

The University of Texas

Southwestern Medical Center at Dallas

**Procurement Card Program Guide
Policies and Procedures**

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The University of Texas Southwestern Medical Center at Dallas

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The University of Texas Southwestern Medical Center at Dallas

Procurement Card Program Guide – Policies and Procedures

OVERVIEW

Procurement Card Program

The University of Texas Southwestern Medical Center at Dallas is now offering the Procurement Card Program as a convenient purchase and payment tool. It is a fast, flexible purchasing method for processing limited business purchases of goods and services from vendors that accept credit cards. It is designed to delegate the authority and capability to purchase low-value items directly to the person to whom it most matters – YOU, the Cardholder. Use of the Procurement Card will significantly reduce the requirements to obtain purchase order numbers, process invoices for payments, and prepare large numbers of voucher and payment documents. The Procurement Card Program is designed to compliment the existing processes available, but not designed to replace, avoid, or bypass the current UT Southwestern purchasing process or purchasing procedures.

Procurement Card Contract

UT Southwestern will comply with the terms and conditions of the Procurement Card Contract as specified and authorized by the **State of Texas – Texas Building and Procurement Commission**. UT Southwestern is utilizing the State of Texas contract for procurement card services with **JP Morgan Chase**.

Procurement Card Issuance

The **JP Morgan Chase MasterCard** will be **issued** in the cardholder's name with the State of Texas emblem and the wording "**State of Texas Tax Exempt For Official Use Only**" clearly shown on the card. The Procurement Card is **for business purposes only** and may **not be used for personal transactions**. Use for personal purchases of any amount will **result in disciplinary action and may include termination of employment**. Although UT Southwestern is responsible for payment, it's important that the cardholder understand that they are personally accountable for this Procurement Card. **Procurement Cards are issued to UT Southwestern employees only**, (individual cardholders, not departments or multiple cardholders) **whose job duties and responsibilities indicate a need for purchasing authority**. Only the person whose name is on the card may use that procurement card.

Procurement Card Web Solution

The Procurement Card Web Solution to be utilized by UT Southwestern is **The P-Card Web Solution by Harbor Payments Corporation**. The P-Card Web Solution will provide an automated on-line tracking and reporting system required by management.

Procurement Card Program Guide

This Procurement Card Program Guide provides the policies and procedures for using the Procurement Card. Please read it carefully. Your signature on the Procurement Card Cardholder Agreement shows that you understand the intent of the program and agree to follow the established policies and procedures.

GENERAL INFORMATION

Program Contacts – Duties and Responsibilities

Procurement Card Administrator

The individual designated by UT Southwestern for questions, issues, and administration of the program. The Procurement Card Administrator is knowledgeable on all policies and procedures in the Procurement Card Program Guide and has a direct relationship with **JP Morgan Chase**. All Procurement Card requests must go through the Procurement Card Administrator.

Marian Colorado
Procurement Card Administrator
Materials Management
Mail Code 9056
Marian.Colorado@UTSouthwestern.edu
214-648-6035 or x86035

Accounting Department

UT Southwestern – Accounting Department will pay the invoice from **JP Morgan Chase** in a timely manner. Use of the procurement card will result in charges that must be paid, but **will NOT have been encumbered**. It will be essential that cardholders reconcile the transaction charges from the bank to the p-card order log promptly and not make charges in excess of available balances.

JP Morgan Chase - Customer Service

The Procurement Card program is serviced using a team approach with **JP Morgan Chase** One Customer Service Center. This center is available 24 hours a day, 7 days a week to assist the Cardholder with general questions or inquiries only about the Procurement Card account. Only the Procurement Card Administrator can make changes to the cardholder account. If a Procurement Card is lost or stolen, **JP Morgan Chase** Customer Service should be notified immediately at:

1-800-890-0669

Department Management

The Department Management includes the **cardholder's immediate manager or supervisor** and the **department administrator**. Department Management is responsible for the management of the Procurement Card Program within their respective department, for ensuring that sufficient funds are available in specified accounts, and for designating cardholders within the department. He or she is responsible for giving the cardholder management approval or authorization prior to making the purchase.

