

# **West Texas A&M University ProCard Program Policy & Procedure Manual**



## **ProCard Program Policy and Procedures Manual**

This ProCard Program Policy and Procedures Manual is provided to all employees with a ProCard. This document provides the guidelines for using the ProCard at WTAMU. Please read it carefully. Your signature on the Individual Cardholder ProCard Application and Cardholder Agreement forms indicates your understanding of the intent of the program and agreement to follow the established guidelines.

### **Definitions**

Procurement Card hereafter called ProCard

West Texas State University hereafter called WTAMU

Texas A&M University System hereafter called TAMUS

Procurement Card Coordinator hereafter called PCC

Procurement Services consists of the Purchasing Department, the Director of Purchasing, and the ProCard Coordinator

### **Purpose of Program**

The purpose of the ProCard program is to provide West Texas A&M University employees with an efficient, innovative program that simplifies the way in which goods less than \$5,000.00 are procured. The use of the ProCard is not intended to avoid or bypass appropriate purchasing procedures set forth by the State of Texas. The ProCard program is designed to delegate the authority and capability to purchase limited items directly to the people to whom it matters most – you and your department. The ProCard will enable you to purchase directly from vendors under your delegated authority, non-restricted commodities without the issuance of a purchase order. The ProCard can be used with vendors who accept MasterCard as a form of payment.

The purchasing department at WTAMU is happy to extend the procurement card program to all eligible West Texas A&M University employees.

### **ProCard Contract**

The Texas Comptroller of Public Accounts awarded a contract to Citibank to provide ProCards for State of Texas agencies. WTAMU elected to participate in the program and incorporate Citibank within its current ProCard program. All of the information included in this Procurement Card Program and Procedure Manual is intended to foster knowledgeable, safe, and efficient use of the ProCard program by eligible users.

The terms and conditions of the ProCard contract were specified and awarded by the Texas Procurement & Support Services for the State of Texas. West Texas A&M University is utilizing the State of Texas contract for ProCard services with Citibank and will comply with the terms and conditions of the state contract in the implementation of this program.

### **ProCard Policy Statement**

The Policy Statement for the ProCard program at WTAMU is as follows:

Purchases that support the daily business needs of WTAMU should utilize the appropriate procurement method. Trained and certified WTAMU employees are issued ProCards, from the state-approved bank, to be used only for the purchase of allowable low-dollar and low-risk goods and services for WTAMU purposes.

## **Duties and Responsibilities**

### **ProCard Coordinator:**

The ProCard Coordinator is responsible for retaining documentation for the ProCard activities for WTAMU. The Coordinator is knowledgeable about the program, the guidelines, and related forms. If issues arise, cardholders shall first contact the ProCard Coordinator, who will answer questions in regards to the program or potential problems. The Coordinator may refer questions to the Director of Purchasing when necessary.

Provide Training – the PCC is responsible for providing training to cardholders and other personnel in regards to the ProCard procedures and guidelines.

Auditing Transaction Details – the PCC is responsible for auditing all ProCard transactions and transaction details to determine if the transactions are within state purchasing guidelines and if proper backup documentation has been submitted.

Assist Cardholders – the PCC is responsible for assisting cardholders with all aspects of the ProCard program.

Billing – the PCC is responsible for creating a requisition for monthly payments to Citibank. Contact information is on the last page of this document.

### **Account Manager/Department Head**

The account manager, or approver, is responsible for approving monthly ProCard transaction allocations to ensure the purchases are in accordance with policy. The Account Manager may also assist in assigning cardholder limits and regulations.

The department head is responsible for approving transactions made by all cardholders within his/her authority. The department head is required to log in to the Citibank website and manually approve each transaction made by each cardholder.

Corrections – in the event that a cardholder has not made corrections to a ProCard transaction detail within the allotted two days after notification from the ProCard Coordinator, it is the responsibility of the department head to assist the ProCard Coordinator with obtaining the corrections.

