SALEM STATE UNIVERSITY

PROCARD

POLICIES AND PROCEDURES

MANUAL

SALEM STATE UNIVERSITY
PROCUREMENT CARD PROCEDURES
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Preface

The current procard program, which has been used by Salem State University (SSU) since July 1, 2001, proved to be effective for the institutional procurement and payment processes. Starting with just a few participants, the procurement card (procard) is currently being used by all of departments. Presently, the procard is a primary procurement tool for certain travel expenses, office supplies and purchases of small dollar amounts. Since its implementation, the procard program decreased the overall administrative costs for processing institutional expenditures.

The procard offers an alternative to the traditional procurement/payment processes and provides an efficient method to purchase and pay for consumable commodities of low dollar value. The card is a MasterCard, backed by JPMC of Salt Lake City, Utah. Examples of low dollar volume consumable commodities include food service, books, plaques, subscriptions, stationery and office supplies. At the discretion of the division vice president or area administrator, the cards are open for certain travel expenses – airplane tickets, parking expenses, business and group travel. Please be advised, if cardholders are planning any type of travel, even if it is within the country, contact JPMC prior so that fraud is not suspected on the account and the card is deactivated. All procard users must still abide by the university travel guidelines. The travel policy can be found on the procard web page at https://polaris.salemstate.edu/post/184/purchasing-policies-and-procedures.

The card does not provide exclusion to the policy regarding compliance with the use of the State, Massachusetts Higher Education Consortium (MHEC), E & I, or university contract suppliers. If the desired item is available on an established State, MHEC, E & I, or university contract, it must be purchased from the contract vendor.

The procard program delegates authority to **designated employees** to purchase **approved commodities**, directly from **selected vendors.** The procard works similar to a personal credit card with the exception that items are bought via presentation of the card to a vendor and payments are made by Salem State. It is the cardholder's responsibility to ensure that all purchases made are within their available budget. Purchases must not exceed budget. Use of the card reduces the requirement for payment vouchers, requisitions and purchase orders and assigns final responsibility documentation, control over receipts, card security and number of cards issued to the individual departmental person with overall budget responsibility for the particular account against which the card is issued. Use of the card is an easy, familiar method that greatly improves customer service by reducing order time for small

dollar purchases. <u>The procard is designed to be used for purchases related to university business only. Use of the cards for personal purchases or non-authorized items is strictly prohibited.</u>

As a participant in the program you will have to complete the cardholder application attached. **The vice president or area administrator of your area must sign it.** You will be expected to sign a cardholder agreement form, attend an orientation on use of the card and follow the Procard Policy and Procedures Manual which will be given at orientation. Completed applications are to be sent to the Purchasing Department. Should you have any questions regarding this matter please give me a call at ext. 6152.

Sincerely,

Evelyn D. Wilson, MBA, C.P.M., MCPPO

Director, Purchasing

Salem State University

Frequently Asked Questions –

1. Q. **Who is eligible to get a procard?**
   A. Salem State University faculty and staff are eligible to apply for a procard with departmental supervisor approval. Generally, only full time faculty and staff whose specific job responsibilities require them to make direct purchases should apply to receive a procard. It is not necessary for every eligible department employee to receive a procard – typically it should be only for individuals who make the majority of departmental purchases. A budget chartfield must be linked to the procard. Procurement cards are primarily to be used for office supplies, stationery, maintenance/repair/operations, medical supplies, laboratory supplies, books, food service, subscriptions, memberships, uniforms and other small dollar consumable purchases.   At the discretion of the division vice president or area administrator, the Procards are open for certain travel expenses such as airplane tickets, conference registrations, hotel lodging, meals on the road, transfers and parking expenses. Please contact JPMC prior to travel plans so they do not suspect fraud and deactivate the card.

2. Q. **What if I charge something by mistake on my procard? What should I do?**
   A. Fill in the comments section and write "Used card in error. Check written to SSU and given to General Accounting." Bring a personal check to General Accounting to reimburse the university with a receipt transmittal form found on the SSU General Accounting web site page, and a copy of the transaction.

3. Q**. How do I get my single or monthly limit raised?**
   A. Send an email request to purchasing@salemstate.edu. Include in the email the item description that you want to buy; the merchant; the total cost; and copy the person who has budget authority for that chartfield.

4. Q. **How long does it take to process a procard application?**
   A. It takes about 10 business days. Overnight cards can be requested but there is an additional cost of $25.

5. Q**. How do I sign up for training?**
   A. Training is done each month in the HR training room. There is a schedule on the ITS training site.   We will notify you of the next training when your card is received in Purchasing.

6. Q. **How do I report a lost or stolen card?**
   A. Contact JP Morgan Chase at 1-800-270-7760, 24 hours a day, 7 days a week. Send purchasing an email at purchasing@salemstate.edu so we know to look for a new card coming in.

7. Q. **How do I cancel a procard?**
   A. Please send an email to purchasing@salemstat.edu
      with the cardholder's name and the date to cancel the card.

8. Q. **What is JPMC's contact information?**
   A. Telephone: 1-800-270-7760. 24 hours a day, 7 days a week.

9. Q. **Do I still have to keep the paper receipts now that we are scanning and attaching receipts to transactions?**
   A. No. You no longer have to keep the paper but you should keep the scans in your departmental drive.

10. Q. **How can I remove a receipt that I attached in error?**
    - Select Role >Transaction > Manage
    - Click the transaction where you want to delete the associated receipt
    - Click the Receipts tab.
    - Click the delete button (trash can) next to the receipt you want to delete.
      Note: Cardholders can only remove receipts prior to clicking reviewed.
          Approvers can only remove receipts prior to clicking approved.
          Program Administrators can remove a receipt at any time.