Cardholder

Cardholder is an individual **classified as an employee of UT Southwestern** and designated by the Department Manager to utilize the Procurement Card for purchasing small dollar supplies. The Procurement Card is **issued in the cardholder's name** and background checks will be done on all cardholders. The bank will not perform credit checks. The cardholder is responsible for following the purchasing policies and procedures in regards to purchases, selection of vendors, security of procurement card, and monthly reconciliation. If policies and procedures are not followed, the cardholder could receive disciplinary action, which may include termination of employment.

The Cardholder has the following responsibilities:

- sign the Procurement Card Application Form
- sign the Procurement Card Cardholder Agreement
- sign the Procurement Card
- **security and safekeeping** of the procurement card (account number should be kept in an accessible, but secure and confidential location).
- use for **business purposes only and buy only the items that are allowed.**
- **obtain management approval** or authorization prior to making a purchase.
- use the **P-Card Web Solution** to track all purchases.
- **retain all documentation or give all documentation to your reconciler timely.** (original sales receipts, credit card slips, packing slips, invoices and any other information) relating to the purchase).
- **validate for all transaction charges** made and **obtain tax exemption.**
- **promptly investigate any discrepancies.** Document what action was taken by recording it to the on-line order log. It is the cardholders/department responsibility to resolve all discrepancies.
- **NOT TO use the card for personal purchases of any dollar amount.**
- **NOT TO allow anyone else to use your card.** The cardholder is the **ONLY** individual authorized to use their card (lending and sharing is not allowed).
- cardholder cannot be the same as the '**software approver**'.

Unexpected circumstances may prevent the actual cardholder from making a purchase that is necessary for the continued and efficient functioning of the department. Exceptions to the cardholder making the purchase should be explained in detail in the P-Card Order Log comment section.....

- **Who made the purchase**
- **Why they made the purchase instead of the cardholder**

Remember, financial liability does not shift to the individual using the card. The cardholder is liable for any fraudulent purchases made by person who is allowed to use the card.

Reconciler

Reconciler is another person who is delegated to **”Act as the Cardholder”** and given permission to **enter all the purchase information and to reconcile the transaction charge to the orders** within the P-Card Solution Software. A cardholder is relieved of these duties, but still has the responsibility of making sure these duties are processed. This function is especially useful for physicians, researchers and other non-administrative personnel.

- After the cardholder makes a purchase, all they have to do is turn in the receipts (and other support documentation) to the reconciler to **enter the purchase** information into the p-card software under P-Card, Order Log.
- The reconciler should receive a GroupWise e-mail indicating when to **reconcile**. The reconciler may prefer to check the P-Card Software (p-card, reconcile account) regularly for frequent card users, to see what transaction charges have been downloaded from the bank. To perform the reconciliation process, the reconciler will merge the transaction charges with the order log. The reconciler will indicate that the transactions posted to the bank statement match purchases in the order log. Any discrepancies identified should be **PROMPTLY** investigated. Document what action was taken by recording it to the order log under comments. It is the cardholders/reconciler responsibility to resolve all discrepancies.
- In many cases, it is easier and more productive for the cardholder to enter and reconcile their own charges since they are familiar with their charges.
- **This person cannot be the Approver.**

Approver

The **”approver”** for the cardholder is always someone different from the cardholder and reconciler. In an effort to ensure proper card usage, another departmental staff member is required to **”approve”** all purchase information made in the P-Card Solution Software.

- When a transaction has been reconciled, the approver will receive a GroupWise e-mail indicating when to **approve**. The Approver should approve the transaction within **2 business days** (if all information is correct), since the approval function is the final step before the charge is downloaded to either Grants Review or Accounting.
- Prior to using the procurement card, the cardholder must follow department procedures for obtaining management approval or authorization to make a purchase. The approver should confirm that the cardholder or reconciler has all the **supporting documentation** for the authorization.
- **This person cannot be the Cardholder or Reconciler delegated to “Act as the Cardholder” or perform the cardholder duties.**

Procurement Card Training

Cardholders, Reconcilers, and Approvers are required to complete training for the policies and procedures and software training prior to the issuance of the procurement card. The department of Materials Management will provide training classes on the proper use of the procurement card and the P-Card Solution Software.

