



The University Corporation
Research, Investments and Commercial Services
California State University, Northridge

2024

TUC P-Card Program Manual



Link: [TUC P-Card Guidelines](#)

The University Corporation California
State University, Northridge
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GENERAL USE

The term used for the TUC procurement credit card is 'P-Card'. The Purchasing Card (P-Card) is a tool designed to complement The University Corporation's (TUC) purchasing and payables process and is used to make purchases for goods required to conduct TUC's official business. The card allows users to obtain certain items faster and easier. Issuance of a P-Card is a privilege, and every reasonable effort must be made to ensure that funds are used responsibly and, in a manner consistent with TUC's and the University's mission, applicable laws and ethical practices. The card CANNOT be used for personal expenditures, campus related purchases, or to circumvent purchasing and procurement policy. Use of the P-Card does not replace existing procedures.

PROGRAM ADMINISTRATION

TUC's Financial Services, Accounts Payable and Research and Sponsored Programs staff jointly:

- Administer the program
- Provide Cardholder and Approver P-Card training
- Distribute P-Cards
- Monitor the proper use of the P-Card program
- Receive the Monthly Reconciliation documentation
- Perform a post audit
- Make monthly payments to US Bank

The use of the P-Card is a privilege, as well as a cost effective and efficient method to procure goods and services. Failure to comply with the procedures (including providing required documentation, providing original invoices/itemized receipts, and conducting monthly reconciliations) will result in the following sanctions to the Cardholder:

- Non-compliance of more than 15 days after the respective monthly reconciliation will result in a temporary suspension of the P-Card, until the account is back in compliance.
- Repeated and prolonged non-compliance may result in a permanent revocation of the P-Card.

The Cardholder's Manager and Approver will be copied on all correspondence involving sanctions.

Audits

A payment of a central invoice is made promptly by Accounting personnel but individual purchase activity may be audited at any time.

PROCESSES

1. Establishing a P-Card Account

TUC Financial Services will establish a P-Card account for any employee (excluding temporary help and student assistants) as requested by the employee's Approving Official/Principal Investigator (PI). The completed and signed P-card application shall be submitted to TUC Accounts Payable at tuc.pcard@csun.edu . Incomplete applications will delay processing of the application. Accounting personnel will notify cardholders once their card is received. Upon receipt of the card, cardholders must activate their card prior to use. Note: Cardholders can code and approve transactions as soon as they post in US Bank Access Online.

2. Change in Cardholder Position

When a cardholder leaves the position, the cardholder and/or the PI need to notify TUC Accounting, and the Purchasing Card must be shredded on site. All account activity must be cleared and reconciled. If a cardholder transfers to another department, the TUC Accounting department (tuc.pcard@csun.edu) must be notified in writing by the cardholder and/or the PI.

3. Spending Limits/Credit Increases

Monthly spending limits are set at the time of card issuance. The PI of the cardholder can send an email requesting a change to the monthly limit amount. The email must include the reason for the change and whether the change is permanent or temporary. Any request to increase the credit limit to \$10,000 or over must be approved by the Associate Director of Accounting or Director of Sponsored Programs (after Liaison/Award Analyst approval).

4. Card Changes/Updates

A change to the Cardholder's last name or telephone number may be requested by an email from the Approver/Approving Official (see page 6, *Approver/Approving Official Responsibilities*). To change an Approver/Approving Official, the new Approving Official will contact TUC and complete a Signature Authorization form.

A P-Card may be canceled by a request sent from the Approving Official. When the request is processed, Accounting terminates the account and user profile. The canceled P-Card can then be destroyed by the cardholder or approving official or sent to TUC for destruction. The Approving Official is responsible for ensuring that all transactions are coded with the appropriate chartfield string and approved prior to cancellation, and that all documents are submitted to the TUC Accounting Office.

CARDHOLDER RESPONSIBILITIES

1. *Security of the P-Card.*

- Keep your card secure, do not leave it on your desk or anywhere it is easily accessible.
- The card may only be used by the approved cardholder and is not transferable.
- Do not allow any other individual, including co-workers, to use the P-Card or sign P-Card drafts under any circumstances. It is acceptable to instruct co-workers to sign packing slips if a co-worker picks up items the Cardholder has ordered.