11. Q. **May I have something delivered to my home address if I need a special delivery?**
    A. Home delivery is never appropriate. All orders must come in from the US Post Office via our mail address 352 Lafayette St., Salem MA 01970 or from a delivery company, such as UPS, FedEx, via our Shipping and Receiving address at 70 Loring Ave. Rear, Salem MA 01970.

12. Q. **Can we use the entire per diem for our meals?**
    A. We do not have a per diem which is a set amount of money to spend for meals per day. We have meal allowances. The meal allowances are for a specific meal at a specific time of day. The meal allowances only go into effect when the traveler is out overnight or out of state. If you spend more for a meal than is allowed put the difference on your own credit card. For more info go to https://polaris.salemstate.edu/tag/meal-allowance-per-contract.

13. Q. **If JPMC calls me should I return their call?**
    A. Yes. They can detect fraud before we see it and they can stop it from being processed as a transaction. They are calling you to verify that it is fraud and to tell you if it is fraud that the card has been compromised and needs to be closed.

14. Q. **Should I fill in the comments section for fraudulent charges or for credits?**
    A. Yes, always fill in the comments. It is a history of the transaction.

15. Q. **If I do not use my Procard will it be closed?**
    A. The card will be closed for inactivity. It was meant to be used. You need to use it or lose it.

16. Q. **If I am moving to another department or changing my chartfield do I need to let Purchasing know?**
    A. Yes. Any change means a change in the hierarchy and the chartfield; that needs to be done in the background in Purchasing. E-mail Purchasing@salemstate.edu with any changes to the hierarchy and the new chartfield.

17. Q. **What if I do not have a receipt?**
    A. All transactions must have receipts. Writing "no receipt" in the comments is never acceptable. You must get a receipt to validate your transaction. Not having a receipt is grounds for losing your Procard.

18. Q. How do I account for "entertainment" meals expenses that are business?
A. When you are using your Procard for meals that are not associated with travel and you are entertaining, put in the comments the purpose of the entertainment and the names of the people present.

19. Q. I am having a hard time using the system.
A. Use Mozilla Firefox instead of Internet Explorer.

20. Q. I am having a hard time attaching receipts.
A. When attaching receipts, you may only use JPEG or PDF files. TIFF file(s) are incompatible.

21. Q. What is my customer code? Very occasionally a merchant has old manual credit card processing equipment and will ask you for this.
A. Our cards are not set with a customer code. Tell the merchant to enter: 1111 so your purchase can go through.

22. Q. Every time I switch devices or go to a new device I get a message to obtain a new access code. Why is that?
A. Any time someone switches from one electronic device to another they are required to obtain a new access code.

23. Q. Why do I keep getting locked out of the system?
A. You only get three times/chances to log in and after that you will be locked out. Call or email Purchasing@salemstate.edu and we will unlock you and reset you with a new password.

24. Q. How long do I have to do a reimbursement for travel on the out of pocket expenses?
A. Two weeks.

25. Q. Can a cardholder buy two tickets together for airfare (one for cardholder and one for spouse) and reimburse SSU for the spouse's ticket?
A. No.

26. Q. Are the meal allowances pre-tip?
A. The meal allowance is inclusive of the tip.

27. Q. Why do I get asked to enter a new access code every time I log in?
A. The reason for obtaining a new access code every time you log in is because of an Internet setting. You Internet is set to clear the cookies and cache every time you close the Internet. The access code is wiped out by the security setting so JPMC has nothing to refer to when you log in. It is a useful security setting because it helps maintain and keep threats away from your computer. If you would like to shut it off contain purchasing@salemmstate.ed And we will walk you through how to do it.

SECTION 1 – PROCUREMENT CARD OVERVIEW

1. Introduction

Welcome to the Salem State University Procurement Credit Card Program (Procard). The Procard is a procurement tool, which offers an alternative to the existing university procurement/payment processes and provides an efficient and effective method to purchase and pay for consumable commodities of low dollar value. The card is MasterCard credit card, backed by JP Morgan Chase of Salt Lake City, Utah.

This user guide outlines the benefits of the procard program to you (the cardholder) as well as to your department and the university. It also provides you with the information that you will need to use the card. The procard concept is designed to delegate authority and responsibility, to enable you to quickly and conveniently make small purchases of approved commodities directly from those vendors that accept the MasterCard. This program was created with the help of many staff members who participated in the program development, and is designed to meet your needs and those of the university.

2. Benefits

The benefits of the ProCard to you and to the university are significant:

Benefits to the cardholder:

- Eliminates the need for blanket orders for small purchases of consumable supplies.

- Allows you to obtain small purchases of consumable supplies much faster and easier than with the traditional purchase/payment methods.

- Allows you to be more efficient, thereby enabling you to better focus on the value added aspects of your job.

- Eliminates the bottlenecks that exist within the paper system.

- Eliminates the need for you to obtain vendor codes or add a vendor to the PeopleSoft system.

Benefits to the university:

- Enables purchasing and accounts payable to focus on higher yield, more value added activities, such as the creation of more improved contracts and the timely processing of invoices and payment. Cost of POs $150 vs. $18 for procard transactions.

- Dramatically reduces the number of purchase orders, invoices, and checks.

- Saves the costs associated with mailing purchase orders and payments.

- Reduces the number of vendors in the university's vendor file.

