ECU PURCHASING CARD USER’S GUIDE

“The Way of the Future”

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1.0 OVERVIEW OF THE PURCHASING CARD PROGRAM:

1.1 Purpose of the card

The ECU purchasing card (ProCard) is a corporate Visa credit card in which the liability rests with the University instead of the individual cardholder. It does not affect the cardholder’s personal credit. (This is different from the American Express travel card program, in which the liability is solely the cardholder's.)

The purchasing card is issued to an employee, empowering this person to purchase goods and services on behalf of the University. The dollar amount this person is allowed to spend is determined by the cardholder’s supervisor who selects the single transaction limit. This program has been established to allow rapid purchase of low dollar goods and services while simultaneously reducing paperwork and handling costs associated with the small purchase process.

Under no circumstances may this Visa card be used for personal purchases and may not be used to the personal benefit or gain of a cardholder such as the receipt of vendor rebates, coupons, or customer rewards.

1.2 Cardholder requirements

- Each purchasing card is tied to an ECU departmental Banner FOP (Fund, Organization, Program) code. Each transaction will default to a single FOP but can be changed during the month. The cardholder must have Banner Finance Security access to the default Org and to any other Org to which charges may be reallocated.

- The cardholder is responsible for obtaining priced, itemized receipts and/or invoices for each card transaction, which are to be submitted to the ProCard Office along with their original, signed hard copy statement on a monthly basis. The cardholder is required to perform a monthly on-line review and reconciliation of all new purchases. Each cardholder's account is also reviewed and approved by a higher authority (normally at the department or division level).

- Complete transaction reporting is provided monthly to the cardholder both electronically and in the form of a hard copy bank statement.

- Should your card be stolen by anyone, please contact the appropriate police department. For example, if it occurs on campus, contact the University police. If it happens in the City of Greenville, please contact the city police. If it occurs during non-business hours, please contact Bank of America immediately (see section 2.1 below). Afterward, please notify the ProCard staff and your immediate supervisor.
2.0 WHERE TO GET HELP:

2.1 University names and addresses

The University provides support and assistance to cardholders and departments in the distribution and processing of new card applications. We process all changes in cardholder information, schedule training, update all documentation and audit all aspects of the program. Please call whenever you have any questions.

Frances Flowers  
ProCard Manager  
ECU Materials Management  
200 E. First Street  
252-328-2761 fax 252-328-2479  
flowersf@ecu.edu

Melissa Eakes  
ProCard Assistant Manager  
ECU Materials Management  
200 E. First Street  
252-737-1852 fax 252-328-2479  
eakesm14@ecu.edu

Debbie Steinmetz  
ProCard Assistant Manager  
ECU Materials Management  
200 E. First Street  
252-328-0137 fax 252-328-2479  
steinmetzd@ecu.edu

Kevin Carraway  
Director  
ECU Materials Management  
200 E. First Street  
252-328-1009 fax 252-328-2479  
carrawayc@ecu.edu

Billing Addresses

Certain vendors will ask for the billing or statement address. In most cases, this needs to be given exactly as it appears on the cardholder statement. The general addresses that we use are:

East Campus  
1000 E. 5th St.  
Greenville, NC 27858-4353

West Campus  
600 Moye Blvd.  
Greenville, NC 27834-4354

2.2 The bank

We have an agreement with Bank of America for VISA card services. To report a lost or stolen card, billing questions, or any customer service questions in general, call the ProCard Office first. If after ECU business hours, call Bank of America at 1-888-449-2273 where help is available 24 hours a day. If it is necessary to call Bank of America directly, such as to report a lost or stolen card, you are also required to contact the ProCard Manager as soon as possible. To dispute a transaction on your statement, please refer to Section 5 of this guide.
3.0 CARDHOLDER POLICIES AND PROCEDURES:

3.1 Obtaining a card

Purchasing cards may be issued to permanent ECU faculty or staff who have been authorized by their University department head to purchase goods and services and are either permanent or time limited employees. Training will be required for each Cardholder and Reconciler. The names of the University and the cardholder both appear on the card. The bank currently does not charge for the issuance of a card; however, low usage cards will be reviewed regularly (see section 3.11). The purchasing card carries corporate liability and does not affect your personal liability in any way. Cardholders are required to sign a card use agreement.

Enrollment forms can be found on the Purchasing Card Home Page at http://www.ecu.edu/cs-admin/purchasing/pcard/ProCardHome.cfm

3.2 Keeping your card secure

ALWAYS KEEP YOUR PURCHASING CARD IN A SECURE PLACE. Treat it like cash. Paperwork should also be kept secure and shredded before discarding. Please do not email your card number; it is not considered to be a secure transmission of data. Cardholders should monitor their charges regularly for vendor errors and fraudulent charges. Any concerns should be reported to the ProCard Manager immediately.

3.3 Limitations of transaction amounts

<table>
<thead>
<tr>
<th>SPENDING LEVELS</th>
<th>ECU - 3</th>
<th>ECU - 4</th>
<th>ECU - 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Transaction</td>
<td>$1,500</td>
<td>$2,500</td>
<td>$5,000</td>
</tr>
<tr>
<td>Daily Transaction</td>
<td>$3,000</td>
<td>$5,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>Monthly Transaction</td>
<td>$10,000</td>
<td>$15,000</td>
<td>$25,000</td>
</tr>
</tbody>
</table>

There are an unlimited number of transactions up to the daily and/or monthly dollar limits.

A cardholder’s spending level is determined by his/her department head. Assignment of ECU – 5 spending level is at the discretion of the ProCard Manager.

Cardholders are reminded that splitting transactions in order to remain within the established purchase limit per transaction is prohibited and doing so may result in loss of procurement card privileges and/or disciplinary action up to and including
termination of employment. Each conference registration, examination fee, lodging payment, air, bus, or train fare is considered to be an individual transaction; registering multiple conference attendees, paying multiple lodging or buying multiple travel tickets is not considered to be a split transaction.