The following items should be provided to the cardholder during training:

- **Procurement Card Program Guide – Policies and Procedures**
This document outlines UT Southwestern policies and procedures in regard to the Procurement Card.
- **Procurement Card Cardholder Agreement**
This is an agreement between the cardholder and UT Southwestern, which affirms that the cardholder has read and understands the policy and procedures for the Procurement Card. This agreement is signed and returned during the training class.
- **Procurement Card**
Upon signing the Cardholder Procurement Card Agreement and proper identification and verification (**UT Southwestern ID**), the Procurement Card will be issued and signed in the presence of the Procurement Card Administrator.
- **The P-Card Web Solution from Harbor Payments Corporation.**
The web solution is used to track procurement card use. The web solution can be accessed once the user receives a User ID and password.

Procurement Card Dollar Limits

- maximum single transaction purchase limit is One Thousand Five Hundred Dollars (\$1,500.00) including freight.
- maximum total dollar purchase limit per month or billing cycle is Fifteen Thousand Dollars (\$15,000.00) per card.
- **DO NOT** split or divide a purchase into two transactions, to stay below the \$1,500.00 limit.

Procurement Card Payments

UT Southwestern – Office of Accounting will pay the consolidated invoice from **JP Morgan Chase** in a timely manner. Individual cardholders are not responsible for paying the invoice. Use of the procurement card will result in charges that must be paid, but will not have been encumbered. It will be essential that the transaction charges be reconciled and approved in the P-Card Web Solution promptly and that the charges are not in excess of available balances. Cardholders do not pay their own monthly statement and the program does not affect the cardholder's credit rating.

Billing Address

If a vendor request the billing address, they either want the cardholder's address or the address in which the statement is mailed. This is the mailed address:

UNIV OF TX SW MED CTR
MARIAN COLORADO
4600 HARRY HINES BLVD X3.306
DALLAS, TX 75390-0001

Compliance Reviews

Procurement Card Administrator will view all cardholder records through the use of the P-Card Web Solution daily, but compliance reviews will be done to check the hard copy records of all cardholders. Compliance reviews...

- Are to determine compliance with the record keeping requirements set out in the policies and procedures.
- Will be held approximately every two years, with the focus on the top 50% of cardholders.
- Will be held in the offices of Materials Management and each cardholder or reconciler will attend the review.
- Require original records to include p-card order logs, receipts and other requested information.

A report of the findings will be prepared at the conclusion of each review. A copy of the report will be prepared for the Cardholder, Reconciler, Approver, Internal Audit, and Materials Management. Failure to keep accurate records can result in the disallowance of the expenditures from UT Southwestern and/or a loss of Procurement Card privileges. Documentation must be retained for **five years (current plus four years)**.

Audits

The responsibilities under this policy for Internal and External Auditors may include scheduling periodic audits to ensure an adequate and effective system of internal controls to minimize the risk of improper, abusive, or fraudulent activity for the Procurement Card Program.

Sales and Use Tax

DO NOT allow the vendor to charge tax. UT Southwestern, as an agency of the State of Texas, is tax exempt. The Procurement Card identifies UT Southwestern as **being tax exempt within the State of Texas**. The Cardholder should **advise the vendor of the Tax Exempt status and should monitor the purchases to verify that no tax was charged**. The cardholder should carry and keep a tax exemption certificate with their procurement card so a copy could be provided to the vendor (if necessary). **To obtain a tax exemption certificate for the vendor, e-mail the vendor's name, address, phone and fax number, and a contact name to Megan Rush in Accounting. She can fax a tax exemption certificate to the vendor, but the cardholder will need to follow up that taxes aren't charged or taxes are credited back to the p-card.**

Restricted Vendors

The Procurement Card program may be restricted for use with certain types of suppliers and merchants. If you present your Procurement Card for payment to these vendors, the authorization request will be declined.

Verification of Taxpayer Status in the State of Texas

The cardholder is responsible for verifying that a potential vendor is in good tax standing with the State Comptroller on all purchases over **\$500**. This verification can be made by checking the vendor's name and VID number at the following website:

<https://cpafmprd.cpa.state.tx.us/tpis/servlet/TPISReports>

HUBs – Historically Underutilized Businesses

The continuing goal of UT Southwestern is to increase the participation of HUBs (women and minority owned businesses) in all phases of purchasing.

The overall goal is to make “a good faith effort” to include HUB vendors in all contracts entered into and purchases made by UT Southwestern.