3. No Personal Purchases

The procard is designed to be used for purchases of consumable supplies **related to university business only**. Use of the card for personal use is strictly prohibited and will result in closure of your card. The purchasing department is responsible for monitoring the effectiveness of the procard program. If you have any questions regarding the program or the appropriate use of the procard, please contact Evelyn Wilson, director of purchasing in the purchasing department at ext. 6152 or Kym Coogan-Allison, Procurement Systems Manager at ext. 7323. If you have used the card in error, you must reimburse the university by filling out the Receipt Transmittal form and returning the form and a check to General Accounting. Put in your on-line comments that the card was used in error and you have reimbursed the university.

4. How It Works

The procard simplifies the process for the purchase and payment of goods. Purchasing authority is delegated to the authorized cardholder, thus enabling the cardholder to order materials directly from the supplier. When the goods are received, the cardholder saves the packing list, quote, receipt (or whatever documentation is available from the vendor to show the proof of purchase).

5. The Authorization Process

There are five authorization criteria built into the Procard that are checked by the MasterCard system when the vendor scans the card, or enters the cardholder's card number, at the point of sale. Following are the authorization criteria and the present limits (standards) that have been established by the University for Procard use. All transactions are approved or declined instantaneously at the point of sale based on the Procard authorization criteria:

Authorization	Beginning Set on Card
# of transactions allowed per day	10
# of transactions allowed per month	10 x days in month
Single purchase limit	beginning at $2,000
Spend per month	beginning at $5,000

How to Request an Increase in Limits
The cardholder, with permission of the cardholder's administrator, may request an increase or decrease on the cardholder's card based on your needs. To request an increase please email purchasing@salemstate.edu Evelyn Wilson ewilson@salemstate.edu or Kym Coogan-Allison at kcooganallison@salemstate.edu stating the reason for the increase and copy your administrator/manager.

How to Request an Increase in Transactions per Month.

Each time the card is used, that counts as a transaction. If the transaction limits established for the card are exceeded, the card will be rejected/declined. To request an increase please email Evelyn Wilson at ewilson@salemstate.edu or Kym Coogan-Allison at kcooganallison@salemstate.edu stating the reason for the increase and **copy your manager**.

All requests for increase in dollar limits and or transaction number will be kept on file.

6. **Accounts and Object Codes**

   The procard may **not** be used for purchases against state appropriated accounts (MMARS) or for Foundation accounts. Only one account number and object code may be applied to the procard; however, charges may be moved from the card account and object code to other valid campus accounts and objects codes by authorized individuals who have access to the reallocation screens.

   Select the object code that best fits the majority of the types of purchases of consumable supplies that you usually make that are appropriate for the account assigned to your card.

7. **Restricted Commodities**

   The procard **should not be used** for the following:

   1. MMARS transactions.
   2. Foundation expense.
   3. Cash advances.
   4. Construction and Renovations. These are done by a work order to the Facilities/Capital Projects & Planning.
   5. Hazardous Materials purchase and removal are done under contract and are limited to few personnel in Facilities.
   6. Leases and contracts are done through Purchasing. Leases and contracts must be reviewed by outside counsel. We use the state contract in conjunction with the vendor's contract. The state contract protects us.
   7. Personal Items. Procards are never used for personal items.
   8. Reimbursements of any type are done on reimbursement forms called Payment Vouchers through Accounts Payable.
   9. University owned telephones are done through the Telecommunications Department. We have a blanket order for Verizon. We buy off of the state contract and we get shared minutes. Please do not contact Verizon on your own. Contact Sharon Fulton in Telecommunications.
   10. Hardware and Software purchases are done through ITS Purchasing. Contact Lorien Sheehan in ITS at lsheehan@salemstate.edu for a quote.
   11. **Gift cards strictly prohibited. They are compensation and cash therefor they are taxable.**
   12. Any use of the Salem State University name or logo needs to be approved by Graphic Design. The logo is trademarked and use of it is licensed. Graphic Design is under the Marketing and

Creative Services Division. All use of the logo must adhere to the Graphic Standard. These can be found at https://www.salemstate.edu/23925.php. Click on Writing Style Guide and Fonts, Logo and Colors. We follow the Chicago Manual of Style.

13. Signage is requested through Facilities.
14. Furniture must come in from Red Thread and meet our furniture standard.

While the card is a new procurement tool, it does not signal a change in policy regarding compliance with the university contract suppliers. If the desired item is available on an established State, MHEC, E & I, or university contract, it must be purchased from the contract vendor. We follow MGL 801 CMR 21:00 MA state procurement laws. We follow the fire code Cal133 for furniture and window treatments.

The purchasing department is authorized to bid for and issue contracts that will provide the university with the "least total cost" arrangements for consumable supplies required from outside vendors. When bidding contracts we consider not only the vendor's line item pricing for the products, but also the vendor's:

- Ability to provide the necessary quality, delivery and service

- Overall pricing structure

- Warranty and service policies

- Compatibility with university automated systems

- Financial stability

- Other organizational requirements.

Supplier contract pricing and performance are normally based on the university's overall anticipated volume of purchases during the contract period. In order to assure the university community of paying the "least total cost" for goods, and to fulfill the university's obligation to consolidate all of its requirements with the authorized contract supplier's, all university departments are obligated to order the required consumable supplies from those vendors who are authorized contract suppliers to the university (State, MHEC, E & I, and university contracts), if the desired items are available on contract. Where do I find the list of current contract vendors? Go to Purchasing web site and click on contracts. It will link you to the following:

- University contracts: http://www.salemstate.edu/3471.php Fifty most frequently used vendors.

