Monday –	
Thursday. Campus closed on Friday.	Thursday. Campus closed on Friday.	

Declined Card

If your credit card is declined, the cardholder should contact the Procure-to-Pay administrators at ext. 5044. The card administrator has the ability to view the declined transaction and make the necessary adjustments to the account.

Lost or Stolen Cards

It is the cardholder's responsibility to report lost or stolen cards immediately to JP Morgan Chase. TCC is responsible for any and all purchases made until the card is reported missing. A toll free number (800-848-2813) has been established for your convenience and is available 24-hours a day, 7-days a week. After notifying JP Morgan Chase, the cardholder must report the lost card to the Procure-to-Pay Administrator. It takes approximately 3-5 business days to receive the replacement card.

Disputing a Transaction

Individual cardholders are responsible for following up with the merchant on any erroneous charges, disputed items, or returns as soon as possible. Disputed items can result from failure to receive the goods charged, defective merchandise, incorrect dollar amounts, duplicate charges, credits not processed, as well as fraud and misuse.

If the cardholder has a problem with a purchased item or billing resulting from use of the p- card, the cardholder should first try to reach a resolution with the merchant. In most cases, disputes can be resolved directly between the cardholder and the merchant. If the cardholder has a dispute charge and cannot reach resolution with the merchant, the Cardholder must submit the Disputing a Transaction form to the P-Card Administrator, who will then communicate the dispute with JPMorgan.

During JP Morgan Chase's investigation, they will issue a credit to the Procurement Card account in question for the disputed amount. When the investigation is complete, the cardholder will be notified of the resolution. If unsatisfied with the resolution, please contact the Procure-to-Pay Administrator immediately.

If you are waiting for a credit from a supplier and do not receive it, you should file a dispute. JP Morgan Chase will automatically give you a credit and work with the supplier. Please remember, credit processing can take up to 30 days.

Canceling a Card

To cancel a P-Card, contact the Procure-to-Pay administrator; then cut the card in half and destroy the card. The reasons for canceling a card are:

- Termination of employment
- Request by an authorized person (Supervisor, Procurement Programs Administrator etc.)
- Transfer to another department (cardholder may reapply in new department)

The Department Budget Manager is responsible for notifying the Procure-to-Pay administrator upon the termination of an employee. The Procure-to-Pay Administrator is also responsible for all paperwork that needs to be done to cancel the card. The Procure-to-Pay Administrator should be notified two weeks prior to the employee leaving the College so all the transactions are cleared beforehand.

Failure to use the Procurement Card in accordance with this policy will result in the loss of Procurement Card privileges and may include appropriate disciplinary action, up to and including termination of employment.

Returns, Damaged Goods, Credits

The cardholder is responsible for inspecting all goods upon arrival. If goods purchased with a Procurement Card needs to be returned, the cardholder should work directly with the supplier. Here are some tips:

- Always retain boxes, containers, special packaging, packing slips, etc. until you are certain you are going to keep the goods. Some items, such as software or fragile pieces, cannot be returned without the original packaging materials.
- Read all enclosed instructions carefully. Often a phone number and other instructions are included on the packing slip and/or receipt.
- Many suppliers require you to obtain a "Return Authorization Number" before they will accept a return. If you neglect to get this number when it is required the package may be refused and/or no credit issued to your account.
- 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, you should not have to pay this or any other fee. However, if they are not fully responsible you may have to pay it. You may use the Procurement Card to pay this fee as long as it does not exceed any of your limits.
- Lastly, when a return is made, the credit should be issued on the cardholder's p-card. **Do not accept a refund in cash or check form.** The credit may appear on the same billing statement as the original charge or on a subsequent billing statement. Please note, it can take up to 30 days for a credit to go through.

Maintain documentation of all credits, returns, and exchanges. The documentation should be attached to the monthly cardholder's statement.

Documentation and Record Keeping

Cardholders or their Reconcilers must retain original receipts for all transactions in their files. P-card documentation is subject to audit; therefore it must be maintained and easily accessible. The audits will be conducted periodically by a member of the Procure-to-Pay Staff as well as external auditors.