2. *Appropriate use of the P-Card.*

- All purchases must be for TUC and/or University use in support of our educational mission. Never use the P-Card for your own personal use or for items of a personal nature such as gifts, flowers, or party goods.
- Do not purchase items from debarred or suspended vendors. *Sam.gov provides a single comprehensive list of individuals and entities excluded from receiving federal contracts or federally approved subcontracts and from certain types of federal financial and non-financial assistance and benefits.*

3. *Compliance with this P-Card Manual.* PCard holder expectations:

- Sign an agreement that confirms you read and understand the guidelines of this program.
- Conduct timely and accurate review of transactions online and preparation of the Monthly Account Activity Report.
- Code and approve transactions online (can approve as soon as they post). *Forward the Account Activity Report and back-up receipts/invoices to the Approver within four (4) working days of the bank posting each month.* If the Cardholder will be out of the office when the back-up documentation is due, make advance preparation of the P-Card purchases. Contact your Approver or PI if you need them to print your Account Activity Report.
- Sign your US Bank Account Activity Report.
- Provide itemized receipts/invoices for all charges and credits.
 - PDF file attachment or JPG screenshot. Can be zip or compressed files
 - Brief or concise file names
 - Itemized invoices/receipts – include items purchased, tax amount, shipping amount if applicable, total amount, name and address information as well as reference date. Clear and legible physical receipt copies.
 - Proof of refunds – provide an invoice screenshot or email receipt which details the refund

- Missing receipts – request a new receipt/invoice and complete the [Lost/Itemized Receipt Form](#) . Let the P-Card team know this has been done.
- Complete follow-up and resolve disputed items no later than the following month.
- Notify TUC Financial Services of equipment items purchased that must be inventory tagged. All equipment and assets are the property of TUC and will be transferred to CSUN after the fund or project is closed.
- Notify US Bank and TUC Accounting immediately in case of credit card fraud, lost, or stolen cards. *Include a note for the P-Card team to process along with the rest of your packet.* **To avoid company liability for fraudulent transactions, it is extremely important to act promptly in the event of a lost or stolen card.** As with a personal charge card, you will no longer be able to use the account number after notifying US Bank. A new card is issued within 48 hours of notice to US Bank.

APPROVER/APPROVING OFFICIAL RESPONSIBILITIES

The approving official is the administrator who has been delegated the authority to certify that the purchases made by the cardholder are appropriate (ex. PI or Fund Director). The Approver responsibilities are:

1. Determine transaction limits for each Cardholder.
2. Request and authorize changes to transaction limits for each Cardholder.
3. Review and approve all monthly charges. Approvers can authorize as soon as the Cardholder approves their transactions.
4. Ensure charges are accurate and appropriate.
5. Certify that all purchases are being used to benefit the University
6. Ensure no prohibited items have been purchased.
7. Ensure all proper documentation is included with the monthly Account Activity Report in each Cardholder's Monthly Reconciliation packet.
8. Timely online authorization in Access Online.
9. Forward all Cardholder's back-up documentation to tuc.pcard@csun.edu in a timely manner; *within two (2) working days*.
10. Sign Account Activity Report and forward supporting documentation
11. Make advance preparations for authorization of Cardholder's Account Activity Report if you will be out of the office; written authorization will be accepted.

In cases where the PI or their designee is the cardholder, the approver will be the TUC Research and Sponsored Programs staff. The TUC Research and Sponsored Programs staff will review all transactions to be sure that items purchased are allowable within the grant, that they are coded to the proper chart field string within the grant and that there is funding available for the purchase. Items purchased that are not approved within the grant, or for which funding is not available will be considered "personal" and will need to be reimbursed to the Corporation by the PI/Cardholder. Please take extra care to be sure that items you are purchasing for your grant are budgeted and allowable within the grant.

APPROPRIATE USE OF THE P-CARD

The P-Card is typically used for purchases that are too small for the typical Purchase Order program, urgently needed small dollar purchases, or for frequent small dollar purchases. The following are examples of acceptable expenditures*:

- Books, publications, print subscriptions
- Computer peripherals under \$500 that do not require accessibility or security review
i.e. keyboards, computer mouse
- Office Supplies purchased through Staples (if supplies allowed under the project)
- Registration/Conference Fees/Webinars/Outside Training not travel related
- Other materials and supplies

*Include Student ID when purchasing for students.

If purchased for a sponsored project, please reach out to your sponsored project liaison to confirm allowability. Office supplies are generally not allowable expenses in sponsored project.