- State contracts: http://www.commbuys.com/

- MHEC contract vendors: http://www.mhec.net/

- Educational and Institutional Cooperative Service: https://www.eandi.org

Appearance and Reasonable Test

For all potential expenditures from all sources of funds, the "appearance test" should be used, i.e. "how should this purchase look to external constituents if placed on the front page of a newspaper?" Another test that is useful is to ask the question, "Is this expenditure necessary for a faculty/staff member to do his/her job or for the university to carry on its normal business?"

The use of these tests should help to guide faculty/staff members in their decision-making. At all times, faculty/staff are encouraged to avoid the appearance of improper management of funds as well as the reality of improper management of funds.

8. How to Activate Your Procard

You must call JPMC at the number indicated on your procard to activate your credit card, before you use it. JPMC verify your identity, to ensure that you are indeed the legitimate cardholder. Remember that only the cardholder is authorized to use the procard. **You are responsible for all activity against the cards** and may not share your procard with anyone. You have $250,000 of insurance on the card and $1,250 for lost luggage.

9. How to Order

The procard may be used to purchase consumable supplies in person at the supplier site, over the phone, or by mail. Prior to placing the order, check to see if the item(s) is available from a contracted vendor. When placing your order over the phone, please be sure to provide the vendor with the following information:

- Identify yourself as a Salem State University employee.
- State that you wish to make a university purchase using the university MasterCard.
- State that the university is tax exempt and give the vendor the university's tax exempt number, which is listed on the front of the card (999-089-460). If they require a W-9 this can be found on Polaris.
- Provide your name.
- Give your procard number. **Never send your procard number over email.**
- Furnish the expiration date of your card.
- State the appropriate contract that the purchase is being made against (State, MHEC, E & I, University), if applicable, to insure that you will receive contract pricing.
- State the quantities and descriptions of the consumable supplies that you require.
- Verify the total cost of the purchase with the vendor.
- Never ship anything personal to the university. Never ship university material to you home.

10. Shipping Instructions

Tell the vendor that the address label/packing list that accompanies the package(s) must contain the following information:

- **Packages** (UPS and FedEx) that are not sent via U.S.P.S. or express mail are to be sent to Salem State University, Receiving Department, 70 Loring Ave. - REAR (Accessible Via Canal Street), Salem, MA 01970 c/o:
- Cardholder's name.
- Name of the department to which the package belongs.
- The building and room number.
- **Mail** (U.S.P.S. and Express Mail) comes in via 352 Lafayette St. Salem MA 01970-5353.

Please note that, by law, vendors are not permitted to bill your credit card for purchases until the items have been shipped and the transaction will not go against your card until that time. In most

instances, your card account will be debited within 48 hours after the vendor ships your merchandise.

11. Responsibility for Receipt and Return of Goods

The cardholder is responsible for ensuring receipt of goods and follow-up with the vendor to resolve any delivery problems, discrepancies or damaged goods. Upon receipt of your goods, keep the documentation received from the vendor (typically a sales receipt or packing slip) for later reconciliation. Items(s) should be returned to the vendor by whichever means the vendor requires. The cardholder is responsible for ensuring that proper credit is applied to the card account for any returned item(s) and that evidence of the return is maintained.

12. Cardholder Record Management

The following is a synopsis of the procard policy for records management. Each month you (the cardholder) will receive from the bank a cardholder statement listing all your purchases. Check the statement against your sales receipts, cash register receipts, and packing slips, to ensure that all of the goods for which you are charged have been received. The cardholder statement that the cardholder receives each month is for reconciliation and audit purposes only. **There should be a receipt for each transaction. In case of missing receipts, you are only allowed three <u>Missing Receipt forms then you lose your procard.</u> In regards to any cases after the third Missing Receipt Report, the procard limit will be set to zero until such time as the receipts are accounted for.**

The university will pay JP Morgan Chase directly and charge the account assigned to your procard. *It is the cardholder's responsibility to ensure that all of the required documentation is accounted for and maintained, that the cardholder statement is reconciled against the supporting documentation, that the cardholder limits assigned to the card are not exceeded, and that the expenditures on the card do not exceed the funds available in the account assigned to the card.* Use of the procard will in no way affect or change your personal credit history.

The procard will eliminate the time and effort spent on processing and invoicing small purchase requests/purchase orders. With the authority to purchase specific commodities comes the responsibility to maintain adequate documentation on the source of the transaction.

The following are examples of supporting documentation:

- Itemized packing slips
- Itemized sales receipts
- Itemized copies of vendor order forms or applications
- Itemized cash register receipts
- Print screens for on line registrations or purchases

All records must be retained by the department electronically (on a shared) and kept available for audit purposes for the current and six previous fiscal years. These invoices and receipts should be in the electronic file folder for the records. They should be in order by month attached to the invoice. They should be in order, legible and easy to audit.

When the purchase is made over the counter, the cardholder will retain the invoice and "customer copy" of the charge receipt. Prior to signing this slip, the cardholder is responsible for making sure that the vendor lists the quantity and fully describes the item(s) on the charge slip and does not charge tax.

When making a purchase by telephone, the cardholder should document the transaction on the procard log. The cardholder should always obtain the name of the individual taking the order. When the goods are received as a result of placing the telephone order, all shipping documentation should be retained.

The procard may be used to purchase over the Internet. All relevant information should be printed from the ordering screens, if available, recorded on the procard log and handled in the same manner as telephone purchases.

If the card has been authorized for travel and entertainment or meal expenses, then those transactions should say in the comments field the **purpose of the activity and a list of those in attendance.** Your receipts must be scanned and attached to each transaction. We still recommend that you keep electronic copies on a department shared drive.

