



D SUNY
DOWNSTATE
Medical Center

Procurement Card Program Policy and Procedure Manual

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**Procurement Card Program
Policy and Procedure Manual
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I. Procurement Card (PCard) Program Overview

A. Introduction

The SUNY Downstate Medical Center (DMC) Procurement Card (PCard) program is designed to provide a more efficient means of making routine purchases by reducing paperwork and waiting time, allowing more purchasing responsibility and control at the department and project level, and streamlining the purchasing cycle for frequent and routine purchases. SUNY DMC PCards are widely accepted Visa cards issued by Citibank. They are “corporate liability” cards and are intended to be the primary method used for routine, authorized business purchases within the cardholder’s delegated authority limit, including taxes and shipping. The PCard program is meant to supplement purchasing mechanisms already in place, and is not intended as an overall replacement or as a means to circumvent purchasing guidelines, requirements, and policies and procedures established by SUNY DMC.

B. PCard Spend Profile

Two card profiles with different monthly spend limits have been established to accommodate typical purchasing profiles. Cardholders are assigned to a profile by their approving supervisor based on business requirements.

Spend Profile	Single Transaction Limit* (including tax, freight, handling charges)	Monthly Spending Limit
Profile 1	\$14,999.99	up to \$50,000
Profile 2	\$14,999.99	\$50,001 and above

**Splitting orders to remain under the single transaction limit is not allowed.*

On occasion, there may be a need for a temporary or permanent adjustment of spend limits. Exceptions may be allowed depending on the individual cardholder and department needs. See Section XII. Cardholder Account Maintenance for instructions on requesting a change in spend limit.

C. Program Benefits

Program benefits include:

- Ability to easily obtain goods and services
- Immediate payment to suppliers/vendors
- No invoices to process through Accounts Payable
- Convenient, secure, and flexible

- Universal acceptance by suppliers who accept Visa
- Automatic recording of all purchases made by cardholder
- More SUNY DMC PCard staff time available to assist on high dollar or specialized transactions
- Designated PCard administrator and support staff to address individual cardholder issues and requests

II. Authorized Uses of the PCard

Cardholders must follow Downstate, SUNY and Office of State Comptroller purchasing guidelines and strive to obtain the maximum value for each dollar of expenditure. The PCard may be used to purchase many of the goods and services used for SUNY DMC business. All PCard purchases are subject to the limitations in Section III and any applicable contract terms and conditions. The PCard may be used to purchase items including:

- Items on centralized commodity (“P”) contract
- Books
- Supplies and materials
- Equipment
- IT (hardware/software) with approval and signature of CIO Office
- Film processing
- Printing
- Registration for conferences and seminars
- Subscriptions
- Memberships
- Shipping charges (*UPS, Federal Express, Airborne, etc.*)

If you would like to purchase an item with your PCard that is not listed on the Authorized or Restricted/Prohibited Use lists, please contact your Account administrator or the SUNY DMC PCard administrator for assistance. For questions or assistance with selecting the best method of procurement of goods or services please contact the SUNY DMC’s purchasing department at (718) 270-1132.

III. Restrictions and Prohibited Uses of the PCard

The PCard may **NOT** be used to purchase the following:

- Personal use
- Items purchased separately that when purchased together would exceed the cardholder’s transaction limit (*split ordering*)
- Gasoline
- Renovations / construction¹

¹ Only certain designated PCard holders are eligible to utilize the PCard for renovation/construction projects with the exception of documented emergency reasons.

- Medical equipment²
- Formal contracts
- Cash advances/Cash refunds
- Cash back on purchases
- Donations and/or contributions
- Controlled substances (e.g., narcotics and prescription drugs)³
- Live animals
- Radioactive materials
- Specialty gasses/cylinder rentals
- Contracted services from an individual
- Leases, insurance
- Travel/Entertainment (i.e. airline, car rental, lodging, restaurant, alcoholic beverages, etc.)

IV. Areas of Responsibility

A. Cardholder Qualifications and Responsibilities

While full liability rests with SUNY DMC for immediate payment, the Department Leader designates the cardholder authority assigned to each card and is responsible for all purchases. Intentional misuse/abuse of the PCard may result in immediate revocation of privileges, and may include further disciplinary action up to and including termination of employment. Cardholders may also be financially liable for unauthorized purchases. ***The Cardholder is the sole authorized user of the card. Other individuals may not use the card.***

1. Cardholders must meet the following qualifications:

Individuals must be an employee of SUNY DMC who have a reasonable need to routinely procure goods and or services related to contracts and other programs administered by SUNY DMC, central staff **AND** one of the following:

- Be authorized to process transaction on the Job Function established for the SUNY Accounts listed on the card application
- Individuals must have an e-mail address, web access, access to a computer with Adobe Acrobat Reader, scanning and print capabilities
- Individuals must be a State employee with valid record in the SUNY Portal

2. Cardholder Responsibilities:

- Sign the Cardholder User Agreement (PCard Program Changes, Bulletin # 18-91) and agree to comply with the terms and conditions.