3.4 Limitations of Vendors

All vendors accepting VISA/MC cards are registered with their bank under a specific Merchant Category Code (MCC) identifying the type of business they are (i.e. airlines, music stores, medical services, florists, ABC stores, restaurants, office supplies, etc.). The University has blocked all categories deemed inappropriate for ECU use such as Travel and Entertainment categories, ABC stores, off-track betting, etc.

Your purchasing card cannot be used to purchase from vendors that fall under a blocked category on the MCC list. If your card is not accepted by a particular vendor, please contact the ProCard Office within 48 hours. The ProCard Staff will determine why the charge was denied and what can be done to rectify the problem.

Transactions are monitored on a daily basis by the ProCard Office for possible misuse and abuse of the card or fraudulent charges.

Purchases from campus storerooms (Central Stores, Medical Storeroom) are not allowed as they are not VISA vendors.

3.5 Additional card limitations

The purchasing card must be used ONLY by the named cardholder. There are no departmental cards and no sharing. All card spending must adhere to state and university purchasing guidelines.

Giving your card or card number to another person or using someone else's card may result in disciplinary action including but not limited to revocation of purchase card privileges and/or termination of employment. To assist in keeping track of transactions and receipts, a transaction log is provided for your use. This log is to be used as a manual aide and is highly recommended, but not required by the ProCard Office.

You may, when necessary, have someone else pick up the items from the vendor; however, this person is not authorized to sign the credit card sales slip.

All purchases must follow University and ProCard policies and procedures, and must strictly adhere to funding authorities. Some funds are more restrictive and may not allow certain purchases. State funds are very restrictive. Please refer to the University Budget Office for allowances. Purchases from Grant funds must adhere to all Contracts, Grants, and other agency guidelines. The same is true for Special funds and Foundation funds. The fund authority form in your department
will show guidelines on purchases. It is the cardholder’s responsibility to be aware of the rules and guidelines applicable to each account.

3.5.1 Foundation Funds

The ProCard can be used for expenditures being paid using Foundation Funds. You must ensure that the purchase/payment is allowed by the Foundation’s stewardship policy, as well as the ProCard. It is the purchaser’s/department’s responsibility to verify that funds are available to cover the purchase. All transactions are uploaded to Banner once per month, so transactions will not reduce the cash balance until approximately the 24th of each month.

ECU Foundation, Inc. - Funds Starting With ‘E’
ECU Medical & Health Sciences Foundation, Inc. - Funds Starting With ‘M’
ECU Alumni Association, Inc. - Funds Starting With ‘A’
ECU Educational Foundation, Inc. (Pirate Club) - Funds Starting With ‘P’

The following supporting documents must be entered/scanned into WORKS so that the Foundation office can review:

- Business purpose that fits the purpose of the foundation fund being used.
- Documentation of fund manager or proxy approval of the purchase, depending on amount of the purchase and delegated authority levels.
- A copy of the itemized receipt listing all items purchased
- Any other supporting documentation that would normally be provided with a direct pay purchase, such as agenda, attendees list or other related support. Please do not scan in any personal (social security numbers, credit card numbers, etc.) or patient related information that would be subject to HIPAA.

3.5.2 Attachment Option in WORKS

When you click the TXN number in order to reallocate or approve a transaction in WORKS, you will see “manage receipt.” When you click “manage receipt,” it will walk you through attaching the receipt or other backup documentation that belongs with a transaction. All original statements and receipts/documentation must still be sent to the ProCard office. (See “Receipt Loading Instructions” on ProCard website for more information/instructions.)
3.6 Changing card limits and updating cardholder information.

To change the limits on your card, complete a Transaction Limit Change Request form found on the Purchasing Card Home Page at http://www.ecu.edu/cs-admin/purchasing/pcard/ProCardHome.cfm and forward original to the ProCard Office. All such requests MUST have department head approval. Changes of personal data (name, address, phone, default FOP, etc.) may be emailed to ProCard staff.

3.7 Additional purchasing guidelines

It is the cardholder's responsibility to insure that purchases are made only from legitimate companies. The vendor may or may not appear on the ECU Vendor file. It is not necessary for the vendor to be on this list – please do not request a Banner vendor number for card use with the vendor. If you have any questions about the legitimacy of a vendor or individual, DO NOT PROVIDE YOUR CARD NUMBER.

The cardholder is responsible for purchases made that commit the University, and is therefore responsible for determining the legitimacy of the purchase and the selection of the vendor.

The Purchasing Card is strictly for University business. Purchases must be for the use and benefit of the University. Intentional misuse or abuse of the Purchasing Card may result in the immediate revocation of privileges, and may be cause for disciplinary action up to and including termination of employment.

3.7.1 Contracts

When a State or University contract is available, the contracted supplier must be used. Contracts may be reviewed by visiting the NC Department of Administration Purchase and Contract Home Page at http://www.doa.state.nc.us/PandC; by reviewing the ECU Materials Management Home Page at http://www.ecu.edu/purchasing; or by calling the Materials Management Department at 328-6434 to speak with the appropriate purchasing agent.

3.7.2 Using the Internet (WWW)

Many companies offer the option of making purchases via the web. The University does allow online purchases, however be sure that the website you are using is secure [look for https in the URL or a closed lock at the bottom of your screen] before providing your card number. Be sure the vendor will provide you the required priced, itemized receipt or order confirmation.

If the icon is broken, the web server is not secure and your credit card number will be sent across the Internet in plain text. Although the chances are small, someone intercepting your message would be able to read your
credit card number. Do not use an unsecured web site. If the icon is solid, the server is running secure web server software and your credit card number will be encrypted. Encryption transforms data into unreadable form to ensure privacy. Department policies and good judgment should be used when ordering over the Internet.

3.8 Automatic renewal of the card

A new purchasing card will be issued to you once you complete the ProCard training session and sign the card use agreement. Once you have the card, no further action is required by you to continue from year to year. Do not forget that each card is tied to one departmental budget code (default FOP). If you change FOPs, email the ProCard Staff the new FOP so your default FOP can be updated. You must have Banner security to the Org if it changes. The accounting change can be made without re-issuing the card.