PROHIBITED USES OF THE P-CARD

NO PURCHASES OF A PERSONAL NATURE MAY BE MADE USING THE P-CARD. Any such purchases must be immediately reimbursed to TUC by the Cardholder and may result in the revocation of card privileges.

Prohibited Purchases/Transactions

The P-Card may not be used for the following:

- Any services including independent contractors, consulting, or any contract services
- Automatic Renewal service or transaction
- Cash advances, money orders, wire transfers, or any other cash equivalent items
- Public relations
- Personal purchases of any goods/services/gifts or items of a personal nature for personal use (including personal expenses when on a business trip)
- Alcohol/Narcotics/Controlled Substances
- Raffle or Prizes
- Fines, late fees, penalties, interest, parking citations and finance charges
- Splitting purchases to circumvent the transaction limits/regulations
 - A split purchase is defined as one item, or set of two items sold as a set, that has been split by the merchant to look like two separate purchases
- Purchases which result in a conflict of interest for the user, resulting in personal gain, or which violate TUC or CSU policies or procedures
- Purchases restricted by the Grant, Contract or Sponsored Program

RESTRICTED USES OF THE P-CARD

1. *Travel*

For reimbursement of travel expenses, eTravel is typically used. *Meal expenses during travel should not be charged on the PCard due to the location per diem reimbursement.* Although eTravel does not require itemized receipts for reimbursable items which cost less than \$75, itemized receipts ARE required for ALL travel purchases through P-Cards regardless of purchase price. See additional proof required under Supporting Documentation –Travel section.

2. *Background Check*

All cardholders who are not the Lead PI or Fund Director must undergo a background check prior to issuing a purchasing card.

3. *Fixed Asset Property and Equipment*

TUC Accounting maintains a record of all fixed assets. Within Sponsored Programs, all equipment which has a value of \$5,000 or more and service life of over one year should be tagged with a bar code assigned by the TUC Accounting or Sponsored Program department/CSUN Receiving. TUC assets will be inventoried bi-annually. Departments are required to confirm the existence of each tagged item or to state its new location.

4. *Gift Cards and Equipment \$5,000 or more in value*

Pre-approval from the RSP liaison and Director of Sponsored Programs is required before the purchase. If the cardholder failed to obtain pre-approval, the After-the-Fact approval is required with justification. The Lead PI/Fund Director must reimburse TUC if the item is not an allowable purchase in the fund or project.

- Refer to the [Purchasing Policy](#) regarding required documentation for large purchases which may require a purchase order.
- Gift card purchases should include total cards purchased whether physical or digital and a record of signatures. *Gift cards that are unused or purchased in error cannot be accepted by TUC and should be returned by the purchaser to the point of purchase and credited to their P-Card.* PI/Fund Director is responsible for any returns or refunds, and will be responsible to reimburse back TUC (if applicable).

5. *Contract Agreements.* Purchases that require an agreement or contract to be signed must be reviewed and signed by an authorized TUC official.

6. *Software Licenses.* Other than purchase of off-the shelf software, software licenses and subscriptions must be reviewed and approved by an authorized TUC official prior to the purchase.

7. Transactions Requiring a Waiver (Per Campus Policy)

P-Card holders are expected to follow campus policy and seek appropriate forms/approvals for transactions requiring a waiver. The following transactions require waiver approval from Campus Purchasing & Contract Administration **prior to purchase**:

Chemicals/Hazardous Materials

Per CSUN's Hazardous Material Procurement Program

Subject to hazardous materials requirements, a Purchase Order should be used for these purchases. Procurement of Hazardous Materials is expected to follow Campus policy. Evaluate the nature of hazardous material to determine if it is safe to be purchased and stored at the Campus site. This must be approved by CSUN Department of Environmental Health and Safety *prior to purchase*. To confirm whether a purchase is considered hazardous materials, it is recommended you review Campus policy and/or consult with CSUN Department of Environmental Health and Safety. All chemicals intended for laboratory use must be purchased in accordance with the campus Chemical Hygiene Program and entered in the campus Chemical Inventory. This includes research and teaching labs. See [CSU Contracts and Procurement Policy](#), the [California Code of Regulations, Title 8, Section 5191. Occupational Exposure to Hazardous Chemicals in Laboratories regulation](#), and [CSUN EHS Hazardous Material Procurement](#)

P-Cards can ONLY be used for the purchase of hazardous materials with an approved waiver under all of the following conditions:

- Hazardous materials are infrequently needed
- Hazardous materials are available only from specialty vendors (ex. vendors who do not accept PO's or a one-time purchase from the vendor)
- No established Blanket Purchase Orders are in place with vendors who can supply the majority of a College's or Department's hazardous materials needs and,
- Current P-Card waiver is in place approved by CSUN's Environmental Health & Safety

Include a copy of the approved waiver.