² Only certain designated PCard holders are eligible to utilize the PCard for the purchase of medical equipment with the exception of documented emergency reasons.

³ Only certain designated PCard holders are eligible to utilize the PCard for the purchase of controlled substances with the exception of documented emergency reasons.

- Security and safekeeping of the physical PCard, as well as the account number and expiration date. Cardholders alone are the only authorized users of their PCard and should make every effort to ensure suppliers do not have their credit card on file for security reasons. Some websites encourage or prompt cardholders to save credit card information in their profiles for ease of use. Cardholders should opt not to utilize this function, unless contract terms requires this, to minimize potential fraud risk in the event that the vendors systems are breached or compromised.
- Securing confidentiality of cardholder information and CitiManager ID and password
- Appropriate use of the PCard
- Compliance with all PCard policies and procedures
- Reviewing appropriateness, allow ability, and availability of funds prior to executing transactions
- Complying with all “Restrictions and Limitations” listed in Section III
- Retaining original, itemized receipts for each transaction
- Obtaining and retaining records of warranty when applicable
- Reviewing each transaction in the SUNY FMS (Finance & Management System), PCard, Cardholder Statement system for validity and assigning the appropriate fund information within published deadlines
- Reconciling itemized receipts and appropriate supporting documentation between the CitiManager system, credit card statement and the SUNY FMS information
- Preparing the monthly reconciliation packet, forwarding to the approving Supervisor, and then to PCardMonthlyCertification@downstate.edu within published deadlines
- Provision of accurate delivery information to suppliers
- Resolution of returns/exchanges with merchants
- Submission of online dispute in the CitiManager website for disputed items within 60 days of purchase
- Use Minority- and Women-Owned Businesses (MWBE) whenever possible. MWBE information is available at: <https://www.suny.edu/meansbusiness/mwbe/>
- Notify the PCA of any extended absences (i.e. vacation, FMLA, sabbatical etc.)
- Immediately reporting possible fraudulent misuse to Citibank by contacting Cardholder Support at 1-800-248-4553, option 1, and completing and submitting any requested fraud documents to Citibank within deadline dates
- Immediately reporting lost or stolen PCard to Citibank by contacting Cardholder Support at 1-800-248-4553, option 1, and notifying the SUNY DMC PCA. (Refer to “Lost or Stolen Cards” procedures in Section X in this manual)
- PCard user checklist is located at: <https://www.downstate.edu/procurement/documents/procurement-card-user-checklist.pdf>

B. Approving Supervisor (AS) Qualifications and Responsibilities

1. The AS must meet the following criteria:

- The AS is the SUNY DMC employee responsible for oversight of cardholder activity.
- Must be a SUNY DMC employee who has budget and signature authority on projects administered by SUNY DMC **OR**
- Must be an SUNY DMC employee with budget and signature authority on active accounts **AND** obtain written approval and documentation signed by supervisor.
- Must have an e-mail address, web access, and access to a computer with Adobe Acrobat Reader and print capabilities.

Note: the cardholder and approving supervisor may not be the same.

2. AS Responsibilities:

- Maintaining confidentiality of cardholder information and Access Online user ID and password
- Authorizing cardholder spend profile
- Reviewing and approving of all cardholder SUNY FMS Certification Page within published deadlines: all charges are appropriate, no prohibited items have been purchased; transactions have been allocated to the appropriate funds and that there is sufficient and approved budget available
- Verifying that all charges are supported by appropriate documentation and that the documentation is attached to the monthly Account Activity Report and submitted to the SUNY DMC PCA no later than the 10th of each month, in the month following the credit card statement cycle end date
- Notifying the SUNY DMC PCA of cardholders who are terminating employment, transferring to another department, or will be on an extended leave of absences.
- Ensuring that cardholder fulfills responsibilities
- Initiating replacement process for cards and new users

C. SUNY DMC Procurement Card Administrator (PCA) Responsibilities

The PCA is responsible for overseeing the daily operations of the PCard program ensuring that it operates smoothly and effectively. The PCA coordinates information between Citibank, SUNY DMC, and program participants.

1. PCA Responsibilities

- Processing new PCard applications and cardholder maintenance requests
- Providing training to cardholders, administrative assistants and approving supervisors
- Providing support and guidance to program participants
- Distributing cards to cardholders upon completion of requisite paperwork and training
- Collecting, reconciling, and auditing Monthly Remittance Packets

- Issuing and maintaining cardholder guidelines
- Maintaining CitiManager information and ensuring the information agrees with SUNY FMS records
- Monitoring purchases for compliance with policies and procedures and reporting abuses
- Monitoring for fraud and misuse
- Ensuring compliance with published deadlines
- Ensuring internal controls are followed
- Providing updated information and news to cardholder and administrators
- Distributing email reminders to cardholders
- Being knowledgeable about accounting issues
- Serving as the liaison between the cardholder and Citibank to assist and resolve PCard and SUNY FMS issues
- Reconciling the CitiManager and SUNY FMS systems monthly

NOTE: The PCA can be contacted by e-mail at:

PCardMonthlyCertification@downstate.edu or 718-270-3056 or 718-270-2799.