3.9 Termination of Employment

Your card remains the property of East Carolina University and must be surrendered immediately upon termination of employment or upon the request of either your supervisor or the ProCard Office. This card must be cancelled before the employee leaves.

3.10 Transfer to another department

If the cardholder transfers to another department, the old card must be closed out and returned to the ProCard Manager. If a cardholder needs a card after transferring departments, a new card reflecting the new FOP account must be issued. A new ProCard application form approved by the new department head is required. You will not be required to attend another ProCard training session. It is the cardholder’s and reconciler’s responsibility to inform the ProCard Staff when a cardholder or reconciler has changed departments.

3.11 Inactive Accounts (Cards)

To protect the security of the program, any card that has NOT been used for twelve (12) months is subject to cancellation. The cardholder will be contacted to ensure he/she still possesses the card and to see if any exceptions may be made based on appeal by the cardholder.

4.0 HOW TO USE THE PURCHASING CARD:

Purchasing with the card does not change the rules and regulations required by the University or by your internal departmental procedures. The card is merely another means of payment. You must obtain an itemized receipt with pricing for every purchase made.
4.1 Making your purchase

- Before making any purchase, the cardholder should determine if the item is available on State Term Contract. If the item is not on a State Contract, be sure the pricing is the best you can obtain. Ask yourself, am I purchasing the best value item through the economical source reasonably available?

- ProCards should be used with State contract vendors, when available. Some contracts are mandatory, so you will need to make sure you are purchasing through the correct contract vendor. State Contracts can be found at http://www.doa.state.nc.us/PandC. If the items are not on State Contract, check the debarred vendor list at http://www.doa.state.nc.us/PandC/actions.asp.

- It is the cardholder’s responsibility to inform the vendor at the time of purchase that ECU is exempt from North Carolina sales tax. ECU’s tax exempt number is printed at the bottom of each ProCard. If a cardholder is charged tax, it is the cardholder’s responsibility to contact the vendor and request a credit for the amount of tax to be applied back against their card. We have no other recourse for recovering taxes paid. Any tax will be deducted from the departmental budget. A copy of the Certificate of Exemption can be obtained by contacting Financial Services or Materials Management.

4.2 Purchases in person

You should follow the proper internal procedures set up specific to your department for determining that a purchase is required and authorized.

- Determine whether the purchasing card is the most appropriate tool to use for the purchase (restricted item, over the card’s single transaction limit, etc.).

- Determine that the total amount of the purchase including shipping, handling, postage, freight, insurance, etc., does not exceed either the card’s single transaction limit or the daily/monthly limits listed above. If a limit is exceeded, the bank will automatically refuse the transaction and the vendor will reject the purchase. Contact the ProCard Staff within 24 hours if you are not sure why your card rejects or if you have an emergency need.

- Obtain a priced, itemized receipt at the time of purchase or pickup. All original receipts and other paperwork must be forwarded each month with an approved ProCard hard copy statement to Materials Management as part of the reconciliation process.
ECU ProCard Program

East Carolina University   Dept. of Materials Management

4.3 Purchases by phone, fax, or mail

Always give the supplier your name, department, phone number, and complete
delivery instructions. It is recommended that purchases be shipped directly to
your campus address whenever possible. If Central Receiving Warehouse or
Brody Receiving is used as the delivery point, use one of the following addresses:

<table>
<thead>
<tr>
<th>Central Receiving Warehouse</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Carolina University</td>
</tr>
<tr>
<td>1150 S. Greene St.</td>
</tr>
<tr>
<td>Greenville, NC 27858-4353</td>
</tr>
<tr>
<td>Phone (252)328-9940</td>
</tr>
<tr>
<td>Fax (252)328-9939</td>
</tr>
</tbody>
</table>

Keep a transaction log for all transactions. (Not required, but highly
recommended in order to keep track of transactions. A sample is on our website.)

PHONE - When you call the vendor, state that you are calling from East Carolina
University and that you will be making your purchase on a VISA purchasing
(credit) card. Record the date, name, address of the company, item(s) ordered,
and cost on your transaction log. Give the supplier your name, delivery address,
phone number, and complete delivery instructions. Request that an itemized
receipt and/or packing slip that shows dollar amounts be sent with the purchase.

FAX - Follow any applicable steps from the above instructions. Retain a copy of
the fax, and also the fax confirmation, for your records. Do not mail a copy of the
order to the vendor because this increases the chance that the order will be
duplicated. If the company requires the original be sure to clearly mark it
"CONFIRMATION OF FAX ORDER, DO NOT DUPLICATE".

MAIL - Follow any applicable steps from the above instructions. Retain a copy of
the order for your records, and request that an itemized, priced receipt is sent to
you for your records.

4.4 Other forms to complete

When using the purchasing card there is usually no need to submit any additional
paperwork to a vendor. If, however, a duplicate shipment is mistakenly made, it is
the responsibility of the cardholder to resolve the issue with the vendor.

4.5 Returns, damaged goods, credits

Items purchased with the purchasing card will periodically need to be returned for
one reason or another. A few tips to make the process easier:

- Always retain boxes, containers, special packaging, packing slips, etc.,
  until you are certain that you are going to keep the item(s). Some items,
such as software or fragile pieces, cannot be returned without the original packing materials.

- Read all enclosed instructions carefully. Often a critical phone number and other instructions are included on the packing slip and/or receipt.

- In some cases there may be a restocking fee. The purchasing card may be used to pay this fee as long as it does not exceed any of the card limits.

- If you need help in packaging goods for return please contact the Central Receiving Warehouse at 328-6079 or BSOM Receiving at 744-2241

- DO NOT accept checks, cash or cash equivalents (i.e. gift cards) for any returns. If you used your ProCard to make the purchase, be sure to have a credit for any return applied to your card. You will need a copy of the credit memo for your records and documentation.