If TUC Accounts Payable is aware of hazardous materials purchased on a PCard and no waiver is provided, the PCard may be suspended until an approved waiver is received and TUC may inform Campus of the violation. Repeated violations could lead to termination of the PCard.

8. Gene Synthesis Equipment or Gene Synthesis Products

Any purchase of Gene Synthesis products or equipment needs to follow Campus Policy, proper procedures, as well as all applicable laws and policies regarding biosafety. Any purchase shall only be authorized after the approval is in place including submitting a Biological Use Authorization if applicable, if they are working with certain kinds of biological agents, such as recombinant DNA, synthetic nucleic acids, and pathogens. Prior to purchasing gene synthesis equipment or gene

synthesis products, check the Smartsheet dashboard and tool for compliance with CA bill AB1963 or for requesting attestation forms: [Gene Synthesis Smartsheet](#)

Campuses Institutional Biosafety Committees (IBC) are responsible for enforcing policies and guidelines related to university-related use of all potentially hazardous biological agents, including but not limited to infectious agents, human and non-human primate materials (including established cell lines), CDC select agents, recombinant DNA and studies involving human gene transfer. The Committee ensures that research involving these agents is conducted in a manner that does not endanger the researcher, laboratory worker, human research subjects, the public or the environment.

9. *Sustainability/Single Use Plastics*

Per the Purchasing Policy guidelines, purchase preference shall be given to reusable products, followed by locally compostable and/or recyclable products. Purchases of plastic water bottles, plastic straws, plastic bags, polystyrene (e.g. STYROFOAM) should be eliminated to the maximum extent economically feasible. In an effort to comply with the [CSU Single Use Plastics Policy](#) and CSUN's goal of eliminating single-use plastic bottles by January 1, 2023, the purchase of single use water bottles shall be replaced with the purchase of alternate aluminum cans or reusable alternatives.

10. *Conflict of Interest*

- Cardholders are delegated limited purchasing authority on behalf of TUC and, as such, have the responsibility to ensure that purchases made on their P-Card do not fall within the definitions of a conflict of interest. "Conflict of Interest" is defined as follows: "No public employee at any level of state or local government shall make, participate in making, or in any way attempt to use his/her official position to influence a governmental (CSU) decision in which he/she knows, or has reason to know, that he/she has a financial interest."
- Gifts, gratuities, rebates (not issued in the name of TUC), kickbacks, rewards, points/credits, or other incentives provided to a cardholder which influence or appear to influence the decision to make a purchase from a vendor is considered a conflict of interest purchase. Conflict of interest purchases may subject the cardholder to suspension or revocation of the P-Card and will result in the reporting of the conflict of interest violation to management for review.

11. *Hospitality*

Purchases related to hospitality are expected to follow the [AC029 Hospitality Policy](#).

SUPPORTING DOCUMENTATION

The following transactions require the cardholder to provide additional documentation:

- **Meals and light refreshments**

Refer to the TUC [Hospitality Policy](#) for detailed requirements including maximum per person rates and requirements, allowable expense matrix, and procedures.

Purchases must be for programmatic purposes and allowable within the grant.

- *Provide a list of attendees along with the itemized receipt.*
- Gratuities are permitted for meals for programmatic events (served on or off-campus or delivered to campus) in an amount up to 20% of the cost of the meal. Gratuity shall be calculated on the dollar amount of the meal (do not include costs for tax, handling fee, and/or delivery fee when calculating the gratuity).
- *Cardholders will be required to reimburse TUC if any gratuity amount exceeds the permitted amount or if an itemized receipt is not provided.*

- **Travel**

Refer to the [Travel Policy](#) and [Travel Expenditures](#) for guidelines as well as the Restricted Purchases (Travel) section above. If the P-Card is used for any travel expenditures, the following documentation is required:

- Itemized receipts for ALL travel purchases, regardless of purchase price
- Final receipt and documentation that explicitly states:
 - Purpose of the travel
 - Purchase details
 - Traveler's name
- Travel Authorization (if required)
- Conference program pamphlet and/or itinerary

- **Office Products Orders**

Some sponsored projects do not allow office supplies unless there is an office supplies account in the budget. If office supplies are allowed, TUC encourages staff to order through CSU's exclusive office products vendor Staples and submit purchase order.