V. Procedures for Becoming a Cardholder

A. Obtaining a PCard

The Account Supervisor (AS) will determine which employees have a reasonable need to routinely procure goods and services AND meet the qualifications defined in section **II.B** "Cardholder Qualifications and Responsibilities."

Under the direction of the PCA, all cardholders must:

- Complete the Cardholder Application Form, see Addendum I
- Obtain AS signature
- AS submits all necessary forms to the PCA who coordinates training
- Complete required training and sign Cardholder User Agreement (PCard Program Changes, Bulletin # 18-91)

VI. Distribution and Activation of PCards

A. Distribution of PCards

All PCards will be received by the PCA. The PCA will email cardholders and approving supervisors when cards are available for pick-up. Cardholders must complete any requisite training and show a valid ID in order to gain custody of their assigned PCard. PCards not picked up within 60 days of the date of the email will be terminated unless prior arrangements are made with the PCA. PCards will not be released without the receipt of an Acknowledgement form.

Once a cardholder receives his/her PCard, they are responsible for securing it just as they would personal credit cards, bankcards, cash, and checks.

B. Activation of the PCard

A new or renewed card cannot be used until it is activated by calling the Citibank customer service number appearing on the activation sticker affixed to the card. The card activation process is automated and will prompt the caller for the card account number, billing address zip code and cardholder SSN, which for security purposes is equal to their SUNY DMC NetID. Social security numbers have been replaced with the cardholder's SUNY DMC NetID number. When prompted for SSN, cardholders should provide NetID. Failure to do so will result in problems activating the card. Any card not activated within 60 days will be considered inactive and will be terminated. Citibank Card Activation email and phone number information is provided in the envelope with newly issued cards.

VII. General Instructions for Making Purchases

A. Determining Need and Budget Availability

Before executing a purchase transaction with the PCard, the cardholder must: 1) Verify that there are sufficient funds available in the budget to cover the purchase; and 2) Verify that the items/services to be purchased are allowable.

Note: Consider other PCard transactions made, but not yet reflected in Profile. If you have questions regarding the availability of funds, contact your AS administrator. Verify that the transaction is within the purchasing guidelines in the Procurement Card Program Policy and Procedure Manual and use of the PCard is appropriate.

B. Conflict of Interest

SUNY DMC is committed to the highest ethical standards and requires all cardholders and approving supervisors to avoid any transaction or circumstance that enables, potentially enables, or appears to enable a conflict of interest.

Program participants must not use suppliers (individuals or corporations) of goods and services who are family members (spouse, brothers, sisters (whether whole, half-blood, or step), children (whether natural, adopted, or step), grandchildren, great-grandchildren, spouses of brothers or sisters), where they have a financial interest or economic benefit in any way, or if their personal outside business or other interest could be construed to have an influence when making a supplier selection. Program participants must uphold the Conflict of Interest policies of SUNY

DMC and not make purchases from any vendors where they personally benefit directly or indirectly.

Cardholder must not accept any gift or gratuity from any source when it is offered, or appears to be offered, to influence cardholder decision-making regarding PCard purchases.

SUNY DMC's purchasing staff may make random checks of company ownership to ensure integrity is maintained in all purchasing practices.

C. Receiving Goods - Campus Shipping Address

Goods that are ordered using the PCard by projects and departments occupying space on the SUNY DMC campus should be shipped directly to SUNY DMC's receiving dock at the address listed below:

SUNY Downstate Medical Center (UHB, HSCB, or the affiliate's name are acceptable)

Req'n#: _____ (Required. [See DMC's PO#@ formats](#))

Recipient's Name, Building and Room # (Required)

445 Lenox Rd. (note: "450 Clarkson Ave" is also valid; "445 Lenox Rd" better helps truck drivers since the Central Receiving entrance is physically on Lenox Rd)

Brooklyn, NY 11203-2098

When placing PCard funded orders by telephone or online, be certain to include accurate

Req'n #= CCNN-NNN-NNN (N is department's normal requisition number)

[DMC Shipping Address](#) is different than [DMC Mailing Address](#).

Instruct the supplier to write the complete shipping address on the packing slip or box. This will enable the shipping company (UPS, FedEx, Airborne, etc.) to deliver to the correct address. If the supplier indicates that they do not have enough room to include all the personal information for the cardholder, make sure that the name (at the very least) is included on the packing slip or box.