4.6 Postage

Postage is allowed on the ProCard. This includes stamps, priority, and express mail. Stamps should only be purchased in small quantities, as they are needed. All receipts must be documented with the business purpose whether you are purchasing a single stamp, a roll of stamps or sending a letter or package certified or priority mail. Receipts are required to be priced and itemized. Please see business purpose described below. The USPS does provide detailed receipts and labels with destination, which should be obtained at the time of your purchase and submitted with your ProCard statement. Your bulk mail should continue to be processed by University Mail Services. For more information on bulk mail, please go to [http://www.ecu.edu/cs-admin/upg/ups/mailing.cfm](http://www.ecu.edu/cs-admin/upg/ups/mailing.cfm); for additional information on mail services go to [http://www.ecu.edu/cs-admin/mail/mission.cfm](http://www.ecu.edu/cs-admin/mail/mission.cfm).

Express shipping is allowed on the ProCard. This includes UPS, FedEx, and DHL. All receipts must be priced, itemized, show destination, and must be documented with the business purpose. Please see business purpose described below. The ProCard may be used with businesses that offer these services such as The UPS Store, The Mail Box, FedEx Kinko’s, Staples, etc. as these vendors do provide priced, itemized documentation. Departments that are invoiced monthly for express services may pay these invoices on the ProCard. The invoice will need to be documented with the business purpose and submitted with your ProCard statement.

- Departments that do not have established accounts with express vendors should not call UPS, FedEx or DHL to come to your department for a pickup. The vendor cannot leave you a priced, itemized invoice and you will not be able to complete your ProCard statement. This would result in a violation and could jeopardize our ability to continue these purchases on the ProCard.
• A “to/from handwritten label” that is not accompanied by the vendor’s priced, itemized receipt is NOT complete documentation.

• Central Stores and Brody Shipping and Receiving will continue to offer these services. They will come to your office and pick up packages for shipping. A description of their services and procedures are available on their website at http://www.ecu.edu/cs-admin/purchasing/centralstores/CentralStoreroomHome.cfm.

The business purpose needs to be detailed yet with generalities. “Stamps for the office,” for example, is too broad. Please explain the types of mail sent out (ex. registration documents) and to whom (students, research participants, etc.) it is mailed. An acceptable business purpose would be, for example, “mailed course disks to DE students in Math 1000-601.”

4.7 Purchases of Consumable Items food, water, coffee, and related items

Personal meals and meals subject to the per diem rates (i.e. meals while in travel status) are NOT allowed to be paid using the ProCard.

The first thing to keep in mind is your funding source: does it allow the purchase of consumable items? Does it place restrictions on the purchase? In general, State and Grant funds cannot be used for these types of purchases. If there are any questions regarding the fund approval, be sure to get all approvals, in writing (email is fine), from the appropriate funding office. The funding authority form may work as well. Neither Materials Management nor the ProCard office can grant permissions on the behalf of any funding office.

You must reallocate your charges in Works to the approved fund prior to the end of the reconciliation period each month, which is usually around the 22nd. If a charge for these items posts to your account to inappropriate funds (such as State/Grant funds), this is considered to be a misuse of funds and is a violation that will require a correction by Banner inter-departmental transfer for disbursement adjustment form.

Grocery store purchases of drinks, cookies, trays (deli, fruit, cheese, and vegetable) and cakes for certain official events are allowed, as well as group meals from restaurants and caterers. State/Grant funds do not normally allow. Meals that are included in a basic conference registration fee or approved event are allowed on the ProCard; if a meal is included with the registration fee or approved event, you may not request per diem with a travel reimbursement. See more information regarding registrations in the “registration” section of this guide.

Each time you purchase any consumable item, you must send a fund-approved detailed business purpose with your itemized invoice/receipt and statement, regardless of the source of funds. Please send agenda, event flyers, meeting announcements, and attendee lists (except for minors and/or patients). A business purpose needs to be descriptive and detailed; “drinks for meetings” is not a good
business purpose; “drinks for certification meeting with XYZ on 2/26/16” is good and would require an agenda or at least one of the above event papers. Please also send any written approvals you have received from your funding source office.

For departments that purchase water, coffee and coffee-related items you will need to document your business purpose each and every time. The same approval can be sent with each statement for the recurring charges.

Should you have the need to purchase consumables and have any questions, please contact the ProCard Office in advance of the purchase for advice.

4.8 Third Party Purchases

A third party purchase is when payment to a vendor is processed via an online credit processing company such as PAYPAL, Verisign, Authorizenet, Paymybill.com, etc. Cardholders are not restricted from using third party services, but are responsible for making sure the business is legitimate and that any internet sites are secure. Cardholders are required to submit the confirmation of payment from the third party vendor as well as submit documentation about the order from the original vendor. The order information from the original vendor must match the payment information from the third party vendor. Individuals cannot be paid using the ProCard.

4.9 Travel Related Expenses:

Information regarding Travel in the ProCard User’s Guide is a brief summary. Please see the ECU Travel Procedures Manual for full details. The ECU online Travel Request System (TRS) must be used to request and document all authorizations to travel, regardless of the method of payment. The official ECU TRA form (travel authorization / reimbursement for Travel Form) must be approved prior to any travel expenses being incurred. When the ProCard is used for travel-related items, the correct travel request number must be written on each travel receipt and/or provided to the ProCard holder.

The ProCard may be used for all approved East Carolina University travel expenses, excluding per diem meals, while in travel status. Reimbursement requests for meals must be handled through the proper Travel Reimbursement procedure.

Participation is by application only and must be approved by the cardholder’s Department Head. Current ProCard cardholders may complete and submit the ProCard Travel Upgrade form to the ProCard Office to upgrade their card to allow travel-related expenses. Non-cardholders must go thru the normal process to enroll in the ProCard Program including application and attendance at a ProCard Training Session. Applications can be downloaded at http://www.ecu.edu/cs-admin/purchasing/pcard/ProCardHome.cfm.
Anyone incurring travel expenses, which will be paid by the University, must adhere to all University policies and procedures, including, but not limited to, Departmental, Travel and Funding. All ProCard questions should be addressed by the ProCard Office by calling 328-6434 or emailing the ProCard staff. It is the traveler’s, as well as the cardholder’s, responsibility to read and understand the policies and procedures before expenses are incurred. Travel information can be found in the ECU Travel Procedures Manual http://www.ecu.edu/cs-admin/financial_serv/indextraveloffice.cfm If you have travel related questions, please see the ECU Travel Procedures Manual or contact the Travel Office at traveloffice@ecu.edu. Funding questions should be directed to the appropriate funding office. Materials Management/ProCard Office does not grant permission for funding.