PURCHASING CARD POLICY VIOLATIONS

TUC Accounting will monitor transactions and conduct periodic post-audits to ensure compliance with P-Card policies and procedures. It is important to keep your P-Card in compliance to prevent delays in processing and reimbursements. Failure to comply with P-Card policies may result in suspension or revocation of the P-Card.

PROCEDURES (Overview)

Cardholder Procedures

1. *Placing Orders*

- Determine the need to purchase authorized goods or services.
- Determine if it is appropriate use of the P-Card and if prior approval and/or waiver is required.
- Order through the vendor's establishment, telephone, fax, mail order, or Internet.
- Request a *detailed itemized* receipt be included with the goods mailed/shipped, which includes merchandise price, sales/use tax, freight, etc. For Internet orders, a detailed printout of the purchase confirmation (payment confirmation/*detailed* email record of purchase) is acceptable in lieu of an original receipt/invoice. Note: a merchant should not refuse this request as it is a Visa policy.
- Retain all detailed receipts for items purchased under the program.
- Instruct the vendor that the "Bill To" and "Ship To" instructions are:
California State University, Northridge
18111 Nordhoff Street Northridge, CA 91330-*Your Department's Mail Drop Code*
Attention: *Cardholder's Name*
- If you purchase a commodity from an out-of-state vendor, you are responsible for sales tax (9.50%). Tax will be added once transaction is posted to the GL.

2. *Online Reconciliation*

Upon completing P-Card transaction(s), the Cardholder begins reconciliation of their transactions in [Access Online \(usbank.com\)](https://usbank.com).

- *Code/Enter Description/Approve*
For accuracy, code all transactions with the appropriate chartfield codes and the appropriate description for the purchase as well as approve the transaction as soon as the item posts in Access Online.

As you review transactions, promptly address disputes, missing receipts, or fraud.

- *Disputes*
File a dispute in Access Online if you cannot resolve a statement discrepancy with the merchant. It is the Cardholder's responsibility to resolve the disputed item with the vendor and/or reach US Bank if the dispute cannot be resolved with the vendor. US Bank must be notified of disputed charges within 60 days of the statement issuing date. [Client support | U.S. Bank](#)
Please contact the TUC P-Card Coordinator (tuc.pcard@csun.edu) for any questions regarding disputes.

- *Missing Receipts*

If the vendor fails to forward an original, itemized receipt/invoice to you in time for the reconciliation or if you have lost an original, itemized receipt/invoice:

- Notify the vendor to send an original, itemized receipt/invoice and forward it to tuc.pcard@csun.edu or TUC Accounts Payable, Mail Drop Code #8309
- Complete the [Lost/Itemized Receipt Form](#) *
- Provide clear explanation of the purchase, what happened to the original receipt and reasons for being unable to obtain a receipt

**Excessive instances of lost receipts/invoices could result in card being suspended or revoked*

- *Fraud*

If you detect fraud (unauthorized purchases), immediately contact:

- US Bank Customer Service/Fraud Department: (800)344-5696
- TUC P-Card Coordinator: tuc.pcard@csun.edu

In some instances, US Bank may notify the TUC P-Card Coordinator of fraud. TUC will contact the Cardholder and give instructions.

When you see the credits for the fraud charges, leave the chart fields blank and indicate "Fraud" in the Additional Comments section of the Transaction Detail Record in Access Online.

3. *Account Activity Report – Verify transactions are coded & approved*

The billing cycle generally runs from the 19th to the 18th of the following month. At the close of each monthly billing cycle, the Account Activity Report is available. The P-Card Coordinator will notify all Cardholders of this date via e-mail. The Account Activity Report will reflect the transaction date, posting date, supplier/merchant name, chartfield codes, total amount of the purchase, and cycle close date. Cardholders will:

- Sign US Bank Account Activity Report.
- Include PDF or JPG of legible receipts which reflect the same total as the US Bank transaction total. (zip or compressed are acceptable, brief file names)
- Show items purchased, tax, shipping, total, name/address and dates.
- Include refund invoices or emails if it applies
- Complete the [Lost/Itemized Receipt Form](#) for any missing receipts
- Ensure all transactions posted are legitimate purchases made by the cardholder on behalf of TUC.
- Review all expenses for accuracy and reconcile them to vendor detailed receipts/invoices.
- Verify all transactions are coded with the appropriate chartfield codes and the appropriate description for the purchase (*to meet P-Card deadlines, cardholders*)

should code transactions as they occur) Code any transactions missing chartfield codes.