**Cardholder:**

The Cardholder is the person designated by the Department/Division Manager to utilize the ProCard to purchase small dollar supplies. A typical cardholder is any employee who has delegated purchasing authority. The cardholder is responsible for following the purchasing and disbursement guidelines of WTAMU and TAMUS in regards to purchases, selection of vendors, documentation of purchases, and card security.

An Individual ProCard is issued in your name with the appropriate member seal and the wording, "For Official Use Only" clearly indicated on the card. All purchases made on the ProCard must be only yours. This card is for WTAMU business purposes only and may not be used for any personal transactions. It is important that you understand that you are personally responsible and accountable for this ProCard. You are responsible for the security of the ProCard and the transactions made with it. If you do not follow the guidelines when using the ProCard, you may receive corrective action, up to and including termination of privileges.

**Citibank's Customer Service:**

The ProCard program is serviced using a team approach with Citibank's Customer Service Center. This center is available 24 hours a day, 7 days a week to assist the cardholder with general questions (decline reasons, balance available, etc.) about the ProCard account.

Citibank Customer Service: (800) 248-4553

Outside the US, call collect: (904) 954-7314

## **ProCard Controls**

**Credit Limits:**

All ProCards have monthly and daily cardholder spending limits. Limits may vary for each cardholder and will be established by the Director of Purchasing. A yearly review of spending may result in a lower credit limit for those who do not use the ProCard frequently.

Questions regarding card limits shall be sent to the Director of Purchasing, in writing or via email through the cardholder's department manager. The Director of Purchasing will review the request and deliver the response. If the request is granted, the PCC will process the change with Citibank.

Please allow 1-2 working days to process any changes.

**Transaction Limits:**

Your ProCard has a single transaction limit, which is normally defaulted to the delegated purchase limit of \$5,000.00. This is the amount available on the ProCard for a single purchase. A transaction includes the purchase price plus tax, freight, and installation. Cardholders should not attempt to make a purchase greater than his/her approved amount. We understand that there are situations in which limits must be modified to meet the needs of departments; if you require an increase to the daily limit, you must contact the ProCard Coordinator for approval. DO NOT split the purchase by swiping your card multiple times for the same item.

**Merchant Category Codes:**

Some types of merchants/vendors are blocked from being able to accept our card, based upon their merchant category code (MCC). This code system groups merchants/vendors into common categories. Therefore, if a department manager prefers to block certain ranges of merchants for a particular cardholder, the ProCard Coordinator can accommodate this. For example, if the only purpose for the card is for business meals, then the ProCard Coordinator can restrict all MCC classifications except restaurants. Additionally, all travel codes including travel services, lodging, and transportation are blocked from the ProCard.

**Account Administration**

The cardholder will request a copy of the invoice with the pricing and freight be emailed to the cardholder and/or included in the shipment of supplies. The invoice, paid receipt, and vendor hold search must be uploaded with the allocated transaction, along with specified wording in the description.

The cardholder will enter transaction detail in to Citibank's website each month to allocate each transaction to an account within his/her department and to an appropriate object code. The accounts are separated by division and department for each cardholder to access the accounts available to him or her.

If an incorrect account is chosen and the error is not corrected within the current reporting period, an account corrections form can be submitted to the ProCard Coordinator to make the adjustment. However, the PCC can only make the changes if the submission date is within 61 days of the transaction posting date and before July 1 in the current fiscal year. No corrections will be made to the current fiscal year after July 1.

**Acceptable purchases:**

Supplies for an office, lab or classroom	Postage/Shipping
Books	Promotional Items
Flowers (local accounts only)	Registration fees
Water and water cooler rental	Subscriptions
Meals/Food for business-related meetings (local accounts only)	Tools/hardware
Medical Supplies	Videos
Memberships – (membership form required)	Copier Rental

Tips are allowed on meals but not when state funds are used; the amount should be reasonable for the service provided when tips are warranted.