13. **Review of Account**

    a. The cardholder is to review each transaction by checking it off, adding notes, checking off the notes box, and reallocating the object code if it does not match the transaction description. Once the cardholder checks off their transaction, an email will notify the cardholder's manager that they must check-off the transaction. The manager is to check-off the approved button. By checking this button the manager indicates they have reviewed the charges and has determined the expenses are appropriate. This is an important responsibility and approvers should take the approval process very seriously. If a supervisor approves an inappropriate expense, responsibility for that expense will fall to the supervisor who approved it. Supervisors should never delegate the approval process to a subordinate staff member. If an approver is unable to approve expenses for an extended period of time, for example due to illness, the approver's supervisor, not their support staff, should complete approvals during this time period.

    b. An email will be sent out from Purchasing to all procard holders and account managers at the end of the month and at the middle of the month reminding them to review their monthly transactions. Transactions must be checked by the first day of each month for the previous ½ month and the fifteen of each month for the previous ½ month. If they are not checked off on the first day of the month and the fifteenth day of the month the cardholder will receive an email reminder to check them off until they are checked off for up to 30 days.

    c. **In the event that transactions remain unchecked after 60 days an email will be sent to the cardholder and their supervisor.**

    d. **In the event that transactions remain unchecked for 90 days the card will be reset to a zero limit.** The cardholder will receive an email from the Director of Purchasing informing them that the spending limit has been set to zero. The spending limit will be restored only after all transactions are checked and verified with comments.

14. University Billing

The procard bank shall issue on invoice to accounts payable at the end of each billing cycle (last day of the month.)

15. Purchasing Card Security

It is the cardholder's responsibility to safeguard the procard and account number to the same degree that a cardholder safeguards his/her personal credit card.

The cardholder must not allow any unauthorized individuals to use the procard or the card number. A violation of this trust may result in the cardholder having his/her card withdrawn and/or disciplinary action for the cardholder and/or the unauthorized individual.

If the procard is lost or stolen, the cardholder must immediately notify the bank by calling **1.800.270.7760.** Representatives are available 24 hours a day. The cardholder must advise the representative that the call is regarding a MasterCard ProCard. The university purchasing department (978.542.6152) must be notified.

A new procard will be promptly issued to the cardholder after the reported loss or theft. A procard that is found by the cardholder after being reported lost must be cut in half and sent to the purchasing department, second floor of Administration Building.

16. Cardholder Separation from University

Should a cardholder terminate employment with the university or transfer between departments, the user department has the specific obligation to, notify the purchasing department of the termination, and return the procard to the purchasing department. The cardholder may request a written receipt for the return of the card, which may be in the form of a memorandum from the individual accepting the return of the card.

17. Procard Audits

To ensure the continued success of the procard program and to meet audit requirements of the university and various government agencies, annual audits will be made of the cardholder's procard account to determine that items purchased have been received, that proper records are being maintained, and that policies and procedures are being followed. The purchasing department and the accounts payable office staff, as well as university external auditors and state auditors will perform these reviews.

Internal Control:

Once a year a list of all procards will be sent to department managers to make sure that everyone on the list is still here and for the manager to review the limits of employees and to make sure the limits are correct or change them if they need to be changed.

18. Definitions

- Vendor: A company from which a cardholder is purchasing goods under the provisions of this procedure.

- Cardholder: Personnel who have been issued credit cards and who are authorized to make purchases in accordance with these procedures. This individual will review each transaction.
- Approver: This individual shall review and approve a cardholder's statement of account.
- Procard Administrator: The person responsible for all program details, including all cardholder inquiries.
- Statement: This is a listing of all transactions by the cardholder issued to the cardholder of each month.
- Single Purchase Limit: A dollar amount limitation of purchasing authority delegated to a cardholder.

SECTION 2 – PAYMENTNET OVERVIEW

1. **PaymentNet Instructions**

   NOTE: To access on-line Help, select "Help" from the "View" menu once you are signed in to PaymentNet.

   Go to PaymentNet Web site: https://www.PaymentNet.jpmorgan.com *Note: To set up an icon on your desktop, select the internet icon (the first location in the URL address field) and drag it to your desktop.*

   a. Type in ORGANIZATION ID: us63793
   b. Type in USER ID: (first initial, middle initial and last name) – if additional characters are needed an "X" will be added.
   c. Type in PASSWORD: Salem123 will be given to you as a temporary password from the Purchasing Department. You will need to create your own password after you log in the first time.
   d. Select "LOGIN NOW" (You will get a "Security Alert" Message – Select "OK")
   e. FIRST TIME SIGN-ON ONLY - Select "CHANGE PASS PHRASE" (or any other time you wish to change your password) – follow the directions then return to the main menu
   f. You will need to select a specific role from a drop down menu located on the top right hand side, in the PaymentNet header. Roles are listed alphabetically and users are able to switch to a different role in the list at any time. Only the roles assigned to the individual's user ID will be visible.
   g. Selecting a new role will refresh the user's screen view and display the Welcome screen with the new role selected. An icon will be displayed as you switch roles and will be present in the 'Items Awaiting Your Action' and 'Alerts' sections on the Welcome screen.
       a. Unsaved changes prior to switching roles will be lost, however a warning message will be presented prior.
       b. NOTE: Users are encouraged to select a preferred default role located on the 'My Profile' screen.
   h. You will click "Transactions Manage".
       1) Review a Transaction
           a) View the transaction by clicking on it. A new screen will appear which contains ledger and account number and object code listing.

b) If transaction matches and is okay, check the "Reviewed" box.

c) You must make a notation about this transaction, simply type text in the "Transactions Notes" section. NOTE: Click the notes box to check off that you have entered a Transaction Note. Select "Save" to save your changes and transaction notes.