Cardholders are strongly encouraged to make purchases from certified HUBs. Cardholders having access to the Internet can directly access HUB information:

- **www8.utsouthwestern.edu**
- Select Faculty Administration
- Select Administration Departments
- Select Materials Management – Purchasing
- Select Purchasing General Information
- Select HUB Program

HUB Coordinator

Vernon Mullen 214.648.4343

vernon.mullen@utsouthwestern.edu

PROCEDURES

Obtaining the Procurement Card

Contact the Procurement Card Administrator (see page 2) via e-mail or phone (x8 6035) and request the P-Card Application Information (which contains the information below). The administrator will use this information to fill out the Procurement Card Application Form. **Participation in the program is based on valid business need and the number of procurement cards in a department could be limited until an acceptable level of performance and compliance is demonstrated.**

1. Cardholder Name (the way it will appear on the card)
2. Work Mailing Address, City, State, Zip Code
3. Work Physical Address, City, State, Zip Code
4. Department Name
5. Department Code (example – HG, MA, etc.)
6. Inter-Office Mail Code
7. Name of Organization

President's Office	Administrative Affairs	Medical School	Allied Health
Business Affairs	Clinical Affairs	Graduate School	Health System
8. Home Phone Number
9. Work Phone Number
10. Work E-Mail Address
11. Person Number
12. Social Security Number – Last 4 Digits
13. Default Primary Account Code – Six Digits
14. Default Primary Object Code – Three Digits
15. Any Additional Accounts that can be charged on this card – Account-Object
16. **Reconciler delegated to “Act as the Cardholder”**
Individual's Name, Person Number, and Phone Number
If the cardholder isn't going to enter the purchases or reconcile the transactions in the P-Card Solution Software, the cardholder needs to select a person to “act as the cardholder”. If the cardholder is going to do these duties, list the cardholder's name. This person can't be the same person as the Approver.
17. **Approver**
Individual's Name, Person Number, and Phone Number
The approver approves the purchase information in the P-Card Solution Software. This person can't be the cardholder or the Reconciler delegated to “Act as the Cardholder”.
18. **Immediate Manager or Supervisor for the Cardholder**
Individual's Name, Person Number, and Phone Number
This person will sign off on the application form so the cardholder can obtain a procurement card.
19. **Department Administrator**
Individual's Name, Person Number, and Phone Number
This person will also sign off on the application form.
20. **Department Chair or Department Director – Individual's Name**
21. **What is your expected dollar volume per month and what types of items do you currently purchase for your department?**

The application form will be filled out with the above information then mailed via inter-office mail to the requesting cardholder to obtain all the required signatures.

Once the application form is returned to the Procurement Card Administrator for final review and verification, an application form will be sent to **JP Morgan Chase** for processing. The bank will send the procurement card to the procurement card administrator. This process normally takes about 1 to 3 weeks.

Upon receipt of the procurement card, the procurement card administrator will contact the cardholder to schedule a convenient time to attend a training session. This will allow time for a more detailed orientation on how to use the card and answer any questions. To receive the procurement card, the cardholder will be required to sign the Procurement Card Cardholder Agreement and to show their **UT Southwestern Photo I.D.** for verification and identification.

It is important that you understand that you are personally responsible and accountable for your Procurement Card.

Purchasing Guidelines

As a State institution, all purchases must be in accordance with the laws of the State of Texas and the purchasing procedures of UT Southwestern. The Cardholder is responsible for compliance and strict adherence to all purchasing guidelines within their department delegated authority. **The cardholder should ask him/herself, “have I received management approval or authorization to make this purchase?”**