This program is for staff/faculty that travel for ECU business purposes and for staff/faculty that are responsible for arranging travel for other ECU employees on a frequent basis. If your department has staff/faculty members that rarely travel, a cardholder should be designated to make payments on behalf of others.

DO NOT request reimbursement through the travel reimbursement process for any expenses that were charged to your ProCard. Note on TRA that it was paid via ProCard.

4.9.1 Conference Registrations

Effective January 1, 2005 registration fees are to be paid on your ProCard. (Note: This does not apply if the merchant does not accept VISA)

Extra events/items are only allowed to be added to the registration fee items are business-related and fund approved. Meals cannot be paid with the ProCard unless included in the registration fee or if combined with an approved event. Optional, non-business related, meals that are added to registrations must be paid with personal funds. If fund-approved, you may request reimbursement through the travel reimbursement process. Otherwise, you may receive per diem. You may contact the Travel Office at traveloffice@ecu.edu for further instructions.

Original priced, descriptive documentation must be submitted with your ProCard statement to the ProCard Office. This documentation may include a brochure, registration form, or confirmations printed from the Internet.

- Cardholders and/or Reconcilers are responsible for making sure registrations are coded to the correct object code during the reallocation period.

In State Registration Fees............ 73551
Out of State Registration Fees........ 73552
Out of Country Registration Fees..... 73553
### 4.9.2 Lodging:

The ProCard may be used by the named cardholder to pay for lodging, including occupancy tax, business-needed Internet and parking, for travelers on approved East Carolina University business. Participation is by application only and must be approved by Department Heads.

If the lodging amount will be over the per diem rate, “Yes” must be selected for “Excess Requested” in section one of the official ECU TRA form. This form must be approved prior to any travel expenses being incurred.

If the cardholder books lodging for a traveler, the cardholder will need to be sure the hotel knows that the traveler will not have the credit card when they check in/out. The cardholder may be required to complete a 3rd party reservation form with the hotel. Alert the hotel that only lodging expenses, business-needed Internet and parking, if required at the hotel, are allowed.

**Lodging accommodations that are with a 3rd party (any lodging that is not a hotel/motel) must have prior approval in addition to the ProCard approvals.**

A 3rd party lodging request form must be completed and approved prior to booking and attached to any statement that reflects the lodging charge. The form, as well as details can be found here:

[http://www.ecu.edu/cs-admin/financial_serv/indextraveloffice.cfm](http://www.ecu.edu/cs-admin/financial_serv/indextraveloffice.cfm)

- Non-business (personal) expenses such as, but not limited to, incidentals, movies, personal laundry, personal phone calls, room service, alcohol, trip protection/insurance, choice seat fees, early check-in or expenses for family members MUST be handled on your personal credit card and NOT an ECU ProCard.

ECU is exempt from NC sales tax, not occupancy tax. It is the cardholder’s responsibility to inform the vendor at the time of purchase that ECU is exempt from North Carolina sales tax. We have no other recourse for recovering taxes paid. Any tax will be deducted from the departmental budget.

The traveler is responsible for retaining all itemized, original receipts.

For each lodging transaction, the ProCard statement must be documented with the following:

- Receipt: Itemized and showing dates (Write TRA # on receipt)
- Agenda, itinerary, syllabi or legitimate business purpose outlined
- List of attendees

Cardholders and/or Reconcilers are responsible for making sure transactions are coded to the appropriate FOAPAL codes in WORKS during the reallocation period.
4.9.3 Transportation

The ProCard may be used to pay for air, bus and train fare, as well as taxis and shuttles for travelers on University business. Rental vehicles are allowed in some situations.

- RENTAL VEHICLE are allowed if a state vehicle is not available. See full details in ECU Travel Procedures Manual.
- Shuttles and taxis are allowed for official state business.
- Parking Fees, Tolls and Storage Fees can be paid when practical and incurred while traveling on official state business.
- Non-business expenses/personal expenses, such as family members, MUST be handled on your personal credit card and NOT an ECU ProCard.
- For air, bus, train fare, if you are extending your business trip to include vacation time, you MUST obtain two quotes: One showing how much your ticket would be if you only go for the required days and another showing how much the ticket is with your extra days. YOU MAY ONLY PAY ON THE PROCARD IF THE TICKET IS THE SAME AMOUNT OR LESS. The “Combined Business and Personal Travel Memo” must be completed. The completed form should be submitted to the ProCard Office with the receipt, as well as the Travel Office. The documentation proving the comparison must remain on file in the department. [http://www.ecu.edu/cs-admin/financial_serv/indextraveloffice.cfm](http://www.ecu.edu/cs-admin/financial_serv/indextraveloffice.cfm)
- The ProCard may be used with AAA in Greenville or you may book your fares online with Orbitz, Travelocity, Expedia, etc.
- Original priced documentation that shows the dates of travel, the cost of the ticket, the travel itinerary, or backup that shows paid in full must be submitted with your ProCard statement to the ProCard Office.
- DO NOT request reimbursement through the travel reimbursement process for any expenses that were charged to your ProCard. Note on the TRA that it was paid using the ProCard.
- NO insurance or trip protection allowed.
- NO choice or upgrade seat fees allowed without a medical reason that is documented and approved by an ADA coordinator. Contact the Department for Disability Support Services. If the airline tries to get you to select a seat
for a fee, skip over the selection process and the airline will automatically select one for you.

- One personal bag each way is allowed. Documented business purpose is required for more than one bag.

- Cardholders and/or Reconcilers are responsible for making sure transportation is coded to the correct object code during the reallocation period.