2) *Change Account Number and/or Object Code*

a) Select transaction by placing cursor in any field associated with that transaction – one left mouse click

b) Select "Ledger & Acct #" and/or "Object Code" arrow and select appropriate ledger and account number or object code. (If you are unsure of the correct Object Code to select please refer to Z drive, chartfields, chartfield list, Exp. Accts tab or call Evelyn Wilson at 6152 or Kym Coogan-Allison at 7323.)

c) You must make a notation about this transaction, simply type text in the "Transactions Notes" section. NOTE: Click the notes box to check off that you have entered a Transaction Note. Select "Save" to save your changes and transaction notes. If you do not wish to save your changes, select "List" at the top right side of the screen.

3) *Attach a Receipt*

a) *Select transaction by placing cursor in any field associated with that transaction - one left mouse click.*

b) *Select Receipts tab, click "Attach Receipts".*

c) *Next screen select "Browse" for Upload Images (receipts saved on computer).*

d) *Click "save"*

4) *Second Approval*

a) *Click link in notification email to approve transactions.*

b) View the transaction by clicking on it. A new screen will appear which contains ledger and account number and object code listing and transaction notes and attached receipts.

c) *If transaction matches, accounting codes are correct and receipt purchase is valid, check the "Approved" box.

5) *Split a Transaction*

a) Select transaction by placing cursor in any field associated with that transaction – one left mouse click

b) Select "Add Lines"

c) Select Enter # of Lines of Splits

d) Select Add

e) Select "Edit Row" symbol (triangle)

f) Make appropriate changes to "Ledger & Acct #," "Object Code," "Percent" and/or "Amount."

g) Select "Save" at the top left corner of the screen. The "Campus Code," "Department Code," "Ledger & Acct #," & "Object Code" columns will all display "Split" once a split has been made. *Note: If you decide not to make a split, choose "Remove Lines" and then "Return to Transaction Listing." Do NOT choose "Save at the top left of the screen if you decide to cancel the split.*

6) *Dispute* – Before you hit "dispute" try to resolve the problem with the merchant. Ask for a credit. If all else fails then you can hit the "dispute" button. You still need to put in comments.
   a) Select the appropriate transaction as listed above.
   b) Select "Dispute."
   c) Select "Reason for Dispute."
   d) Add any additional comments as necessary.
   e) Select "Submit"
   f) Select "Mark as resolved/Undo"
   g) The dispute will automatically be sent to PaymentNet and you will receive an E-Mail confirmation.
   h) Select "List."
   i) A "Stop Sign" will appear in the "Trans ID" column for the disputed transaction. To view the detail on the dispute, select the "Stop Sign."
   j) When the dispute has been resolved, you will need to "Undo" the dispute by selecting the "Stop Sign" and selecting "Mark as resolved/Undo."
7) *Reports*
   a) Select "Reports" from the drop-down "Reports" menu.
   b) From transaction listing, select "Create"
   c) Select "Report you wish to run" by clicking on it.
   d) Select "the Date Range, Criteria and Hierarchy as needed.
   e) Select "Process Criteria" in the top left-hand corner of the screen.
   f) Select Refresh until the status is reported as successful.
   g) Follow the directions then print the report once it appears. (NOTE: If you don't have Adobe Acrobat Reader, you will be able to download it by following the instructions.)
   h) The person reconciling the account and one other person should sign the report. It should be filed with the log receipts.
   i) If you are using the report with Adobe PDF, the maximum number of 'Order By Fields' you may enter is five.
8) *Queries* - NOTE: This feature can be used for a breakdown of ledger and account numbers charged against one procard. Can also be used to do a search of all "Remarks" to track the type of purchases being made.
   a) From "All Transactions" listing, select "Advanced."
   b) Select criteria as desired – same format as "Reports."
   c) Print the Query – NOTE: Queries do not give totals.

2. Forms

Procard Application Form
Download Procard Application Online

Purchasing Programs – Individual Card Application   J.P.Morgan

COMPANY / ORGANIZATION INFORMATION

Salem State University	63793
Company / Organization Name*	Company Number*

APPLICANT SECTION - *Indicates a required field

1 APPLICANT INFORMATION

Full First Name*	Middle Initial	Last Name*	Date of Birth (MM/DD/YYYY)*	Country of Citizenship*
			Tax Exempt 999089460	

Name as it will appear on Card* (21 Character Limit – Including spaces)   Second line to appear on Card (21 Character Limit – Including spaces) e.g. department name, etc.

2 HOME ADDRESS

Street Address - no P.O. Box*

Street Address Line 2 - If applicable*

City*

State*   Zip Code*   Country*

☐ Deliver Card to Home Address only ☐ Deliver Statement to Home Address only

3 BUSINESS ADDRESS

Street Address
352 Lafayette Street

Street Address Line 2 - If applicable
Salem

City
MA   01970   USA

State   Zip Code   Country

☐ Deliver Card to Business Address only ☐ Deliver Statement to Business Address only

4 ACCOUNT SECURITY

Select One:*
Access Code 1*
☐ Last 4 digits of Social Security Number
☐ Other unique 4 digits

Select One:*
Access Code 2*
☐ First 4 letters of your mother's maiden name
☐ Other unique 4 digits and/or letters

5 CONTACT INFORMATION

Primary Phone*   Secondary Phone
Select One:* ☐ Home ☐ Business ☐ Mobile   Select One: ☐ Home ☐ Business ☐ Mobile

Business Email Address

ADMINISTRATOR SECTION - *Indicates a required field

6 ACCOUNT TYPE

Select One:* ☐ Purchasing ☐ Fleet ☐ Commercial (One Card)