All projects and departments occupying space at any other location are to provide the supplier with detailed information regarding the specific delivery location, cardholder's name, phone number, requisition number, etc. Goods and services must be delivered to an authorized work location and should not be shipped to personal/home addresses.

Please note that packages with incorrect or missing shipping information may be delayed or possibly returned to the supplier. Spend time with your supplier to make sure that they have all shipping information correctly recorded.

D. Recording Transactions between Cardholder and Supplier

Before completing communication with the supplier, make sure that all the information needed has been provided and that the supplier confirms that the card data has been accepted through their automated register terminal. Inform all vendors that a paid receipt is required.

To complete the transaction, obtain an itemized charge slip, sales receipt, and any other documentation that validates the order and/or receipt of the item(s). If the purchase is a phone transaction, ask the merchant to fax the receipt and included purchase detail, tax rate, shipping etc. and annotate for PCA's record.

Cardholders must follow all internal processes, as described in the Procurement Card Program Policy and Procedure Manual regarding handling of supplier receipts, packing slips, and confirmation documents to ensure accurate and timely transaction reconciliation and validation.

E. Use of PCard via the Internet

The PCard can be used for purchasing goods via the Internet. When using the PCard for internet purchases, cardholders should ensure that the site is secure (look for the secure site symbol or messages) and that the appropriate documentation (in lieu of a standard receipt) is obtained to validate the transaction at the time of order. Most internet orders provide electronic order confirmations. These should be printed and submitted as part of the remittance packet.

F. Use of the PCard for Telephone Orders

The PCard can be used for purchasing goods over the telephone. Cardholders should ensure that the appropriate receipt is obtained to validate and support the transaction. If documentation is not received in a timely fashion, the cardholder must follow up with the merchant to obtain the receipt.

G. Lost or Non-Itemized Receipts

1. *Lost Receipts*

If the cardholder has lost receipts and/or lost invoices and a duplicate cannot be obtained from the merchant, the cardholder must complete a **Missing Receipt Form** for each missing receipt, obtain the AS's signature and attach a copy of the transaction summary from Access Online and submit with the Monthly Remittance Packet. A written justification for not having a receipt is required on the Missing Receipt Form.

Note: Excessive lost receipts may result in suspension or loss of PCard privileges.

2. Non-Itemized Receipts

If the cardholder cannot obtain an itemized receipt from the merchant, the cardholder must complete the **Missing Receipt Form** and attach it to the original merchant receipt and submit with the Monthly Remittance Packet (see section **VIII.B** for details). Itemized receipts must include a description of the item(s) purchased, quantity purchased, price per item, applicable sales tax and any shipping and handling charged. A written justification for not having an itemized receipt is required on the Missing Receipt Form.

H. Records of Warranty

The cardholder must maintain custody of any warranty records for goods or services which were obtained and paid for with the PCard.

I. Purchases Declined at the Point of Sale

Although the supplier may accept the card for use, the purchase may be declined at the point of sale. The following are possible reasons for a decline:

- The transaction amount exceeds set limit
- The transaction amount exceeds the remaining available balance of total monthly spending limit
- The Merchant Category Code (MCC) is restricted. Transactions outside the established parameters will automatically be declined at the point of sale
- Cardholder has not activated a newly assigned or renewed card. Refer to section V.B in this manual titled "Activation of the PCard"
- The card has expired
- Card has been suspended/terminated due to non-compliance or failure to meet published deadlines
- The cardholder or the merchant transposed the card account number during the exchange of information. All cardholders should ensure that the merchant has received the correct number for the correct PCard to minimize the occurrence of this type of declination at the point of sale
- The merchant enters an incorrect expiration date

Cardholders may contact the PCA at PCardMonthlyCertification@downstate.edu or 718-270-3056 or 718-270-2799 to determine the reason a purchase was declined at the point of sale. These mechanisms for declining transactions are meant to protect the cardholder, the merchant, and SUNY DMC. Please be patient should this occur until the reason for the declination can be determined. On occasion, temporary overrides of merchant codes may be necessary. See section **XIII.C Merchant Authorization Controls** for procedures regarding overrides.

VIII. Accountability and Internal Controls

Most PCard approvals and control features occur after the purchase has taken place. Examples of after-the-purchase controls include:

- **Support Documents for each PCard Transaction.** Transactions reported on the monthly account activity report provide very little information about purchases. The name of the vendor is listed, however there is little information regarding the items purchased. Support documents such as itemized receipts provide detailed information about the purchase, including what was bought, the number of items that were purchased, and the total amount charged.
- **Reconciling PCard Account Activity Reports.** Reconciling itemized receipts to transactions reported on monthly account activity reports allows the Cardholder to make sure that all purchases have been reported, that any credits have been received, and provides the opportunity to resolve any discrepancies.
- **Administrative Review.** Approving supervisors indicate approval of purchases by reviewing and approving transactions in the CitiManager system. It is the supervisor's responsibility to address Cardholders about questionable transactions and ensure all supporting documentation is attached to monthly packet.
- **Citibank Controls.** Certain merchant codes are blocked so that PCard transactions are automatically declined. Citibank provides access to all transaction data generated by Cardholders to the PCard Administrators. PCard Administrators review transactions and declined transaction reports on a regular basis for unusual or irregular transactions.