  In-State Transportation – Air.................. 73201
  In-State Transportation – Ground.......... 73211
  Out-of-State Transportation – Air.......... 73205
  Out-of-State Transportation – Ground....73215
  Out-of-Country Transportation – Air..... 73209
  Out-of-Country Transportation – Ground..73219

4.9.4 TRAVEL VIOLATIONS:

ProCard holders, reconcilers and department/division heads play a critical role in closely monitoring and reviewing all transactions to ensure that no unauthorized charges are added and to correct any issues before the statements are due to the ProCard office each month. Travel violations may result in the traveler being required to pay out of pocket and go through the reimbursement process for all future travel expenses.

  o Cardholders violating State or ECU purchasing policies will receive a written notification of the violation with a copy sent to their reconciler.
  o Second violations will be copied to the department head’s attention.
  o Third violations will be subject to cancellation of card privileges.

Intentional abuse of the card will be grounds for immediate cancellation of card privileges and possible termination of employment as stated in the card use agreement.

5.0 DISPUTED TRANSACTION:

Dispute of statement items

Purchases appearing on the monthly statement from the bank may be disputed up to sixty days from the date of the statement.

If a charge is not recognized by the cardholder or some other problem arises, the first step is to contact the vendor for information regarding the charge. Contacting the vendor saves time and usually solves most issues.

If you are not satisfied with the outcome from the vendor, contact the ProCard Card Manager to begin the dispute process. All dispute details must be documented in an email. The ProCard Manager will then file the dispute with the bank. They will research the discrepancy and credit will be issued if, in fact, the charge is not valid. Research by
the bank usually takes 3-4 weeks. If a credit is issued, it will not occur until the
investigation is completed. You will need to notify the ProCard Manager if any update to
the situation has occurred.

6.0 RECONCILIATION PROCEDURES:

Reconciliation of purchases by the cardholder is the final step in the purchasing
card process. It is also one of the most important steps because this is where the
cardholder verifies the legitimacy of the purchase and provides itemization and
pricing of all items purchased. The statement cycle ends on the fifteenth (15th) of
each month, and cardholders receive statements about four to ten working days
after this date. Online reconciling and reallocation of accounts is available in
WORKS as soon as the charge posts. Cardholders and reconcilers will receive
emails from WORKS notifying them that charges have posted. The final
reconciliation/reallocation period varies and is typically the 16th – 21st of each
month. The actual dates are sent to cardholders and reconcilers by the ProCard
staff each month. Cardholders and reconcilers cannot wait for their hard copy
statement if FOAP changes are required for a given billing cycle.

Apprroved cardholder statements with all documentation are due to the ProCard
Office on or before the 10th of the month following the close of the billing cycle.
If any statement is not received by the due date the individual card is subject to
suspension. See section 8.2.4 Delinquent Statements. Timely reconciliation and
responsible purchasing are the only ways to keep a card. The reconciliation
package (approved statement and priced, itemized receipts) is to be IN
Materials Management by the 10th of each month following the close of the
billing cycle.

Special instructions ~ Division of Health Sciences: Reconciled ProCard
statements for the Division of Health Sciences are to be sent to Cathy Alphin
[DHS Admin & Finance, Thomas Bldg] by the 1st of each month. Please do
not send statements directly to Materials Management.

6.1 Documentation provided by the bank

Each month the bank provides two types of documentation on card activity. First,
WORKS provides an electronic feed, which transmits all transactions posted.
Second, each cardholder receives an individual printed statement from the bank
which lists all activity for the month. This statement follows the format used by
most banks and is straightforward and easy to follow. The electronic feed from
the bank contains the same information; however, we receive it several days
sooner than the printed statements.

6.2 On-line reconciliation via the Web (WORKS Payment Manager)

Cardholders are required to review and validate purchases on a monthly basis.
Reconcilers are required to approve all purchases on line. Credit lines are not
restored until transactions are signed off on by the cardholder or the reconciler.
Continued failure to reconcile transactions on line may result in revocation of purchasing card privileges.

Specific instructions for navigating through the reconciliation process on the web are provided in a separate document and are available from the ProCard website (http://author.ecu.edu/cs-admin/purchasing/pcard/upload/Quicksheet_Manager_Reconciler.pdf). The primary responsibility for insuring integrity of the purchasing card program rests with the cardholder and departmental reconciler.

6.3 Documentation and Review

Original, priced itemized invoices/receipts are required for each purchasing card transaction, and are to be attached in order behind a monthly credit card statement. These receipts are used to describe what was purchased, to verify transaction amounts, and to document the business purpose served by the purchase.

Itemized invoices/receipts must provide the following details:

- Vendor
- Description of item(s) and quantity
- Unit price
- Extended price
- Tax, shipping, or freight
- Total transaction amount

Note: Packing slips are accepted only if priced. Order confirmations for online orders are acceptable IF all the information referenced above is presented.

If a vendor’s invoice/receipt only lists a part number, the cardholder is responsible for including descriptive information and/or writing a brief description beside the part number so that anyone reviewing the documentation will know what it was the cardholder purchased.

Receipts for food and all other consumable items must be itemized, and documented with the business purpose and funding source. See section 4.7 for more information.

Documentation for registrations should include a registration form, pamphlet, brochure, or printed materials from the internet that describes who is attending, what the conference is, where/location, dates of conference, and how all registration fees were derived.

Documentation for airline, bus, or train tickets need to include a travel itinerary with traveler’s name, cost of ticket, and dates of travel.

6.4 Cardholder responsibilities
Prior to receiving a hard copy statement, transaction data will be available to review and approve online in WORKS as soon as the charge has posted. Changes to the FOAP may take place through the reallocation period (22nd). Cardholders must communicate with their departmental reconcilers if they need the reconciler to make any changes.

The cardholder should contact the vendor to resolve any discrepancies when possible. Any fraudulent charges should be reported immediately to the ProCard Manager to begin the dispute process.