<u>May Be Used To Purchase</u>	<u>Object Codes</u>
Audiovisual Supplies (blank films, cassettes, tapes, microfilm slides)	214
Books – Non-Library (books, reference materials, audio-visual material)	215
Books – Library (books, reference materials for central and departmental library)	573
Chemicals (Laboratory and Research Only) (oxygen, air, lab chemicals)	220
Coffee, Sweeteners, Creamers, and Tea (NO Coffee Service allowed)	390
Computer Consumables (computer paper, diskettes, forms, labels, ink, excludes computer parts)	213
Computer Equipment – non-consumable (mouse, mouse pad, keyboard, memory, monitor, CD holder)	239
Computer Software & Licenses	237
Consumable Supplies – Fabrics, Clothing, and Linens	210
Consumable Supplies – Other (light bulbs, cleaning supplies, batteries, plastic wrap, soap, toilet paper, etc)	211
Duplicating & Photocopying Supplies (photographic supplies, lens paper, Xerox paper, and toner)	202
Education Supplies (booklets, testing material, medical art supplies)	208
Electronic Publications	248
Fees and Other Charges (Registration Fees without a Trip Request)	379
Feeding Supplies for Animals	209
Film – Photographic	204
Furnishings and Equipment-useful life of more than one year (stapler, binders, refrigerator, ruler, forceps, date stamp, hammer, etc)	231
Hardware and Materials (bolts, fence materials, lumber, nails, plywood, screws, shingles, siding, wire, etc)	230
Laboratory and Medical Supplies (examining room supplies, lenses, cultures, lab slides, pipettes, bandages)	222
Laboratory Supplies – Glassware	249
Maintenance and Repair – Furnishings and Equipment	541
Maintenance and Repair – Computer Equipment	546
Meeting and Conference Supplies (napkins, paper plates, but no food or beverages)	390
MRE’s (Meals Ready To Eat) – emergency supplies (Police Department only)	
Office Supplies – Consumable (paper, pencils, staples, ribbons for office machines, folders, tape, name tags, etc)	203
Part-Furnishings and Equipment	228
Photographic Supplies Other than Film (includes developing chemicals, paper excludes camera’s and camera parts)	206
Reprints and Printing of Publications (abstracts, manuscripts, serial publications, page charges, pamphlets)	217
Registration Fees (non-credit courses, application fees, entry fees)	380
A TRIP NUMBER / REQUEST IS REQUIRED TO USE THIS CODE WITH THE PCARD (trip request is required if away from your duty point for more than 6 hours) Each Fee must be charged by the vendor on separate transactions. Each Fee must be entered into the p-card software as individual or separate orders. Enter the TRIP NUMBER in the REQ NO field.	
Reproduction and Printing Services (microfilming, film processing but no copying and xeroxing)	462
Resale Materials – Direct – Supplies/Material (for Physical Plant use only) (Physical Plant – can purchase plants/flowers for university property/events)	234
Uniforms	238
Water Service with Sparklets and Ozarka Only	390

DO NOT PURCHASE THESE ITEMS WITH A P-CARD

ANY PERSONAL PURCHASES or PERSONAL SERVICES

Animals

Advertising and Job Advertising

Art Work

Capital Equipment Upgrades

Capital Furniture and Equipment

Cash Advances, Cash Instruments, or Cash Refunds

Computer Systems – Desktop or Laptop (no matter the cost)

Controlled Assets (* see note at bottom of this page)

Controlled Substances

College Tuition

Copying and Xeroxing

Delivery/Courier Charges-Only (FedEx, UPS, Airborne)

Drugs or Prescription Drugs

Ebay Purchases

Entertainment

Fee for Booth or Space at a Conference or Symposium

Flowers

Food and Beverages (including alcohol)

Gas Cylinder

Gasoline (service stations, fuel dispensers)

Hazardous Materials

Insurance

Items on the Summary of Prior Approval of Expenditures Policy

Laundries

Leases or Rentals (orders requiring signature of vendor agreements or documents)

Liquid Nitrogen

Memberships and Dues (including institutional, professional or private)

Palm Pilots

Periodicals (subscriptions or renewals)

Personal Wireless Communication Device

Postage Stamps

Purchases Involving Equipment Trade-In

Radioactive Materials

Rentals or Rental Agencies

Service Contracts (including consulting, professional, personal and programming)

Subscriptions

Tax Preparation Service

Telecommunications (time, phone, parts, supplies, maintenance, repair, rental, etc.)

Travel Related Expenses (any out-of-town charges)

Agencies, Airlines, Automobile Rentals, Boat Rentals, Bus Lines, Cruise Lines, Limousines, Marinas, Railroads, Steamships, Taxicabs, Tour Operations, Travelers Checks, Hotels, Motels, Lodging, Campgrounds, Resorts.

Weapons and Ammunition

* The State of Texas Comptroller has defined “controlled assets” as stereo systems, cameras, video cameras, TV/VCR, camcorders, laserdisc players, servers, minicomputers, desktop CPU, portable CPU/laptops, printers, data projectors, medical, scientific and laboratory equipment, telecommunications equipment (cellular/portable phones) costing between \$500 and \$4,999.99. Firearms at any cost are also controlled. If you need further clarification regarding these assets, please call Materials Management – Inventory Control at 214-648-6042.