Alcohol is only allowed when purchased and consumed as part of a business meal, or if there is a business reason for the purchase.

**Unacceptable Purchases:**

The ProCard may not be used for the following purchases, unless approved by the Director of Procurement in advance, and in writing:

Setting up a PayPal account with your ProCard	
Travel/Transportation and related expenses for employees	
Controlled, Hazardous, and Radioactive Materials **	
Fuel or auto parts for state owned vehicles **	
Cash advances	Tuition and Fees
Major Computer Hardware*	Gift Cards
Consulting Services	Animals**
Items for Personal Use	Capital Equipment*

\*\*This is generally an unacceptable purchase; however, certain departments may be allowed to purchase these items using the ProCard.

Split Purchases: A split purchase occurs when a cardholder makes an order larger than his/her delegated limit, and the credit card is run twice to bypass the single purchase limit. Splitting a purchase is a violation of the state's purchasing guidelines and should not be practiced.

**Restricted Purchases:**

All Software and Major Hardware Purchases

All Telecommunication Purchases

All Capitalized or Controlled Items

\*Capital equipment is any equipment with a cost of \$5,000.00 or greater

\*Controlled items are equipment with a cost of \$500.00 - \$4,999.00

**Receiving Supplies**

It is your responsibility to ensure the receipt of goods and follow-up with vendors to resolve any delivery problems, discrepancies and/or damaged goods. A copy of the charge slip, sales receipt, or any other information related to the purchase must be kept.

A vendor's entry system usually prints an automatic invoice with the processed order. If a purchase is made via Internet, mail or telephone, ask the vendor to include the receipt with the goods when shipping the product.

Items charged to the ProCard should only ship to WTAMU addresses (i.e. 2403 Russell Long Blvd. Canyon, TX 79016). There are possible exceptions and those require a written approval from the Director of Purchasing before the purchase is made.

**Guidelines for Reconciling ProCard Statement**

All cardholders are required to complete monthly Citibank transaction allocations when charges exist. This report should be a record of all orders/purchases placed on the ProCard. It is the cardholder's responsibility to ensure there is an itemized invoice/receipt attached for each purchase: all supporting documentation must also be added to the receipt.

Reconciliation is required to be done prior to the deadline: 5:00 p.m. on the 5<sup>th</sup> working day after the 4th day of each month, excepting the August (fiscal year end) reporting period.

Any discrepancies identified shall be promptly investigated with documentation detailing the action taken. It is the cardholder's/department's responsibility to resolve all discrepancies.

**State Accounts**

The State Comptroller requires the submission of vendor status checks for all purchases >\$500.00. Additionally, W-9 forms are required for all uses of state funds. W-9's are also required for account corrections if moving ProCard charges into state accounts.

**Vendor Status Check:**

**ProCard users are required to verify a vendor's warrant hold status involving all purchases over \$500. The vendor hold check must be performed prior to purchase and submitted with the other documentation supporting the purchase. This requirement does not distinguish between state and local funds.**

If a Vendor Status Check is required, the receipt for the transaction will include the completed Required Document Confirmation Form (Exhibit C).

In most cases, vendor status checks are not required when purchasing items by requisition. Purchasing larger ticket items may be less restrictive using the requisition process.

**W-9**

If state funds (fund 10 accounts) are used in any amount, a W-9 must be on file in WTAMU's W-9 folder as of the date of the transaction. Purchasing maintains a folder containing W-9 forms that the University has collected. As a ProCard user, you are given access to view those forms. If a W-9 is not on file for the vendor you want to use, obtain the W-9 from the vendor and submit it to Purchasing at [purchasing@wtamu.edu](mailto:purchasing@wtamu.edu) to be uploaded to the folder. If a W-9 cannot be obtained from a vendor before a transaction is made, that vendor cannot be used for that purchase. This is a state requirement.