Cardholder responsibilities also include the following:

- Review all charges on the monthly hard copy statement to determine that the charges are correct.
- View transactions electronically in WORKS and verify/change FOAPAL information (be sure to review account numbers)
- Reconcile the monthly statement with receipts. There should be an original, priced receipt for every transaction. The total showing on the receipt should match the transaction amount printed on the cardholder’s statement to within a $1.00 difference only.
- Put itemized receipts in order as listed on the statement.
- Tape small receipts on letter size paper. DO NOT cover detailed information with tape.
- Attach one copy of any shiny receipts (printed on slick, thermal type paper) to the original receipt.
- Staple receipts to the upper left hand corner in back of the statement.
- Sign statement and forward to your reconciler by the 30th of the month.

6.5 Reconciler responsibilities

- Must review and approve each cardholder’s account online on a monthly basis.
- All FOAP reallocations must be reviewed and completed by the end of the reallocation period (sent in email reminders).
- Review the cardholder’s statement and receipts to ensure they are in compliance with ProCard policies and procedures.
- All receipts are itemized with pricing for every transaction and in order as they appear on the cardholder’s statement.

- Make copies to be maintained by the department according to record retention guidelines.

- Report any unusual cardholder spending or discrepancies to the Purchasing Card Manager to investigate.

- Assist cardholder with correcting issues, then approve/sign statement and forward to Materials Management by the 10th of the month following the close of the billing cycle.

Note: If the cardholder and the reconciler are the same individual, the department head must countersign his/her approval of the statement. Also, in the case where a departmental reconciler reports directly to the cardholder as in when a Director/Dept. Head has a card, the cardholder’s superior or someone at the division level should be appointed to sign off on the cardholder’s purchases. In this case the statement would require three (3) signatures. If you are not sure how to resolve your situation, please contact the ProCard Staff for guidance.

6.6 Purchasing Card Administrator responsibilities

The ECU ProCard Staff, in Materials Management, is responsible to:

- Enforce ProCard policies and procedures and provide ProCard participants updates as needed.

- Review transactions and receipts for compliance with State Purchasing and ECU ProCard rules and regulations.

- Receive signed statements for all cardholders with activity for the month. Audit for completeness and adequacy of receipts documentation.

- Prepare and process statements for audit on a monthly basis.

- Provide support and assistance and act as bank liaison for cardholders and reconcilers; for example, when a statement is not received or when a transaction is declined.

- Cancel cards or suspend cards to enforce policy.

- Process new and replacement cards.

- Download and verify the bank file monthly.

- Maintain access privileges for WORKS.
• Provide ProCard training.

7.0 RECORDS RETENTION NOTICE:

• Original statements and receipts are to be sent to the ProCard Office each cycle. These original documents will be archived for a period of five (5) years in University Archives.

• Cardholders are responsible for retaining copies of documentation to make sure the ProCard Office has received all backup and to complete an adequate audit cycle, which the Internal Auditors recommend to be three (3) years.

• These files are to be kept secure and confidential as card account numbers may be visible.

• All discarded ProCard documentation must be destroyed by shredding to protect sensitive information.

8.0 COMPLIANCE:

The delegation of authority to purchase goods using the card is a privilege that automatically ceases upon separation from the University or upon reassignment to another department. ECU Materials Management reserves the right to revoke and cancel any credit card(s) for failure to comply with the policies and procedures of the program. ECU Materials Management further reserves the right to evaluate the seriousness of any violation and may allow the department to provide an explanation, which may be used as the determining factor to whether card privileges continue or not. ECU Materials Management has the right to exercise appropriate action as deemed necessary.

8.1 Cause for employee suspension/termination

Fraudulent or willful misuse of the card, including willful use of the card to make personal purchases even if you intend to reimburse the University or the use of the card for inappropriate expenditures may be cause for immediate cancellation of your card privileges and may result in disciplinary action, up to and including termination of employment.

8.2 Cause to suspend or cancel purchasing cards

ProCards may be suspended or cancelled if any of the following occur:

• Fraud or personal use
A pattern of violations of ECU Purchasing and ProCard policies is documented, such as:

- Splitting orders to avoid dollar limitations
- Noncompliance with State contracts and/or Purchasing policies and procedures
- Delinquent statements
- Incomplete statements/documentation
- Misuse of funds
- Unauthorized expenses or use of card
- Travel violations

A card is determined to be of no use to the cardholder

- A quarterly report is used to identify cards having no activity for a 12 month term
- The ProCard office will contact the cardholder to make sure he/she still has the card and to justify keeping the card account open

Using someone else’s card, allowing others to use your card, and failing to secure your card are not allowed and may be cause for card cancellation.

Cardholders and Reconcilers may be required to attend ProCard Training upon accumulation of three or more violations from any of the categories listed above during a six month period. The card may be placed in a hold status until attendance at a class is documented.

Consistent abuse of the card is cause to place the card account in a hold status until a review can be conducted. Card abuse may be reason to cancel cards at the discretion of the ECU Department of Materials Management. Notice of card cancellation for any reason will be prepared by the ProCard Manager and sent to the Director of Materials Management who makes the final determination and sends the cancellation notice to the cardholder, reconciler, and department head.

8.2.1 Personal use

The purchasing card is NOT to be used for personal purchases under any circumstances, even if you intend to pay the University back. **Intentional abuse of the card is cause for immediate cancellation of card privileges and may be cause for termination of employment.** Unintentional use as determined by the ProCard Manager will be handled on a case-by-case basis. Repeated offenses, unintentional or otherwise, is cause for card cancellation.

8.2.2 Splitting transactions to circumvent transaction limits

This is based on the total order to a single vendor. The order cannot be “split” or divided into multiple smaller dollar orders to stay under your single, daily, or monthly transaction limits. This
includes having several cardholders within a department pay for a portion of an order.

8.2.3 Noncompliance with State contracts or Purchasing policies

All State of NC purchasing rules and regulations apply. State Contract items must be purchased through the contract source.

8.2.4 Delinquent Statements

Approved card statements with all documentation are to be IN Materials Management by the 10th of each month following the close of the billing cycle. If any statement is not received by the due date the cardholder and reconciler will receive a notice via email. If the statement is not received within 3 business days of the notice, the card will be suspended and the cardholder, reconciler, and Supervisor/Department Head will be notified of the suspension.