A. CitiManager online access

CitiManager is the database of record for all PCard transactions. Access to CitiManager is password-restricted to ensure safekeeping of information. Cardholder and Approving Supervisor hierarchies are maintained in CitiManager to ensure proper segregation of the review and approval process. The ability to post fund information to transactions is maintained and monitored in CitiManager.

CitiManager, Citibank's web-based program provides cardholders and AS's a convenient method of querying information and transaction detail for purchasing activity on each PCard, allocating transactions to one or more funds, and accessing monthly account activity report on the first working day of each new month. Transactions generally appear in CitiManager within 24 hours after processing by the bank.

B. Monthly Remittance Packet

Each month after the cardholder and AS review and approve transactions in CitiManager, a remittance packet must be prepared and forwarded to the PCA for review and audit within the designated time requirements outlined in Section XII. On the 10th of the month following statement

cycle end date, submission of a complete approved package is due. Package content and check list must be in this order:

- Certification Page, signed and dated by both Cardholder and Cardholder's Supervisor
- Citibank Statement
- Purchase requisition, approved and dated prior to the purchase of the item, with all applicable required documents, such as quote, invoice, proof of receipt
- Requisitions with support must be ordered to match the order that the transactions appear on the Citibank Statement

Packages must be scanned and emailed to PCardMonthlyCertification@downstate.edu with the subject line formatted: "PCard", [Cardholder Name], Statement Cycle Dates

Example subject line: PCard, John Smith, mm/dd/yy - mm/dd/yy [start and end dates of statement cycle]

Packets containing the Cardholder Account Activity Report and associated receipts should be scanned and delivered to the PCA via e-mail. The AS is responsible for maintaining original receipts and providing access on demand as requested for periodic audits for the current fiscal year plus 90 days. The SUNY DMC fiscal year runs July 1st through June 30th.

C. Internal Controls and Accountability

To ensure the continued success of the PCard program, audits of a cardholder's remittance packet will occur. The primary purpose of the audits is to ensure that the correct information is being captured and retained; that the PCard is being used for allowable transactions; and that program policies and procedures are in place and being followed. Audits will be performed and will include:

- Review of statements to ensure itemized receipts support transaction
- Review of transactions for appropriateness and allow ability
- Review of transactions for proper justification regarding the nature of the purchase
- For documentation received electronically, verification that receipts and supporting document images are of sufficient quality to be readable

D. Suspension and Revocation of Card Suspension

1. Immediate Revocation

- Cardholder allowing other individual(s) to use his/her PCard
- Personal use of the PCard (using card for personal purchases/non-business related expenses)
- Fraudulent Use of PCard

2. Decreased Spending Limits

Any cards that have activity that is not allocated and approved in CitiManager as of the monthly deadline will automatically have their spending limit adjusted to \$1. The limit will be restored when the transactions have been allocated and approved and the monthly remittance packet has been received by the PCA. Approving supervisors are encouraged to communicate with the PCA when there are issues that will prevent final approval of the transactions before the deadline to prevent the spending limit from being dropped to \$1.

3. PCardholder/AS Program Violations Triggering Consequences

It is very important for all PCardholders and AS to meet their responsibilities in a timely manner. The following is a list of program violations that will trigger review of cardholder and approving supervisor readiness to participate in the program:

- Late certification and/or delinquent or incomplete submission of monthly remittance packets, including packing slips, receipts, supporting documentation, etc.
- Frequent lost/missing receipts
- Late allocations and approvals in Access Online
- Purchase of prohibited items (Refer to Section III)
- Use of the PCard for purchases of more than the preset spending limit by splitting the purchase into more than one transaction
- Failure to return the PCard when reassigned, terminated, or upon request

4. Schedule of Progressive Corrective Actions

The following corrective actions may be used depending on the level of violation. Human error and extraordinary circumstances may be taken into consideration when investigating any violation of policy.

1 st Incident	Approving supervisor and cardholder will be provided with a warning and a resolution date.
2 nd Incident	Approving supervisor and cardholder will be provided with a warning and a resolution date. If not resolved by this date SUNY DMC may charge expenses to default account code and the card may be temporarily reduced to \$1 until resolved.
3 rd Incident	If the 3 rd incident occurs within 12 months of the 2 nd incident and warning, the PCard may be revoked for a period of three to six months. Any outstanding expenses may be charged to default account code. Cardholder and approving supervisor may be required to attend training again.