7 ACCOUNT FEATURES

$
Cash amount - Maximum $2,500 and other organizational limits may apply

Card Design Code - Institution ID or Agent ID

☐ Declining Balance - Purchasing/Commercial Cards Only

Card Delivery Code - Site ID or Special Handling Code

☐ Rush Delivery Fee may apply Non-P.O. Box Address Required for Delivery

POS Prompt Code - Fleet Only*

Spend Restriction - Fleet Only:
☐ Fuel & Other (default) ☐ Fuel Only

8 ACCOUNT SPEND LIMITS/CONTROLS

$ 5,000.00
Cycle Spend Limit*   Max number of trans/cycle

$ 2,000.00   10
Single Purchase Limit   Max number of trans/day

9 HIERARCHY

Do not complete unless instructed during program set-up

Level 1 - If applicable*   Level 2   Level 3

Level 4   Level 5   Level 6

10 MERCHANT CATEGORY CODE GROUP SPEND LIMITS

MERCHANT CATEGORY CODE GROUP*	Indicate:* Include (I) Exclude (E)	SINGLE PURCHASE	CYCLE SPEND	DAILY TRANS	CYCLE TRANS
	▾	$	$		
	▾	$	$		
	▾	$	$		
	▾	$	$		
	▾	$	$		
	▾	$	$		
	▾	$	$		

11 ADDITIONAL ACCOUNT INFORMATION

Employee ID   Cost Center

Accounting Code

12 ADMINISTRATOR CERTIFICATION - please read and sign

By submitting this request for commercial card issuance to the Bank for the applicant(s) named herein, the undersigned, a duly authorized representative of the Client, does hereby (1) certify that, to the best of Client's knowledge, information and belief, the information in this application and the supporting documentation is accurate, (2) certify that the true identity(ies) of the aforementioned applicant(s) has/have been verified and that the applicant(s) is/are employee(s) or agent(s) of the Client and has/have been duly authorized to apply for and use the Card(s) to incur expenses on behalf of the Client, (3) certify that the applicant(s) named herein have consented to the provision of their information in this Application, and (4) confirm that the applicant(s) has/have consented to the issuance of a Card(s) in their name(s). The Client shall maintain evidence of the applicant's consent to the provision of their information in this Application and the applicant's consent to Card issuance and shall furnish such evidence to the Bank upon request. In this application, the term "Bank" refers to JPMorgan Chase Bank, N.A. and Chase Bank USA, N.A. and their affiliates.

Evelyn Wilson
Program Administrator / Approver Name Printed*   Use Today's Date

X
Program Administrator / Approver Signature*   Date*

Program Administrator (Authorized Signer) Submit Application to:
Email: CCS-Account-Services@jpmorgan.com Fax: 844-808-8189 US_PFI_P0115

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PAGE 2

CHASE ⬡

13 DEFAULT CHARTFIELD

| ACCOUNT | FUND | DEPARTMENT | PROGRAM | GRANT | PROJECT |

14 ADDITIONAL INFORMATION

☐ EMPLOYEE   TITLE [ ]

DEPARTMENT

☐ CONTRACTOR
   IF CONTRACTOR, ENTER DATE (MM/DD/YYY)

BUILDING

[ ]

ROOM NO.

15 DEPARTMENTAL APPROVAL

APPLICANT

X _____
YOUR SIGNATURE   DATE

APPLICANT (PRINT NAME)

SUPERVISOR

X _____
YOUR SIGNATURE   DATE

SUPERVISOR (PRINT NAME)

AREA HEAD

X _____
YOUR SIGNATURE   DATE

AREA HEAD (PRINT NAME)

VICE PRESIDENT / PROVOST / PRESIDENT

X _____
YOUR SIGNATURE   DATE

VP / PROVOST / PRESIDENT (PRINT NAME)

☐ USER   ☐ APPROVER

If Approver, please list all individuals whom you will be approving below:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

13

Lost Receipt Form
<u>**Download Lost Receipt Form Online**</u>

Salem
S T A T E | U N I V E R S I T Y

352 Lafayette Street | Salem, MA | Phone 978.542.6000 | Fax 978.542.6164 | Purchasing Department | purchasing@salemstate.edu

Missing Receipt Form

Date of Purchase:

Location of Purchase (Include vendor name and address):

Amount Spent and Items Purchased (attach additional sheet(s) if necessary):

Business Purpose for Purchase:

Reason receipt is missing and why you cannot obtain a copy:

I understand that a Missing Receipt Form may not be completed on a routine basis and that overuse may revoke the privilege of providing a Missing Receipt Form in lieu of a receipt. I certify that the amount shown is the amount actually paid, that I have not and will not submit a duplicate claim, and that I have not and will not seek a claim for these expenses from any other source. I understand that violation of this policy may result in disciplinary action, including termination.

Employee Name (Last/First/Middle) Please Print

Employee's Signature (required)   Date

Approving Budget Manager's Signature (required)   Date

Print Form   Save Form   Email Form

SALEM STATE UNIVERSITY
EMPLOYEE AGREEMENT

I (employee n a m e)_____, hereby request a Procard. As a holder I agree to comply with the following terms and conditions regarding my use of the card.

- I understand that I am being entrusted with a valuable tool - a Procard - and will be making financial commitments on behalf of Salem State University, and will strive to obtain the best value for the university.

- I understand that the university is liable to JPMC for all charges made on the card.

- I agree to use this card for approved purchases only and agree not to charge personal purchases.

- I understand that the purchasing department will audit the use of this card and report and take appropriate action on any discrepancies.