It remains the responsibility of the department/ProCard user to obtain W-9 forms from his/her chosen vendors.

Also, if a W9 is required to be on file for a transaction, the receipt for the transaction will include the completed Required Document Confirmation Form (Exhibit D).

**Security of the ProCard**

The cardholder is responsible for the security of the card. This card shall be treated with the same level of care the cardholder uses with his/her own personal charge cards. Guard the ProCard account number carefully. It shall not be posted in a work area or left in a conspicuous place. It should be kept in an accessible, but secure location.

The only person authorized to use the ProCard is the cardholder whose name appears on the card. The card is to be used for business purposes only. There are disciplinary procedures related to the unauthorized use of the ProCard.

**Employee Termination**

The ProCard must be returned to Procurement Services upon retirement or termination.



**Lost or Stolen Cards**

If a ProCard is lost or stolen, prompt, immediate action can reduce our liability of fraudulent activity. It is imperative that you contact the bank immediately for suspension of your card because we are responsible for all charges made on the card until it has been cancelled.

**Immediately contact Citibank's Customer Service:**

**In the U.S. 1-800-248-4553**

**Outside the U.S. call collect: (904) 954-7314**

After contacting Citibank, notify the ProCard Coordinator and your Department Manager.

## **PROCEDURES**

**Obtaining a ProCard**

To obtain a ProCard, fill out the ProCard application completely and email the completed form to the ProCard Coordinator.

ProCard training will be assigned to you in TrainTraq. After completing the training, email a copy of your transcript or forward the email notification of course completion to the ProCard Coordinator at [procard@wtamu.edu](mailto:procard@wtamu.edu)

Once you receive notification that your card is ready, pick up your card in the Purchasing Department (Old Main 116). Bring a picture ID with you.

I.T. will provide access to the W9 Folder.

**ProCard Activation**

Access <https://www.globalmanagement.citidirect.com>

Citibank will require an account number which is your card number, and an activation company registration code which is 7571910.

To set/reset a forgotten pin call 877.905.1855 and follow the automated prompts.

Upon receipt of the card, the cardholder should sign the back of the ProCard and always keep the card in a secure place.

## **Purchasing Guidelines**

**General Information**

All state institution, certain state, local, and federal guidelines and laws apply. All purchases must be in accordance with the laws of the State of Texas and the purchasing procedures of TAMUS and WTAMU. The cardholder is responsible for compliance and strict adherence to all purchasing guidelines within his/her departmental delegated authority.

As a reminder, the departmental delegated authority applies to all orders. State law mandates that large purchases may not be broken down into small purchases to meet delegated limits. To do so would be a violation of state law, TAMUS, and WTAMU purchasing procedures.

Cardholders should promote and encourage positive interactions with suppliers. Honesty and courtesy are essential ingredients in all aspects of a buyer/supplier relationship.

Determine if the transaction is an acceptable use of the card, and if it is within the cardholder's delegated spending limit.

- \* Identify the vendor.

- \* Is the merchant located within Texas? Will they honor WTAMU's Texas tax exemption?

## **Sales and Use Tax**

WTAMU and TAMUS, as an Agency of the State of Texas, is tax exempt and the credit card identifies WTAMU and TAMUS as being tax exempt within the State of Texas. A cardholder should carry a Texas Sales Tax Exemption Form with his/her ProCard. WTAMU will not pay state or local tax unless an exception is already in place.

The cardholder should take cognizant steps to ensure sales tax is not charged when making ProCard purchases. If a cardholder is charged state or local sales tax on a purchase, the cardholder will be responsible for contacting the company to refund the taxes or reimbursing the account at the Business Office before the end of the next reporting period. Proof of reimbursement is required to be attached to the uploaded receipt; this must be completed before the end of the next reporting period.

If a merchant is located out of state, ask if they will honor our State of Texas sales tax exemption. If they won't, WTAMU will pay sales tax. A comment on the transaction description will include wording such as: "The merchant for this transaction is not located within the State of Texas."