Cardholders are responsible for obtaining all documentation necessary to support the business purpose of the purchase. If the business purpose is not clear, a notation should be made on the Posted Transaction Report. The cardholder must give all documentation to their Reconciler for filing. All Procurement Card purchases must be supported by at least one of the following items:

- The actual sales slip
- The cash register receipt
- A copy of the order form
- A supplier/merchant statement
- Packing Slip
- Online order confirmations (screen print out)

On a monthly basis, the department cardholder must print out the Statement of Account Landscape Report at the JPMorgan Banking online site, report and match the credit card receipts to it. The reconciler will scan all supporting documents and transaction report(s) and send to the P-Card Administrator for final approval of the reconciliation of transactions.



Procurement Card Audits

As P-card use continues to expand, the need to audit these transactions has grown proportionately. A daily review of the incoming transaction file combined with onsite audits ensures compliance. In a broad way the audits ensure users are properly following the College's Financial Policies and Procedures as well as the P-card Policy. The audits are also used to solicit feedback to improve the program.

Daily Review

When reviewing the daily transaction file the primary concern is the reasonability of the charge, does the supplier appear appropriate for the needs of the department? There are several other actions that may initiate further investigation:

- Splitting of charges
- Purchases of restricted items
- Potentially fraudulent charges

If there is a transaction that appears questionable an email will be sent to the cardholder requesting a justification for the transaction.

Onsite Review

Periodically, the P-Card Administrator will visit departments on all campuses, and review their files. During this review, easy access to properly maintained paperwork is expected. As with the daily review, the following items will initiate further investigation:

- Sales and Use Tax
- Purchases of restricted items
- Potentially fraudulent charges

Missing or incomplete documentation is considered to be a misuse of the card and may result in the revoking of P-card card privileges. These receipts are the primary documentation supporting the purchase. Do NOT dispose of these items.

Databases will be maintained with the information gathered from the audits. The information will be used to track our findings and identify any continued or prolonged misuse of the card. The information gathered will also help identify areas where additional training or education may be needed.

Automatic Card Renewal

A new Procurement Card will be mailed directly to the Procure-to-Pay Administrator approximately one month before the expiration date. The Procure-to-Pay Administrator will contact the cardholders and/or Proxy to arrange delivery of the new card. When you receive your new card, the old card shall be cut up and securely disposed of by the Procure-to-Pay Administrator.



Getting Assistance

Roles	Can Assist With
Julie Carrier-Wells Purchasing Specialist Procure-to-Pay Administrator jcarrierwells@tacomacc.edu 253-566-5044	 Getting set-up/access in JP Morgan banking online Getting set-up/access in PeopleSoft (ctcLink) P-Card reconciliation Look up transactions, monthly/daily/available P-Card limits Receive Applications and forms for P-Card for review Increase/decrease limits (<i>with approval only by Procure-to-Pay Manager</i>) Collaborate with Receiving on purchased goods & services Training on P-Card Use, Policies and Procedures Assist with P-Card questions Assist with Purchases using P-Card On-site audits/reviews
Kirby L. Bedonie Procure-to-Pay Manager Procure-to-Pay Administrator kbedonie@tacomacc.edu 253-566-5372	 Getting set-up/access in JP Morgan banking online Getting set-up/access in PeopleSoft (ctcLink) P-Card reconciliation Look up transactions, monthly/daily/available P-Card limits Receive Applications and forms for P-Card for review/Approval Increase/decrease limits - Approve Cancel P-Card(s) Training on P-Card Use, Policies and Procedures Assist with P-Card questions Assist with Purchases using P-Card Approve P-Card Reconciliation Transactions Work with JPM on disputes or P-Card issues, discrepancies On-site audits/reviews Month-End/Year-End closing of P-Card Statements
Nermalyn Edwards Assistant Finance Director Procure-to-Pay Administrator <u>nedwards@tacomacc.edu</u> 253-566-5013	 Increase/decrease limits - Approval of Assist with P-Card questions Cancel P-Card(s) Work with JPM on disputes or P-Card issues, discrepancies



Procurement Card Transaction Process