Abuse, Inappropriate and/or Unauthorized Card Use

UT Southwestern issued procurement card is for official business expense in accordance with the rules established by UT Southwestern and the State of Texas. Any type of expense other than an official UT Southwestern business expense is a misapplication of state resources.

The Procurement Card must **never be used to purchase items for personal use or for non-University purposes**. A Cardholder who makes an unauthorized purchase with the Procurement Card or uses the Procurement Card in an inappropriate manner will be subject to disciplinary action including possible card cancellation, termination of employment at UT Southwestern and possible criminal prosecution.

Violatons of the Procurement Card compliance policy will result in:

- A request to the Cardholder to **return the purchase to the vendor for credit or to reimburse UT Southwestern for the cost of the purchase**.
- An **e-mail** and/or **phone call** by the Procurement Card Administrator notifying the cardholder of the infraction and to counsel the cardholder as to the nature of the offense and the appropriate usage of the procurement card.
- The offering of additional **one-on-one training** to the individual.
- Continuous misuse could mean automatic termination of the cardholder's Procurement Card.
- **If cardholder's offense is deemed to be due to fraudulent or willful misuse**, the cardholder's card will be terminated immediately and the cardholder's supervisor notified for possible disciplinary action. (This action is at the discretion of the Assistant Vice President for Materials Management and Procurement Card Administrator).

The P-Card Web Solution by Harbor Payments Corporation

The P-Card Web Solution simplifies and speeds all the processes of administration and reconciliation. All cardholders, reconcilers, and approvers must attend the training. In the P-Card Web Solution under P-Card, Order Log, cardholders record details and track pertinent information about their orders such as:

- Order Log Number
- Order Date (when)
- Vendor Name (where)
- Due Date
- Requisition Number or Trip Number
- Received Date (when)
- Delivery To Information
- Item Qty
- Price Per Item
- Item Description (what)
- Object Code Number
- Total Item Amount
- Account Number
- Project Number
- Subtotal
- Tax
- Freight
- Total Amount
- Comments (enter **type of order**, for **who** and **why** (benefit to the university) item was purchased)

When transaction charges are downloaded and if the P-Card, Order Log is complete (with all required information including date received), you have two days to reconcile. If items haven't been received at the time of download, you can wait about reconciling. If you haven't reconciled by the time payment is due from accounting, I will request that you reconcile and click the dispute button. The steps below outline the procurement card purchase process:

- Cardholder makes a purchase.
- Enter purchase details into the P-Card, Order Log (within 2 days of purchase)
- Wait to receive GroupWise E-Mail stating that there is a purchase card transaction to reconcile.
- Receive GroupWise E-Mail to reconcile transaction.

Example – GroupWise E-Mail

From: <PcardSystem@utsouthwestern.edu>
To: <MARIAN.COLORADO@UTSOUTHWESTERN.EDU>
Date: 9/26/03 2:43PM
Subject: Purchase Card Transactions To Reconcile

You have 1 or 2 Purchase Card Transactions to reconcile for SMITH, JANE by Oct 24, 2003 PCard Sequence Nbr 21.

- Reconciler will go into the P-Card Web Solution to **RECONCILE** the transaction charge to the order log.
- When the reconciling is **DONE**, the Approver will receive an GroupWise E-Mail to **APPROVE**.
- When the approving is complete, the transaction will go through **GRANTS REVIEW** (if required).
- After the approving and/or grants review, the Administrator will **EXTRACT** it to Accounting.

The P-Card Web Solution doesn't send any information to the vendor or to **JP Morgan Chase**. All disputed charges must be addressed with **JP Morgan Chase** (reference page 16), if not reconciled with the vendor.

Procurement Card Activation

The Cardholder must call **JP Morgan Chase 1-800-890-0746** to activate the Procurement Card before using it. Upon receipt of the procurement card, the cardholder should sign the back to the Procurement Card and always keep it in a secure place.

Procurement Card Changes

Any changes (name change, address change, etc.) to the cardholder's account should be reported via e-mail to the Procurement Card Administrator. Copy the Reconciler and Approver on the e-mail.