If the transaction is a business meal, the University will pay sales tax. The definition of a business meal is: a meal consisting of both University and non-University employees, with a specific University business function. Business meals are not allowed on state funds. Additionally, alcohol is only allowed when purchased and consumed as part of a business meal, or if there is a business reason for the purchase.

## **Compliance Reviews and Audits**

The Citibank expense report and supporting documentation shall be maintained within the Citibank cloud in accordance with the State of Texas record retention schedule. The records for the ProCard purchases will be required when WTAMU is audited. Audits may be conducted by System Internal Audit or other external entities (i.e. State of Texas Auditors,

Public Accounting Offices). Therefore, all documentation supporting the purchase including the reconciliation and approval documentation must be kept according to the records retention period of three Fiscal Years plus the current Fiscal Year.

Compliance Reviews are made by the Procurement Card Coordinator on a monthly basis. Any non-compliant findings may result in various infractions and additional training. (See Exhibit A)

### **Statements and Allocations**

A transactions allocation log for each cardholder will be available in Citibank. This can be used for verification of the reconciliation of the receipts to the log or the Citibank Transaction Description. The Citibank Transaction Description and all supporting documentation will be filed and kept within the Citibank cloud.

The original documentation must include an itemized invoice, a detailed receipt, and a Citibank Transaction Description (reconciled and approved).

**Submitting Electronic Transaction details** – the cardholder is responsible for allocating and uploading all required documentation to the Citibank cloud by 5:00 p.m. on the 5th working business day after the reporting cycle closes.

**Corrections** – the cardholder is responsible for making all corrections for his/her transaction detail to comply with state laws. The cardholder is responsible for all missing receipts, sales tax, and any other documentation needed.

**Using forms** – if a form is required for a transaction, the description verbiage should include the notice that the form is attached (i.e., The membership justification form is attached).

### **Receipt of Goods & Services**

Another aspect of the ProCard allocations is verifying that the goods and services purchased with the ProCard were actually received by the cardholder. There is a box for each transaction where the cardholder must indicate if the goods were received.

If the cardholder has **not** received the goods or services, he or she should select “no” and must include a ProCard exception form as backup documentation for the purchase. The exception form can be found in the “forms” section of the Purchasing website. The cardholder must also notify the PCC once the goods have been received.

### **Supporting Documentation**

The cardholder is required to enter an expense description on Citibank’s website when allocating charges to an account. The description should give detailed information, such as what was purchased and why the item(s) were purchased. This information will help the PCC determine if the purchase is appropriate, and is helpful if the transaction detail is audited by outside auditors.

For each purchase made with the ProCard, there must be supporting documentation, such as a receipt, included in the transaction detail. The supporting document must include a date,

company name, and amount of the purchase to constitute as a receipt. An invoice with a receipt satisfies this requirement. If no receipt is available, cardholders may fill out a Supplemental/Missing Document form to include as supporting documentation. For meal purchases, cardholders will include a list of who was in attendance. If the food was for a large event, an invitation or flyer for the event can serve as backup documentation instead of a list. The cardholder will also include the business purpose of the meal in the expense description.

### **Allocation Corrections**

After transaction details have been audited, the PCC will contact any cardholders who had issues with his/her ProCard reporting. The PCC will provide instructions on how to correct the issues. The cardholder will have 2 working days to make any necessary corrections. The PCC may change object codes at his/her discretion.

If the corrections are not made within the grace period, the PCC will contact the cardholder and his/her department head with instructions to correct the issue and a deadline before the cardholder's credit card is suspended.

### **ProCard Payment**

Employees do not pay their own monthly statement. The program does not affect your credit rating in any way. The ProCard program carries corporate liability.

