

## CMU Business Credit Card Procedures

### Payroll and Travel Services

Warriner Hall 204 - Phone: 774-6944 or 774-3797 - Fax: 774-1069

#### Overview

The CMU Business Credit Card is an optional program designed to make purchasing by departments more convenient. The card is intended to assist cardholder in eliminating labor-intensive processes (i.e. requisitions, purchase orders, invoices vouchers etc.) while adding flexibility to departments, thus controlling their purchasing needs. Any University employee, approved by a Dean, department chairperson or direct supervisor, with responsibility for traveling on university business, entertaining guests, and/or purchasing supplies or equipment is eligible to apply for the CMU Business Credit Card.

The CMU Business Credit Card can be used to purchase anything permitted under the CMU expenditure policy. The card may be used as an option to pay for university business expenses including equipment, supplies, travel, and entertainment including travel expenses for students. Travel expenses for employees other than the named cardholder may not be charged to the CMU Business Credit Card except for conference fees and airfare.

Charges to the CMU Business Credit Card that exceed University policy or are considered inappropriate use of university funds, will be payroll deducted from the cardholder's paycheck. Likewise, credits due back to the cardholder will be direct deposited to the cardholder's bank account. The Payroll and Travel Services department will notify the cardholder of any amount being deducted from their paycheck prior to the payroll run.

The Payroll and Travel Services department, in coordination with PNC, will issue CMU Business Credit Cards. A CMU Business Card Agreement form must be completed and returned to Warriner Hall, 204 with appropriate authorization before the card will be ordered. The Agreement is available on the Financial Services website.

#### Receiving a CMU Business Credit Card Requires Training Session Attendance

All new applicants are required to attend a scheduled or online training session in order to obtain their new card. The schedule of training dates, times and online training instructions are listed on the Financial Services website.

The Payroll and Travel Services department will e-mail cardholder's upon receipt of their new CMU Business Credit Card and notify them to attend a scheduled or online training session in order to pickup their new card. Cards are issued to new cardholders only during monthly scheduled training sessions and photo I.D. is required to sign-out the cardholder's credit card. Cardholder's should sign their card immediately.

#### Credit Line Selections

Supply and equipment charges have a single transaction limit of \$4,999.00 per invoice. The monthly credit limit will be determined by the requesting department with final approval by the Payroll and Travel Services department, based on the using department's needs. A cardholder can choose from the following monthly credit limits: **\$1,000, \$2,500, \$5,000, \$10,000**. The maximum monthly credit limit allowed is **\$10,000** unless special approval has been obtained.

Cash advances from the CMU Business Credit Card, up to \$200, may be obtained in the Student Account Services and University Billing. Cash advances are not available at an ATM.

#### Billing / Shipping Address

The billing address for the CMU Business Credit Card will be the cardholder's department, and should include the building and room number, city and zip code. The billing address must be the same as the shipping address.

## Monthly Reconciliation of PNC Statement / Central Retention of Receipts

The cardholder, upon receipt of their monthly statement from PNC, will complete the following procedures:

### Step 1

It is the cardholder's responsibility to reconcile the original charge receipts, (which must include a descriptive itemization listing items purchased, amounts, prices and vendors) to the statement to ensure that amounts charged, match the billing statement charges.

### Step 2

Fill out the CMU Business Card Reconciliation form, itemizing the following;

- All Travel & Entertainment including miscellaneous out-of-pocket travel expenditures such as tips, cab fare etc.
- All supply and equipment Items of \$500 or more (statement / invoice amount)

The Business Card Reconciliation form is available on the Financial Services website. The cardholder and CMU employee who is administratively senior to the employee/representative must sign the reconciliation form.

### Step 3

All original charge receipts including the credit card billing statement are to be attached to the Business Card Reconciliation form and mailed to the Payroll and Travel Services department, WA 204, for audit by the 15<sup>th</sup> of the following month. Example: The form for the August statement that closes on the 24<sup>th</sup> would be due September 15<sup>th</sup>.

- Itemized receipts are required for all purchases except per diem meals while traveling.

All cardholder records will be retained centrally by the Payroll and Travel Services department for three (3) years. The using department should keep copies of their bank statements for reconciling their budget but does not need to keep copies of receipts unless directed by their Dean, department chairperson or direct supervisor.