- Verify all transactions are approved. Approve any transactions not already approved.

Changing chartfield strings

Other functions such as adding descriptions, reallocating expenses or changing chartfield codes may be performed at this time. After the cycle close, cardholders have the ability to reallocate transactions to one or multiple chartfield strings- including the option of splitting individual transactions by specific dollar or percent of transaction amounts. Please refer to Access Online for more information.

4. *Reconciliation Packet*

Now that all transactions are reviewed, coded, and approved you will need to gather and submit your documentation in a reconciliation packet. The P-Card Reconciliation Packet is a comprehensive review of each transaction charged on the P-Card during the current billing cycle. All transactions must be approved in U.S. Bank Access Online in accordance with the U.S. Bank Reconciliation Schedule deadline. All supporting documentation and necessary back up for each transaction must be included in the P-Card Reconciliation Packet and submitted in time for TUC Accounts Payable to complete the post audit. Include a note to the P-Card team regarding completion of lost receipt form or reported fraud/disputes.

Assemble the documents and email to tuc.pcard@csun.edu within two (2) working days in the following order:

- Account Activity Report - Signed
- Cardholder Statement of Disputed Items (if applicable)
- Original Receipts/Invoices (PDF or JPG)*

Note: If the cardholder is not the PI, have the PI sign the Account Activity Report since they have signature approval over the grant.

*[Lost/Itemized Receipt Form](#) should be included in the place of missing receipts

The entire packet of the Account Activity Report and detailed receipts which have been signed and approved is due to TUC Accounting by the sixth (6th) calendar day after the cycle closes (for the prior month's transactions).

Ensure items are appropriately signed and supported to ensure continued use of the P-Card. An unsigned US Bank Account Activity Report, unapproved transactions, and missing supporting documentation will render the P-Card Reconciliation Packet incomplete which will require additional time to resolve. Incomplete P-Card Reconciliation Packets may result in suspension of charging privileges for the cardholder until the required documentation is submitted to TUC Accounts Payable. Failure to comply with P-Card policies can also impact reimbursements.

Approver Procedures

1. Approve

View/approve online in Access Online each Cardholder's transactions to ensure that purchases are accurate and appropriate.

2. Verify Receipts/Invoices

Verify all original, itemized receipts/invoices and documentation are attached.

3. 2 Days to Approve and File

Approver will have two (2) working days to review/approve transactions and email the reconciliation packet to tuc.pcard@csun.edu

Submit the entire packet of the Account Activity Report and detailed receipts which have been signed and approved to tuc.pcard@csun.edu before the sixth (6th) calendar day after the cycle closes (for the prior month's transactions).

4. Out of Office Arrangements

If Approvers will be out of office and not able to approve the Cardholder transactions in a timely fashion, authorizations should be provided ahead of time in writing to TUC Financial Services (emails can be sent to tuc.pcard@csun.edu)

Special Note: One (1) copy of the Account Activity Report, itemized receipts/invoices and other required documentation are to be kept by the department for one (1) year before disposing of the paperwork.

Problems/Changes

1. *Disabled Login Password*

Contact Access Online Help Desk at (877) 887-9260 to reset your password.

2. *Declined Charge*

If a transaction is declined, contact the [TUC P-Card Coordinator](#) so they can assist. The denial may be due to reasons such as:

a. Merchant Activity Code

Vendors are categorized according to commodity and service type. The vendor may fall into a category that we have globally blocked, and we can remedy this situation.

b. Purchase Limits

You may have inadvertently exceeded your single or monthly transaction limit. We can provide a temporary increase on your card to allow the transaction to process.

c. CV2 Code (Security Code)

Merchants are requiring the 3-digit code, which is imprinted on the reverse side in the signature strip of the P-Card, and is adjacent to the account number. Provide this 3-digit code to the merchant to remedy the situation.

3. *Lost P-Cards*

Immediately report a lost card:

- Contact US Bank Customer Service at 800-344-5696.
- Notify the [TUC P-Card Coordinator](#).