### **Returns, Credits, and Disputed Charges**

Should a problem arise with a purchased item or charge, every attempt shall be made to first resolve the issue directly with the supplier. Review of future statements is vital to ensure the account is properly credited for returns, credits, and/or disputed charges. The returned, credited, or disputed item shall be noted on the Citibank Transaction Description.

**Returns:** If a cardholder needs to return an item to a supplier, contact the supplier and obtain instructions for return. Some suppliers may charge a restocking or handling fee for returns. All returns should be indicated in the transaction description.

**Credits:** If the supplier accepts an item as a return, a credit for this item should appear on the following month's statement. All credits should be indicated in the Transaction Description.

**Disputed Charges:** If a cardholder finds a discrepancy on a transaction, the cardholder should contact the supplier and attempt to resolve the problem directly. All disputed items should be indicated in the Citibank transaction description.

If the cardholder cannot resolve a disputed item directly with the vendor, the cardholder shall call Citibank to report the disputed charge.

Citibank will place the charge in a "Statement of Dispute" and the account may be given a provisional credit until receipt of adequate documentation is received from the vendor. If the documentation appears to be in order, the transaction will be re-posted to the account and the dispute considered closed. If the charge is suspected to be fraudulent, the card will be immediately blocked, continue to have a provisional credit (if given), and an investigation of the charge will continue. A new card will then be re-issued to the cardholder, if appropriate. If the charge appears legitimate, the transaction will then post to the new account.

### **Card Termination**

When a cardholder terminates employment with WTAMU, the department has the specific obligation to destroy the ProCard and email Procurement Services at [ProCard@wtamu.edu](mailto:ProCard@wtamu.edu). Failure to do so may result in revocation of all departmental card privileges.

### **Audits of ProCard Transactions**

At least 5% of post payment audits will be reviewed.

A monthly ProCard Suspension Log will be maintained by the PCC, tracking warnings and infractions for each audited expense report.

All purchases utilizing state funds (10XXXXXXXXXX accounts) will be audited. This will include HEAF purchases.

### **Audit Process**

Upon receipt of ProCard transaction details, the PCC will check the transaction detail for the following items:

The reporting cycle is correct;

All receipts and backup documentation are uploaded into Citibank;

The Required Documents Certification Form is present with W-9's and Vendor Hold Searches;

All goods were received, or exception forms are included;

All transactions have a detailed description;

Transactions were appropriate for University business;

The vendor was appropriate;

The cardholder used account numbers from his/her department;

Object codes are suitable for the items purchased;

No split purchases were made;

No sales taxes were charged;

Transactions are approved on line by a designated approver.

If there are no issues found with the transaction details, the audit is complete.

## Account Structure

### Department & Object

The department code is a unique seven-digit number for the department.

The object will either be 62 or 92. An account number with an object of 62 is budgeted funds for the fiscal year. The object of 92 is Activity Funds (non-budgeted).

### Object Codes

As part of the monthly allocations, the cardholder will select an object code that is appropriate for each purchase. An object code is a basic description of the purchase. The following object codes are commonly used for ProCard purchases:

6012 – Food

6160 – Clothes, T-shirts, Uniforms

6280 – Misc. Exp. (should be used for items such as gifts or flowers)