- I will follow the established procedures for the use of the card. Failure to do so may result in either revocation of my use of privileges or other disciplinary actions.

- I have reviewed the procard procedures and understand the requirements for the card's use.

- I agree to return the card immediately upon request or upon termination of employment (including retirement).

- Should there be any organizational change, which causes my department to likewise change, I also agree to return my card and arrange for a new one, if appropriate.

- If the card is lost or stolen, I agree to notify JPMC and the procard administrator immediately.

_____

EMPLOYEE SIGNATURE   DATE

_____

DEPARTMENT

Procard Log Form: You may use this form is multiple people are using one procard.

SALEM STATE UNIVERSITY
PROCARD LOG

MONTH & YEAR: _____

DEPARTMENT : --
CARDHOLDER : --
CARD NUMBER : --

DATE	VENDOR & CONTACT NAME	SUMMARY OF ITEMS PURCHASED/ORDER #	TOTAL	DATE RECONCILED

3. Procard Checklist

PROCARD CHECKLIST

- o Application completed
- o Training session attended
- o Employee agreement completed
- o Card signed by individual user
- o Procard log available for recording transactions
- o Receipts attached to procard log
- o Transactions checked on PaymentNet 1st & 15th
- o Report run on PaymentNet
- o Receipts/log matched to statement
- o Dispute filed (if necessary) via PaymentNet

4. **Procard User Guide (Audit/Oversight)**

It is the responsibility of the university to monitor procard usage, to insure that cardholders are in compliance with the policies and procedures outlined in the user guide and that procard records are maintained by user departments in accordance with the procedures outlined in procard records management. To this end, cardholder records will be reviewed on a periodic basis by staff from the purchasing department to check for adherence to internal controls (see Internal Control Plan at: https://www.salemstate.edu/policies/ and to the policies and procedures outlined in the procard guide. Cardholder records are also subject to review by various other internal and external auditors.

How Procard Oversight Works – Overview:

Non-compliance with Procard policy may result in a **reduction in the cardholder's transaction limits or in the cancellation of the procard**. For the complete list of review issues, see the audit checklist, procard guide. Examples of issues of non-compliance follow:

- Use of the procard for the purchase of restricted commodities
- Use of the procard for the purchase of items that are available under university, state, or MHEC contract are purchased from a vendor other than an appropriate contract.
- Use of the procard by an unauthorized individual (someone other than the "official" cardholder);
- Use of the procard in excess of assigned cardholder limit or available budget, after the expiration date of a grant or contract amount, or for purchase(s) that are inappropriate for the account/object code charged.
- Not checking off the reviewed box
- Not checking off the approved box.
- Not attaching receipts.
- Not putting in comments.
- Not checking off the comments box.

In certain cases (instances where fraud is alleged or the cardholder has used the card for personal purchases), after an appropriate investigation by the university and other entities, disciplinary action up to and including termination of employment, legal action, and restitution to the university will occur.

5. Contact Names

Name	Designation
Evelyn D. Wilson, C.P.M., MCPPO **Director, Purchasing & Vendor Relations** Salem State University 352 Lafayette St. Salem, MA 0l970-5353 Phone: 978.542.7321 Fax: 978.542.6164 Email: ewilson@salemstate.edu	**Procard Administrator** Enrollment, reporting, purchasing card policy questions, training, limit changes, card closures, reset of password.
Kym Coogan-Allison **Procurement Systems Manager** Salem State University 352 Lafayette St. Salem, MA 01970-5353 Phone: 978.542.7323 Fax: 978.542.6164 Email: kcooganallison@salemstate.edu	**Assistant Procard Administrator** Account allocation, payment information, hierarchy management, card closures, report generation, procurement card questions, training, limit changes and enrollment.
Patricia Martin **Business Analyst** Salem State University 352 Lafayette Street Salem, MA 01970 Phone: 978.542.6017 Fax: 978.542.6164 Email: pmartin@salemstate.edu	Reporting, analyzation, procurement card questions, training, limit changes and enrollment. Account allocation, payment information and hierarchy management.
Maria Bresnahan **Procurement Specialist** Salem State University 352 Lafayette St. Salem, MA 0l970-5353 Phone: 978.542.6010 Fax: 978.542.6164 Email: mbresnahan@salemstate.edu	Enrollment, reporting, procurement card questions, training, limit changes, etc.

Ian Andrus **Purchasing Assistant** Salem State University 352 Lafayette Street Salem, MA 01970 Phone: 978.542.2846 Fax: 978.542.6164 Email: stu_iandrus@salemstate.edu	Procurement card application set up with bank, limit changes, card closures, and general question about procurement card. Can make limit changes.
Krista Ortolani **Purchasing Assistant** Salem State University 352 Lafayette Street Salem, MA 01970 Phone: 978.542.6950 Fax: 978.542.6164 Email: stu_kortolani@salemstate.edu	Procurement card policy questions, limit changes, card closures, reset of password, and general questions about procurement cards.
Tim Donovan **Purchasing Assistant** Salem State University 352 Lafayette Street Salem, MA 01970 Phone: 978.542.2862 Fax: 978.542.6164 Email: stu_tdonovan@salemstate.edu	Procurement card auditor, available for outreach to departments in reviewing, approving and attaching receipts. Can make limit changes.
Customer Service Phone: 1.800.270.7760 Disputes Fax # 1.801.281.5859 (Ask to be transferred to disputes)	**JPMC (The Bank)** Disputes, lost or stolen cards, account balances, and any question about fraud on your account.
NOTE: Only Evelyn Wilson, Kym Coogan-Allison, Dennis Koontz can call JPMC **priority services.**	