*Extenuating circumstances may be considered on a case-by-case basis by the Purchasing Card Manager upon receipt of a written (or emailed) explanation. Request for an extension must be made prior to the 10th of the month following the close of the billing cycle and does not guarantee approval.*

- **First Offense** – Immediate reinstatement after receipt of delinquent statement and documentation.
- **Second Offense** – Reinstatement 10 business days after receipt of delinquent statement and documentation.
- **Third Offense** – Card will not be reinstated for a minimum of 30 days after receipt of delinquent statement and documentation, plus a written memo from the department head explaining the reason for the discrepancy which caused the delays/suspension and steps to prevent it from happening in the future.
  - Cardholder and reconciler will be required to attend another ProCard training class.

The above-mentioned statement offenses will be considered on an annual basis. If delinquent statements persist, Materials Management reserves the right to cancel or suspend card privileges.

8.2.5 Incomplete statements and/or documentation

Statements are considered to be incomplete for any of the following reasons: missing signatures, initials, missing invoices/receipts, missing prices or descriptions, or receipt totals do not match transaction totals to within $1.00.
Through email and phone, every effort is made to give the cardholder opportunity to provide incomplete information. However, cardholders who do not comply with our request for items/information after two notices will have their card will be suspended. Once the required documentation is provided to the ProCard Manager, the cardholder's designated spending strategy will be reinstated.

8.2.6 Misuse of funds or use of invalid account codes

State, Grant, Practice Plan, and some Special funds are allowed for ProCard purchases. The purchasing card does not change what you can buy, but how you pay for it. It is the cardholder’s responsibility to be aware of the rules and guidelines applicable to each account.

8.2.7 Examples of expenses

Below are examples of authorized and unauthorized transactions, which are reviewed during training classes. Items must be purchased from contract vendors, when possible. The purchasing card cannot be used for items listed on the unauthorized transactions list. *Exceptions can be requested, in writing.*
**Authorized transactions**

- State contract items purchased through State contract vendors
- Office, lab supplies and equipment, accessories, peripherals (contract vendors)
- Memberships and organization dues*
- Licenses such as nurses, doctors, etc.
- Subscriptions – To a business address / Annual Only / includes software subscriptions*
- Conference registrations (all ECU Travel policies apply)*
- Publications, reprints, books, educational DVDs*
- Interlibrary Loans
- Accreditation fees
- Postage and stamps / Express shipping & freight (small quantities)
- Advertising (include tear sheets)
- Certifications and examination fees*
- Software (must be approved by ITCS – Complete ProCard Software Purchase form in Port)*
- Maintenance contract / agreement payments with initial contract approval by Materials Management on file.
- Travel expenses including air/bus/train fare, shuttles/taxis, rental vehicles, parking, lodging. (See Travel Manual and section 4.9 of ProCard User’s Guide for details. Travel upgrade required.) *No per diem meals*
- Catering/Group meals, which have a legit fund-approved business purpose. Must include itemized receipt, agenda/flier/meeting announcement and list of attendees.
- Promotional items with approval from funding source and logo review, as required. [http://www.ecu.edu/cs-admin/mktg/logo_review.cfm](http://www.ecu.edu/cs-admin/mktg/logo_review.cfm)
- Student group functions including travel, events and group meals (Travel upgrade required for travel expenses.)*

* Required to be paid on ProCard (some exceptions apply: merchant does not accept VISA / purchase amount is over the single transaction limit of the ProCard).
Unauthorized Transactions

- NO purchases for personal use
- NO purchases over designated spending limits. NO split ticket purchases to circumvent the single purchase limit
- NO animals
- NO weapons or ammunition
- NO purchases from pawn shops
- NO controlled substances (Drugs, Alcohol, Fireworks)
- NO payments to individuals, consultants or employees (Vendor must provide a FEIN number versus a SSN)
- NO purchases from University storerooms (must go through PORT)
- NO trip protection/insurance, seat charges/upgrades, early check-in
- NO tours, additional functions, events, banquets, etc. without documented fund-approved business purpose.
- NO personal per diem meals (i.e. meals while in travel status). Approved catering/group meals require a legit fund-approved business purpose, itemized receipt, agenda/flier/meeting announcement and list of attendees.
- NO entertainment
- NO cash advances
- NO gifts without written approval from the funding source (Including: flowers, cards, holiday items, etc.)
- NO donations / contributions
- NO gift cards, incentives or prize purchases without prior approval per the “Gift Cards, Incentives and Prize Purchases” procedure found at http://www.ecu.edu/purchasing/
- NO computers or laptops (Due to CPI, must be purchased through PORT)
- NO software, unless approved by ITCS. Complete ProCard Software Purchase form in Port.
- NO items requiring the signing or click-to-agree of a vendor agreement or terms and conditions in order to complete the purchase, except those vendors whose terms have been approved by Materials Management and/or ITCS, as required. Include approval/documentation with the statement.
- NO cellular services or devices
- NO payments to ECU for classes or parking fines
- NO payments that involve making changes to facilities
- NO beverages other than Coca-Cola products in small quantities. (Coke has the exclusive rights on campus.)
- NO drone services / payments

*Exceptions may apply.*
9.0 CARD REINSTATMENT POLICY:

Before consideration can be given to reinstate a card that has been cancelled due to any compliance issues, the following objectives must be met:

1. Cancellation period is a minimum of four billing cycles.

2. All delinquent statements and/or documentation must be turned into the Card Administrator.

3. The cardholder will be required to re-apply by submitting a new ProCard application that has been approved by his/her Department Head. The application must be accompanied by a memo from the Department Head explaining the steps that have been taken to prevent this situation from happening in the future.

4. The ECU Department of Materials Management, the cardholder, or the Department Head may request a meeting if it is deemed necessary.

5. Cardholder and reconciler will be required to attend another ProCard training class.

If, after reinstatement and retraining, the cardholder continues with repetitive violations, the account will be closed for a minimum of one (1) year as deemed appropriate by ECU Materials Management.