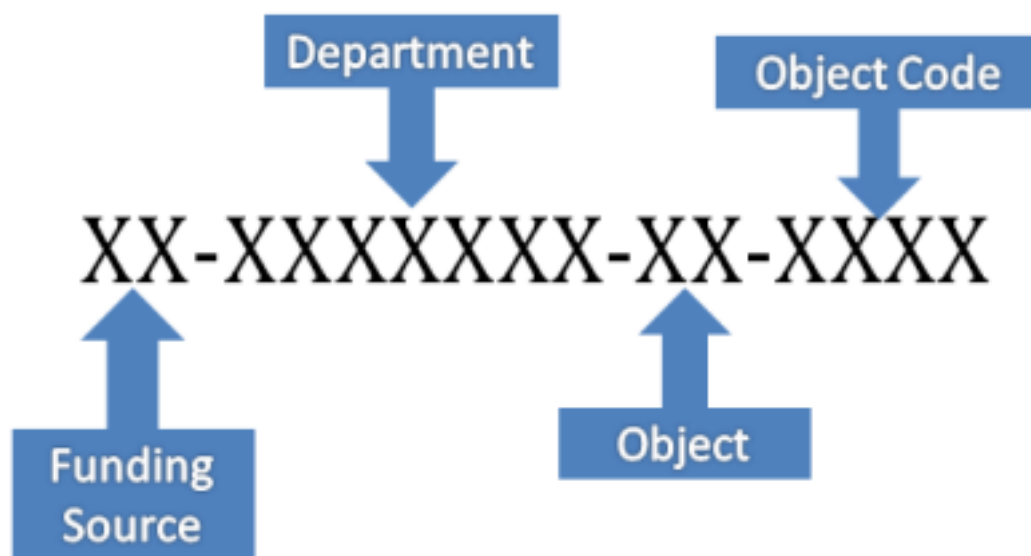
7203 – Registration Fees

7300 – Consumable

7303 – Subscriptions

7382 – Books, Music, & Preprinted Material

7406 – Equipment Rental (typically used for copier rental payments)



### Funding Sources

10 – State Appropriations

11 – Designated Funds

- 12 – Auxiliary Funds
- 19 – Restricted Funds (Grants)
- 40 – Renewals & Replacements
- 50 /51 – Foundation
- 52 - Alumni

**HEAF** (Higher Education Funds are state funds with special requirements. HEAF funds should never be accessed with the ProCard, unless the purchase is made through I.T. or there is an agreement with the Purchasing director. Otherwise, using HEAF funds should always utilize the Purchase Order.

## **Exhibit A:**

### **Procurement Card Sanctions**

Non-compliance with state and WTAMU purchasing procedures and disbursement guidelines will be grounds for the revocation of cards. Non-adherence to these procedures can result in cancellation of individual cardholder privileges and may result in revocation of the approver's ProCard.

THE GRACE PERIOD to allocate transactions is five working days after the third day of the month. IF TRANSACTIONS ARE NOT ALLOCATED BY THE TENTH WORKING DAY after the third day, the card will be deactivated until the allocations are completed and the ProCard Coordinator has reviewed the submission(s).

Improper use of your ProCard may result in card suspension, disciplinary action, up to and including termination of employment.

**Non-compliance** is defined as:

Consistently late allocations

Misuse of ProCard by letting non-cardholders use the card

Making purchases that should not be made on the ProCard or with state funds

Splitting one transaction to multiple account numbers

\*\*Purchasing and Accounts Payable reserve the right to review all potential infractions on a case-by-case basis. Multiple offenses are based on business within each fiscal year.

Note: Supervisors may be notified at any time regarding the use and/or misuse of a ProCard and the associated responsibilities

## **Exhibit B:**

### **Vendor Hold Search**

<https://fmcpa.cpa.state.tx.us/tpis/search.html>



**Exhibit C:**  
**Required Documents Confirmation Form**



**Required Documents Confirmation Form**

Name of person submitting: \_\_\_\_\_

Department: \_\_\_\_\_

Dollar amount of purchase \_\_\_\_\_ Is the original receipt attached? \_\_\_\_\_

Were state funds used for this purchase? \_\_\_\_\_ Is the W-9 on file? \_\_\_\_\_

If W-9 was not on file, what date was the W-9 submitted to Purchasing? \_\_\_\_\_

Is the vendor located in Texas? \_\_\_\_\_ Is a Vendor Status Check required? \_\_\_\_\_