TUC P-Card Coordinator notifies Cardholder when replacement card is available.

4. *Worn/Defective Cards*

To replace a P-Card that is worn or defective:

- Notify the [TUC P-Card coordinator](#) who will terminate the card
- Destroy card – Cardholder or approving official destroys card or sends to the TUC P-Card Coordinator for destruction
- Request a replacement card

TUC P-Card Coordinator will notify the Cardholder when a replacement card is available.

5. *Employee Turnover or Transfer*

If an employee either transfers to another department or there is a separation from the University or TUC, the P-Card must be reconciled:

- If a Cardholder transfers to another department, they must obtain all receipts for transactions in the current billing cycle (if any), provide these receipts for their Approver and return the card to the P-Card Coordinator.
- Upon termination of employment from the University, the Cardholder must obtain all receipts for transactions for the current billing cycle (if any), provide these receipts for their Approver and return the card to their department as part of the separation/clearance process as outlined by Human Resource Services prior to separation.

In both instances, the TUC P-Card Coordinator will confirm with the Approver that the Cardholder has provided receipts for the transactions in the current billing cycle to the Approver.

P-Card Contacts & Check List

Contact Information

TUC P-Card coordinator email: tuc.pcard@csun.edu

For limit adjustments, declines, questions regarding appropriate use of the P-Card, updates to your account, requests for replacement of worn/defective cards or billing questions.

For urgent matters, contact Dustin Abad at ext. 7077 or call (818) 677- 5298

US Bank for Fraud/Lost/Stolen Cards or assistance on resolving disputed items:

- General Account Inquiries/24 Hour CSR: 800-344-5696 / 701-461-2010
- Password Resets & Help Desk: 877-887-9260 / 701-461-2028
- Dispute Address & FAX: Cardmember Service
P.O. Box 6335 Fargo, ND 58125-6335
Fax: 866-229-9625

Note: Have the card number and security code number ready.

Do not use any personal information (mother's maiden name or social security number).

A substitute security code number for your P-Card account was given to you when you were trained.

Check List

1. **Before making a purchase:**

- Verify the service or merchandise is not listed as Prohibited or Restricted Use.
- Check the Restricted Use List. *If the service or merchandise is on the Restricted Use List, follow the procedure to obtain a waiver prior to making the purchase.*
- If merchandise is being purchased by fax, use a cover sheet to protect your P-Card information.
- When placing an order, ensure there is an original itemized receipt/invoice for every transaction. When placing an order via the Internet, print the order confirmation and use this in place of the original, itemized receipt/invoice.

2. **During the Month:**

- Gather itemized receipts/invoices, apply Chartfield codes and monitor your transactions.
- Follow instructions in the monthly e-mail reminder to print the Cardholder Transaction Report, which will include the Date Range and Sort by Post Date option.

3. Monthly Reconciliation:

- Verify Chartfield codes
- Enter descriptions
- Print or download Account Activity Report (sign)
- Verify original itemized receipts/invoices to the Account Activity Report
- Prepare back-up documentation in the same order as it appears on the Account Activity Report. *Assemble receipts/invoices in order.*
- If receipt/invoice is lost and a duplicate copy could not be obtained from the vendor, attach an explanation along with this form: [Lost/Itemized Receipt Form](#)
- Follow-up & resolve disputed items with vendor. Enter dispute in Access Online.

4. Once reconciled:

Cardholder has four (4) calendar days to forward the Account Activity Report and back-up documentation to their Approver in the following order:

- Account Activity Report – signed
- Cardholder Statement of Disputed Items (if applicable)
- Original, itemized receipts/invoices copies, and backup documentation (*in same order as Account Activity Report*)
- The approval Signature of the Principal Investigator (PI) if not the cardholder

Approver has two (2) calendar days after receipt of the Account Activity Report and documentation to:

- Review charges to ensure that purchases are appropriate
- Review Account Activity Report and back-up documentation - all original, itemized receipts/invoices are attached in the proper order
- Authorize online transactions in Access Online
- Email documents to tuc.pcard@csun.edu or forward to TUC Accounts Payable, Mail Drop #8309. Include one set of documents in the following order:
 - Account Activity Report (signed)
 - Cardholder Statement of Disputed Items (if applicable)
 - Original, itemized receipts/invoices copies, and back-up documentation (in same order as Account Activity Report)
 - Approval Signature of the PI if not the cardholder