<p>Immediate Revocation</p>	<p>Cards may be immediately revoked for:</p> <ul style="list-style-type: none"> ° Using the PCard for personal purchases/non-business related expenses ° Fraudulent use of the PCard
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If the cardholder or AS anticipates any circumstance, which may result in transactions not being reviewed and approved by the monthly deadline or the monthly packet(s) not being submitted by the published deadlines it is the responsibility of the cardholder and/or AS to contact the PCA **IN ADVANCE** to request an exception.

NOTE: While contacting the PCA does not guarantee an exception, reasonable requests will be given due consideration.

The PCA has the authority to investigate and to determine whether a violation of procurement policy has occurred, and to take actions as a result of such determinations. SUNY DMC will consider the facts and circumstances of each incident, and will take action as deemed appropriate, and as permitted by applicable law and/or SUNY DMC policy.

E. Validation and Reconciliation of Transactions

The cardholder and AS are responsible for reconciliation, record keeping, and validation of expenditures for all PCard transactions. Periodic statements listing all PCard transactions are available via the web based CitiManager. Cardholders and AS’s will be trained regarding the use of CitiManager around the time of the card issuance. Please contact the PCA if assistance is required.

F. Office of Record

PCA is the responsible “office of record” for all PCard activity.

IX. Unauthorized Use, Security and Protection

A. Misuse/Abuse

Please refer to section VIII.D “Suspension and Revocation of Card” in this manual for policy regarding misuse and abuse of PCard privileges.

B. Security and Protection

A PCard should always be treated with the same care as personal credit cards, bankcards, cash, and checks. Cardholders should keep their PCards in an accessible, but secure location. The cardholder is the only individual authorized to use the card so it need only be accessible to the

cardholder. Protect the card from use by any person other than the cardholder either on a business or personal basis. If the card is either lost or stolen or used by a person other than the authorized cardholder, immediately report such action by following instructions in section **X.A** “Lost or Stolen PCards, Fraudulent and Disputed Transactions” in this manual.

C. Safeguard PCard Account Number Carefully

It is critical to safeguard the card account number! Do not post it in your workspace or record it in your day planner, etc. Do not give the card account number to a vendor for use on a standing or blanket basis. When prompted, do not opt to have vendors save or store card number to help reduce potential fraud if the vendors systems are breached or compromised. Remember that the account number can be used just like the card itself. If the card is either stolen or misused resulting in unidentifiable transactions, which are reported on periodic printed or web based statements, immediately report such action by following instructions in section **X.A** “Lost or stolen PCards, Fraudulent and Disputed Transactions.”

D. Lending or Sharing PCard is Strictly Prohibited

The only person entitled to use a PCard is the person whose name appears on the face of the card. Do not lend your card to another person for any reason. Card assignment to a single named employee of SUNY DMC ensures proper internal controls. If the cardholder is going to be absent from the office for an extended period, the Department Director may request a new card be issued and another person trained as backup. During an absence of the cardholder, a department can use alternative procurement methods (i.e., purchase requisition) for procurement of goods or services.

X. Lost, Stolen or Compromised PCards, Fraudulent & Disputed Transactions

A. Lost or Stolen PCards

All cards are the property of SUNY DMC. If a card is lost or stolen or has been compromised as evidenced by unauthorized or fraudulent activity and identified by review of monthly bank statement, please do the following:

1. Immediately notify Citibank and the SUNY DMC PCard Administrator
 - a. Citibank Customer Service: 1-800-248-4553, option 1. Citibank representatives are available 24 hours a day, 7 days a week and will block additional use of a lost/stolen card immediately upon telephone notification. SUNY DMC is not responsible for any charges made with either the PCard or PCard account number that is lost or stolen AFTER Citibank has been notified.
 - b. SUNY DMC PCard Program Administrator:
PCardMonthlyCertification@downstate.edu or 718-270-3056 or 718-270-2799.

Notify your Approving Supervisor and complete a new Application Form to begin the card replacement process

- a. Log into CitiManager to review account for potential fraudulent activity. Any charges that have been charged on the account before notifying the bank are the liability of the cardholder/project until resolution is reached with the merchant, merchant's bank and SUNY DMC. Take immediate action to report and dispute any unauthorized charges.
- b. Failure to take immediate action regarding lost/stolen cards and disputed charges may result in financial liability and losses to the project and termination of PCard privileges.

B. Disputed Transactions

On occasion, items may appear in CitiManager and on the monthly cardholder statement that are questionable or not authorized by the cardholder. The cardholder is responsible for resolving these items.

A dispute exists when:

- A merchant will not accept returned items for credit
- Duplicate or erroneous charges exist for which the merchant will not provide credit
- Charges appear on the cardholder statement that are questionable or unauthorized. (See section IX "Unidentifiable and Fraudulent Charges" of this manual)

1. Items Billed Incorrectly

Contact the merchant directly to resolve the problem. If resolution is not reached, the cardholder may dispute the item in CitiManager within sixty (60) working days from the receipt of the electronic statement using the procedures documented below.