## Resolving Disputes/Discrepancies

Discrepancies are the sole responsibility of the user department to resolve. If you have a problem with the goods or services received, or you did not make a transaction listed on your statement and you have tried in good faith to remedy the situation with the merchant/supplier, please use the following steps to dispute the item. It is the responsibility of the user department to log into the ActivePay Website, in Transaction Maint, Transaction Management, find the correct transaction, click on the "View and Edit Transaction Details" icon. At the bottom of the screen is the "Dispute" button, click on this button and confirm that all the transaction information is correct. Choose the reason that best fits the dispute, add any additional comments and submit the dispute. The last option on this screen also allows a dispute to be rescinded if the cardholder finds that it was a valid purchase.

## Audit

The Payroll & Travel Services department will audit charges monthly. Periodically the Internal Audit office will audit cardholder's charges and will review monthly summaries.

## Payment Information

The University will automatically pay all cardholder balances each month. The cost center and G/L listed on the cardholder's agreement form will be charged in the SAP system unless allocation changes were made using ActivePay by the cardholder.

### **Lost or Stolen Card**

If a card is lost or stolen or you suspect unauthorized use, the user department has the responsibility to notify all the following immediately:

- The Payroll and Travel Services department at (989) 774-6944 or (989) 774-3797
- PNC Customer Service at 1-800-685-4039, 24 hours a day, 7 days a week

In addition, if the card is stolen (not lost), the user department has the responsibility to notify the Campus Police at (989) 774-3081.

Once you have notified us, your account will be cancelled, and a new account number and card will be issued to you within 7 business days. Transactions determined as fraudulent or not authorized will be removed from your account.

### **Refusal of Card or Account**

Should you be denied at the point of sale for any reason, you may log into ActivePay and view the reason for the refusal in the Card Mgmt , Recent Activity area by clicking on the “Recent Authorizations” icon or you can call (989) 774-6944 or (989) 774-3797 for assistance. Every effort will be made to remedy the situation and determine why the transaction was denied.

### **Tax Exempt Status**

CMU is tax exempt and the federal tax ID number is located on the front of the CMU Business Credit Card. It is the cardholder’s responsibility to inform the vendor BEFORE making a purchase that the transaction should be tax exempt.

### **Chip and Signature Cards/International Travel**

A Chip and Signature Card has a microchip embedded in it ensuring that it is compatible with domestic and international merchants. Chip-embedded credit cards are nearly impossible to duplicate which significantly reduces opportunities for card payment fraud. All CMU Business Credit Cards are Chip and PIN enabled. If you are traveling internationally it is in your best interest to contact PNC directly or the Payroll and Travel Services department with your dates of travel and destination to confirm you have a Chip and PIN Card and prevent a hold being put on your card due to suspicion of fraud.

### **Returns and Refunds**

If you are entitled to a refund for any reason for goods or services obtained with the card, you agree to accept credits to your account in place of cash.

### **One Card per Cardholder**

A cardholder can have only one CMU Business Credit Card in their name. This card is intended for use by the named cardholder. Should the card be loaned to another employee, the named cardholder maintains responsibility for communicating its proper use to the employee. The named cardholder shall also keep a log of the authorized users by filling out the form located on the Financial Services website. This log should be maintained by the cardholder and kept on file in the using department.

### **Inappropriate Use of Card**

If a cardholder uses the CMU Business Credit Card inappropriately or disregards any other CMU Business Credit Card policy or university policies, they may receive a warning letter. If a cardholder disregards the policies a second time their card may be canceled.

Segmentation of an order is not allowed with your credit card. Do not split a transaction to avoid the single purchase limit set for your credit card.

An online listing of items that are **not** to be purchased on the CMU Business Credit Card is available on the Financial Services Website.

## **Protecting Your Account**

- Check your sales receipts for accuracy before signing them. Destroy any inaccurate or incomplete receipts.
- Always keep your card in a secure place.
- When making purchases be aware of the environment around you. Thieves often memorize account number information.

## **Cardholder Account Changes**

Please notify the Payroll and Travel Services department at (989) 774-6944 or (989) 774-3797, for any changes in address, business structure or employment status. Forms to update your account are available on the Credit Card Services website.

## **Edit your transactions online**

Editing your transactions on-line eliminates the use of handwritten journal entries. ActivePay is used to edit CMU Business Credit Card transactions on-line. Using ActivePay, you can edit the allocation for cost center, WBS Element, G/L account and/or add an internal order number to any or all of your Visa charges during the current statement period. At the end of the current statement period all changes made in ActivePay are imported into the SAP system, which eliminates the need to submit journal entries to accomplish the same. Training is not required but available. The schedule of training dates and times is listed on the Financial Services website.