Order Shipment and Receiving Supplies and Services

When placing orders that will require a vendor to ship or deliver merchandise, provide that vendor with complete shipping instructions including:

- company name
- department name
- address
- your name
- phone number
- the **order log procurement card number** on the outside shipping label (PC0001234)

If received in Central Receiving, this information will facilitate getting the delivery to the cardholder quicker

DO keep a record of your phone orders and instruct the vendor to include a sales receipt or a charge card slip in the package with the filled order. This will be used for supporting documentation.

DO NOT purchase items for **examination, with intent to return for credit.**

DO NOT ship any type of merchandise **to personal residences.**

It is the cardholder's responsibility to ensure receipt of materials and services and to follow up with vendors to resolve any delivery problems, discrepancies and/or damaged goods.

If the cardholder orders from the Internet, make a print screen of the order form, or a printout of the confirmation e-mail received from the vendor.

Dock Address for South Campus Delivery:

UT Southwestern Medical Center
Shipping/Receiving
4600 Harry Hines Blvd
Dallas, TX 75390

Dock Address for North Campus Delivery:

UT Southwestern Medical Center
Shipping/Receiving
5901 Forest Park Road
Dallas, TX 75390

Procurement Card Hardcopy Record Keeping

DO turn in all sales receipts or charge/credit slips daily. The Cardholder and the Reconciler are responsible for maintaining an Order Log within the P-Card Solution software by entering orders **within 2 business days**. The transaction charge should be reconciled to the order log (**within 2 business days**) during the billing cycle (30 days). For record keeping purposes, the following items should be maintained with the on-line order log (print order log):

- Original sales receipts
- Packing slips
- Charge card slips
- Merchandise advertisement (if available)
- Other information related to the purchase
- Documentation with management approval or authorization

For greater accountability and to validate the receipt as being original, the purchaser and/or cardholder MUST SIGN AND DATE all receipts that are faxed from the vendor and those printed from e-mails or the internet. Internet receipts should include all the items ordered and the actual final confirmation of the order to reflect the acceptance of the credit card payment.

When the posted bank transactions are downloaded into the P-Card Web Solution, the reconciler should reconcile the transaction charge to the order log. Any discrepancies identified should be PROMPTLY investigated.

The individual responsible to be the department approver should make sure that the cardholder or reconciler has copies of all the supporting documentation for the purchase (including management approval or authorization).

Record Retention

The Cardholder is responsible for obtaining support documentation (listed above) from the vendor to support all purchases made with the Procurement Card. **It is the Approver's responsibility to assure that all support documentation is retained within the Department.** Documentation for all purchases on all accounts must be retained for **5 years** (current plus four years) after the close of the most current fiscal year.

Returns, Credits, and Disputed Charges

It is the responsibility of the Cardholder to contact the vendor when merchandise purchased with the Procurement Card is not acceptable (incorrect, damaged, defective, etc.) and arrange a **return for credit or exchange**.

In the case of **returned merchandise** for credit, the Cardholder is responsible for coordinating returns directly with the vendor and obtain instructions for the return. The Cardholder should:

- secure the appropriate credit when goods are returned to the vendor,
- obtain a credit receipt from the vendor,
- retain that receipt with the support documentation for that purchase, and
- ensure that credit is posted to their procurement card.

Some vendors may charge a restocking fee for returns. **DO NOT receive cash or checks to resolve a credit or return issue. Credit should be processed to the p-card.** If the vendor accepts an item as a return, all credits must be applied to the same cardholder account that the original purchase was made and the credit for this item should appear on the following month's statement. All returns or credits should be indicated on the P-Card Order Log.

If a Cardholder finds a discrepancy (charge that is not recognized or appears to be in error) on the monthly statement, it is the responsibility of the Cardholder to **dispute the charge**. The Cardholder should first contact the vendor and try to resolve the dispute. If a Cardholder cannot resolve a disputed charge directly with the vendor, contact the UT Southwestern Procurement Card Administrator about disputing the charge with the bank. The Administrator will help fill out the dispute claim and will forward to the cardholder to send to **JP Morgan Chase**.

The dispute form and any supporting documentation is faxed to **847-931-8861**:

JP Morgan Chase
P.O. Box 2015
Elgin, IL 60121-2015
Attn: Dispute Department
1-888-297-0768

A copy of the form should be kept with the P-Card Order Log. **JP Morgan Chase** will place the charge in a "State of Dispute" and the account may be given a provisional credit until receipt of adequate documentation from the vendor.