Date of Vendor Status Check \_\_\_\_\_

Was Sales Tax Paid? \_\_\_\_\_ Was Sales Tax reimbursed to WTAMU? \_\_\_\_\_

Is this transaction for a membership? \_\_\_\_\_

Were goods delivered to a WTAMU address? \_\_\_\_\_

Was this a meal? \_\_\_\_\_ Was alcohol purchased? \_\_\_\_\_

Were only WTAMU employees present? \_\_\_\_\_

**Indicate the forms attached to the receipt for this transaction:**

\_\_\_\_\_ Vendor Status Check

\_\_\_\_\_ Missing Receipts Form

\_\_\_\_\_ Membership Justification Form

\_\_\_\_\_ Catering Exemption Form

\_\_\_\_\_ Procurement Exception Form (If all goods were not delivered by allocation date)

## FREQUENTLY ASKED QUESTIONS

### **For what types of purchases should I use the ProCard?**

WTAMU's purchasing policies and procedures governs how you can use the ProCard. The current purchasing guidelines for delegated purchasing authority will determine the type of purchases for which you are authorized. The ProCard should never be used for travel, hotel, rental cars, or related purchases.

### **In what ways do I benefit from using the ProCard?**

When you use the ProCard, you enjoy a reduction in paperwork, direct contact with suppliers, quick and efficient order processing, faster delivery, and fewer errors.

### **How does West Texas A&M WTAMU benefit from the ProCard Program?**

When employees use the ProCard, WTAMU enjoys greater productivity as a result of reduced paperwork. We also enjoy the savings from consolidating multiple supplier invoices into one statement from Citibank.

### **What should I do if my ProCard is lost or stolen?**

You should call Citibank Customer Service toll-free at **(800)248-4553** immediately to report the ProCard missing and request a replacement. Then call the ProCard Coordinator (x2099) and your department manager to inform them that you notified Citibank.

### **What do I do if a purchase is denied?**

Your purchase may have exceeded a spending or transaction limit, WTAMU may have excluded that type of merchant, or the vendor is not equipped to accept MasterCard as payment. Contact your ProCard Coordinator (x2099), or call Citibank to determine the reason.

### **Is it possible for someone else to use my card or to share my card number?**

According to the Cardholder Agreement that you signed, you are responsible for all charges and the safekeeping of the card. Under NO circumstances should you ever allow anyone else to use your card.

### **Will use of the ProCard affect my credit report?**

No. The ProCard is a corporate liability card and carries no personal liability for cardholders who use the ProCard.

### **Whom should I contact to resolve an error or dispute concerning my account?**

You should first contact the supplier. Most exceptions or issues can be resolved between you and the supplier. If you cannot resolve an issue with the supplier, please contact the ProCard

Coordinator and they will assist you.

**What about West Texas A&M tax exempt status?**

The card is identified as a "State of Texas official business, tax-exempt card". You are encouraged to advise the supplier (at the time of order or check out) that the purchase is tax exempt. You should carry a copy of the WTAMU tax exemption card when making a purchase.

**Whom can I contact with any question related to this ProCard program?**

You can contact any person listed in this guide, but for quicker service, please email [ProCard@wtamu.edu](mailto:ProCard@wtamu.edu) and you will receive assistance in a timely manner.

**Who is eligible to apply for a ProCard?**

All part time/full time employees WTAMU that have been issued a UIN through our HR department and have completed all appropriate trainings. Approval is subject to the individual's department head.

**How do I change my PIN?**

Call 1-877-905-1855 for PIN reset.

**Program Contacts**

The ProCard program is administered through the Purchasing Department. The following staff members are available to assist with any questions or concerns regarding the ProCard:

**Deborah Hansford**

ProCard Coordinator (PCC)

651-2099

[dhansford@wtamu.edu](mailto:dhansford@wtamu.edu)

[ProCard@wtamu.edu](mailto:ProCard@wtamu.edu)

**Bryon McCafferty**

Director of Purchasing

651-2111

[bmccafferty@wtamu.edu](mailto:bmccafferty@wtamu.edu)