2. Defective Merchandise

If items purchased with the PCard are found to be defective, the cardholder is responsible for returning the item(s) to the merchant for replacement or to receive a credit. Credit receipts received from the merchant must be kept until the credit transaction appears on the credit card statement.

3. Cardholder Statement.

Credit receipts must be attached to the Cardholder Statement. If the merchant refuses to replace the defective item, the purchase is considered to be "in- dispute" and must be handled as a disputed item. Dispute the transaction with Citibank at Citibank Customer Service: 1-800-248-4553, option 1.

XI. Returns and Credits

In most instances, merchants cooperate with the cardholder in the event that the goods purchased need to be returned for exchange, replacement or credit. The cardholder should contact the supplier to make the arrangements if a purchase return is required. A copy of the shipping documentation must be kept with the transaction file in the event that further follow-up is required. Once the return is authorized and received by the supplier a credit is issued and appears on a subsequent statement.

XII. PCard Monthly Processing Deadlines

The monthly statement cycles ends on the 6th of each month. Statements and Certification in SUNY FMS is available by the 10th of each month. Certification and Package submissions are due by not later than the 10th of the following month.

XIII. Cardholder Account Maintenance

A. Card Renewal

New cards are automatically reissued to all active cardholders in good standing who meet minimum spend thresholds prior to the expiration date. The card expires on the last calendar day of the month listed on the card. PCards are good for a three-year period. A renewal PCard is mailed directly to the PCA. The PCA will contact the cardholder and make arrangements for pick up by the cardholder. The cardholder is required to turn in the expired card prior to receiving the new card. New cards will only be issued to cardholders who are current with the procedures established by SUNY DMC.

Cardholders who do not receive a card before the current one expires should contact the PCA for assistance. Cardholders are responsible for picking up and activating renewal cards within 30 days after notification. Cards that have not been picked up within 30 days will be destroyed. Refer to card activation instructions that are affixed to the new PCard in section **VI.B** "Activation of the PCard".

B. Credit Limit Change – Temporary

Cardholders may need to change the single purchase limit or monthly credit limit from the original pre-authorized limits. Requests for changes may be temporary or permanent. Temporary changes are set to expire within a short time frame to mitigate risks of misappropriation of SUNY DMC assets. Requests for changes in credit limits must be in writing using the Cardholder Maintenance Form. Additional approval of the CFO or designee may also be required. Once the appropriate and authorized approvals are obtained, the request is submitted to the PCA for processing.

C. Merchant Authorization Controls

On occasion, a cardholder may have a need to request a one-time override of a merchant code in order to make a valid, necessary purchase for their project needs. Requests should be directed to the PCA. Upon approval, the PCA contacts the bank to issue the override. Overrides are temporary and are reset once the purchase transaction is complete.

D. Replacement of Worn-out/Defective Cards

To replace a PCard card that is worn out or defective, the cardholder must contact the PCA to request a replacement card. The PCA notifies the cardholder when the replacement card is available for pick-up or delivery.

E. Termination/Cancellation of Card

A card may be terminated or cancelled when a) the PCard is considered “inactive,” b) the cardholder is no longer employed at SUNY DMC, or c) the cardholder no longer has active awards/funds with available balances.

To close a cardholder account, contact the PCA. If the cardholder is leaving SUNY DMC employment, the PCA should be contacted two weeks prior to departure to ensure all documentation has been collected and all outstanding charges allocated to the appropriate funds. When a cardholder terminates employment with SUNY DMC, the cardholder has the specific obligation to surrender the assigned PCard prior to the employee termination date, turning in receipts, and assigning the fund information in CitiManager. The Department Director is responsible for notification of the resignation or termination to the PCA.

F. Changes in Cardholder Status

As cardholder information changes, the cardholder is responsible for contacting the PCA by email to ensure that the most current demographic information is on record (e.g., name change, account change, etc.).

G. Review of Inactive PCard Accounts

Periodically, the PCA reviews data regarding PCard account activity and notifies the appropriate cardholder regarding cardholder accounts that have not been used during the past six months. Inactive cards may be terminated. The review of inactive PCard accounts is important to ensure that inactive cards have not either been misplaced or exposed to the risk of inappropriate use.

Addendum I: Cardholder Application Form



CARDHOLDER APPLICATION FORM

Send completed form to Card Services Department, MSC 130, Fax: (718) 270-3850

Procurement Card Travel Card Net Card

The following employee requests participation in the DMC Card Program. The Cardholder, Supervisor, and Department Head acknowledge that they will comply with all of the rules and regulations for this program and will be available for on-site training sessions.