- If the documentation appears to be in order, the transaction will be re-posted to the account and the dispute considered closed.
- If the charge is suspected to be fraudulent, the card will be immediately blocked, continue to have a provisional credit (if given) and an investigation of the charge will continue. A new card will then be reissued to the cardholder, if appropriate.
- If the charge appears legitimate, the transaction will then post to the new account.
- A copy of all supporting documents concerning the dispute should be kept with the PCard Order Log.

The Cardholder/Reconciler should attach all support documentation and make note of any returns, credits, disputed items and restocking fees to the Order Log.

Lost or Stolen Cards

DO report any lost or stolen cards immediately. If the Procurement Card is lost or stolen, the Cardholder should immediately contact **JP Morgan Chase** Customer Service Center by calling

1-800-890-0669

The Customer Service Center is available 24 hours a day, 7 days a week. After contacting **JP Morgan Chase**, the Cardholder must notify the Procurement Card Administrator, their Department Manager, Reconciler, and Approver, both verbally and via e-mail. Cards that are lost or stolen on university property should be reported to the UT Southwestern Police Department at **214-648-8311**.

JP Morgan Chase will immediately suspend the lost or stolen procurement card and reissue a new card. The new card will be sent to the Cardholder who in turn should report the new card number to the Procurement Card Administrator. **Prompt, immediate action can reduce the liability of fraudulent activity. Neglect in reporting a lost or stolen procurement card in a timely matter could result in the cardholder being responsible for paying the bill.**

Card Cancellation – Termination or Transfer

The Procurement Card may be canceled at any time. All notifications to cancel a Procurement Card should be sent to the Procurement Card Administrator.

When a Cardholder **terminates employment** with UT Southwestern or if employment is terminated, the approver has the specific obligation to reclaim the Procurement Card from the employee prior to the employee termination date. The Procurement Card should be cut into two pieces and returned to the Procurement Card Administrator with a written notification (e-mail accepted) to cancel the card. List the Cardholder's name and the last 8 digits of the card number. If a terminated employee continues to use the Procurement Card, the department will be liable for all charges. The terminated employee may also be subject to criminal prosecution. The department should **notify vendors** (as needed) that an employee has been terminated.

When a Cardholder **transfers** to another department, the department manager has the specific obligation to reclaim the Procurement Card from the employee prior to the employee transfer date. The Procurement Card should be cut into two pieces and returned to the Procurement Card Administrator with a written notification (e-mail accepted) to cancel the card. List the Cardholder's name and the last 8 digits of the card number.

If it is found that a Cardholder has **not used** the Procurement Card for a long period of time, the procurement card may be revoked or canceled at the discretion of the Procurement Card Administrator. The Procurement Card Administrator will solicit from the cardholder any explanation for non-use of this privilege.

Non-adherence to these procedures or failure to return the card promptly will result in revocation of individual cardholder privileges or all departmental procurement card privileges.

DOCUMENTS and FORMS

Procurement Card Program Guide – Policies and Procedures
Procurement Card Application Form
Procurement Card Cardholder Agreement
UT Southwestern Tax Exemption Certificate Card
card may be obtained from the Procurement Card Administrator

(separate attachments)

CHANGE(S) TO GUIDE

03/13/07

Palm Pilots were added to the list of items that aren't allowed to be purchased with a p-card (page 12).

04/19/07

Reference these pages and the information in red print for p-card changes:

Page 5	Cardholder
Page 8	Compliance Reviews
Page 16	Procurement Card Hardcopy Record Keeping

10/22/07

Reference this page for p-card changes:

Page 11	Items Allowed – Tea was added to the list.
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01/08/08

Reference this page for p-card changes:

Page 8	Sales and Use Tax – Obtaining a tax certificate – Joyce Richerson.
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02/01/08

Reference these pages for p-card changes:

Page 7	Billing Address
Page 8	Sales and Use Tax – Obtaining a tax certificate – Megan Rush.
Page 11	Items Allowed – Water Service with Sparklets and Ozarka Only.
Page 15	Dock Addresses – South and North Campus

07/25/08

Reference these pages for p-card changes:

Page 12	Computer Systems – Desktop or Laptop – NOT Allowed to Purchase
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06/22/09

Changed the web site for the vendor hold search.