Employee Name: _____ Title: _____ Tel. Ext.: _____
 Last 4 of Social Security #: _____ Department: _____ Bldg.-Rm/MS: _____
 Email: _____@downstate.edu User ID: _____
NetID

Department Account: enter Primary and up to 7 additional SUNY Acct #s (8 digits) you are authorized to purchase from:

Primary/Default Account #: _____ additional Accounts: _____

Employee Signature: _____ Date: _____

To be completed by Employee's Supervisor and Department Head:

As _____'s Supervisor, I acknowledge that I am responsible to
 (cardholder name)
 (1) ensure that the employee abides by the policies and guidelines set forth in the Card Program, (2) taking appropriate action in the event of fraud or if the cardholder's employment is terminated, (3) canceling the Procurement Card if any misuse or fraud is identified, (4) ensuring all reports/documents are checked for accuracy, and (5) verifying the Monthly Citibank Card Statement.

Supervisor Approval: _____
(Print Name) *(Print Title)* *(Signature)* *(Date)*

Department Head Approval: _____
(Print Name) *(Print Title)* *(Signature)* *(Date)*

To Be Completed by DMC Card Services Department:

APPROVED – Card Services signature: _____ Date: _____
 DISAPPROVED – Reason: _____

Security Access Administrator Use Only

Legacy System User ID: _____ Password: _____
NetID *initially WELCOME*

Job Function: _____ Comments: _____

form v2, 12/7/18

New York State Citibank Travel Card / Purchasing Card / Net Card

ACKNOWLEDGMENT FORM - to be completed by card recipient

Your use of a NYS Citibank Travel or Purchasing Card is subject to the following terms and conditions:

1. You are being entrusted with a valuable tool - a NYS Citibank Travel or Purchasing Card - which is to be used for business travel expenses or the State's purchase of services and commodities. Because you will be making a financial commitment on behalf of the State, you must strive to obtain best value for the State by following established travel or purchasing policies as appropriate.
2. All charges made to your credit card will be posted to a central bill by Citibank and sent to your agency's Card Program Administrator or other designee for payment. You will **not** receive a bill from Citibank (although you may view your monthly statement of charges on line). If you have a travel card, it is important that you submit your travel voucher promptly in order for all charges to be reconciled. Failure to submit your voucher in a timely manner may result in revocation of your travel card.
3. **You may use the travel card to pay for travel expenses when you are on official State business or the purchasing card for authorized State transactions only. You may not use this credit card for personal charges.** Your agency and the Office of the State Comptroller will audit the use of your card and take appropriate action on any discrepancies or unauthorized charges. Any evidence that your card has been used fraudulently will require an investigation, after which disciplinary action may result. Fraudulent use may also result in criminal prosecution.
4. You must follow the policies and procedures established by New York State for the use of this credit card. Failure to do so may result in revocation of your user privileges or other disciplinary action, which could include termination of employment.
5. NYS Citibank Travel and Purchasing Cards are the property of New York State. You must return your card immediately upon request or upon termination of employment or retirement. Should there be any change in your employment status you must return this card and arrange to have a new card issued, if necessary.
6. If this credit card is lost or stolen, you must notify your agency's Card Program Administrator and Citibank immediately.
7. You must comply with any changes to the terms and conditions or policies and procedures concerning use of this credit card.

I have been issued a travel card purchasing card net card

As the employee receiving this card, I have read and understand these terms and conditions.

Name: _____ SS#: (Last four digits) _____

Signature: _____ Date: _____

Work Address: _____

_____ Phone: _____

Addendum III: Missing Receipt Form

Missing Receipt Form
SUNY Downstate Medical Center

1. Payee Information	
Name:	Date:
Phone:	DMC email:

2. Important Information
<p>The Missing Receipt Form should be used on rare occasions and may not be used on a routine basis. Excessive use of a Missing Receipt Form may revoke the privilege of providing a form in lieu of a receipt. Excessive use is defined as using this form more than twice per fiscal year. Please make every effort to contact the vendor/merchant to request a copy of your missing receipt before using this form.</p> <p>The person above certifies that the amount shown is the amount actually paid; that the payee has not and will not submit a duplicate claim; and that the payee has not and will not seek a claim for these expenses from any other University source.</p>

3. Missing Receipt Information			
Supplier/Merchant Name	Date	Business Purpose/Persons Involved	Amount

4. Receipt and Payment Information			
The Receipt was:	Lost	Never Received	Other
Payment Method:	PCard	Travel Card	NET Card

5. Approvals – I certify that the information provided has been reviewed and is accurate, allowable, and appropriate. It is within my budgetary authority to approve the expense(s).		
Payee	Print Name: _____	Signature: _____ Date: _____
Supervisor	Print Name: _____	Signature: _____ Date: _____

For Card Services Office Use Only	Date Stamp - Received
Reviewed and Approved:	
Date:	

form v1, 4/17/19