

Procurement Card (P-card) Manual



P-card Manual Table of Contents

.....

Contents

1.0 Introduction.....	4
1.1 Abbreviations and Definitions.....	4
1.2 Applying for a P-card.....	5
1.3 Receiving a P-card.....	6
1.4 Training.....	7
1.5 Security	7
2.0 General P-card Guidelines	8
2.1 Tax	8
2.2 Single Transaction Limit.....	8
2.3 Iran Divestment Act.....	9
2.4 Seeking Competition.....	9
2.5 Out of Stock/Backorder Items	9
2.6 Correction Enterprises (Furniture Orders)	9
2.7 Statewide Term Contracts	10
2.8 HUB Vendors	10
2.9 Printing Services	11
2.10 Mail Services	11
2.11 Equipment and High Risk Items	11
2.12 Independent Contractors	11
2.13 Prior Approvals.....	11
2.14 Purchases	12
2.15 Gift Cards.....	13

2.16 Purchasing Flexibility.....	13
2.17 Travel.....	13
3.0 Steps to Make a Purchase.....	15
3.1 Prior to Making a Purchase.....	15
3.2 Making the Purchase.....	16
3.3 After Making the Purchase.....	17
4.0 Disputes & Returns.....	17
5.0 Monthly P-card Statement.....	18
5.1 Steps to Create a Monthly Statement.....	18
5.2 Cardholder’s Responsibilities.....	25
5.3 Supervisor’s Responsibilities.....	26
5.4 Accounts Payable’s Responsibilities.....	26
5.5 P-card Administrator’s Responsibilities.....	27
6.0 P-card Revocation.....	28
7.0 Cardholder Separation from CP.....	29
8.0 Procurement Staff.....	30
9.0 Useful Links.....	30

1.0 Introduction

The purchasing card program was established to enable organizations to make small purchases more quickly and efficiently by minimizing paperwork and processing time. Authorized P-card users are required to comply with all relevant Central Piedmont Community College (CP) and State of North Carolina purchasing policies and procedures. Competition is to be sought on open-market items as referenced in Section 2.2.

The CP P-card Program is coordinated and administered by the P-card Administrator with oversight by the Vice President of Financial Services.

1.1 Abbreviations and Definitions

- **ACCOUNT STATEMENT:** This is the monthly listing of all transactions by the cardholder, issued by Bank of America directly to the cardholder, which must be reconciled monthly with collected receipts.
- **BOFA:** Bank of America Merrill Lynch
- **CARDHOLDER:** CP faculty and staff who have been issued a P-card and who are authorized to make purchases in accordance with established procurement guidelines and procedures
- **CP P-CARD ADMINISTRATOR:** The person responsible for all P-card program details, including cardholder inquiries
- **CCPS:** Credit Card Purchasing System
- **HUB:** Historically Underutilized Business – A minority, woman, disabled or veteran owned business
- **MONTHLY CREDIT LIMIT:** The maximum dollar amount that can be charged per month
- **MONTHLY STATEMENT OF ACCOUNT RECONCILIATION FORM (FS25):** The form used to reconcile your monthly Statement of Account with your receipts and assign account codes to specific purchases
- **MWBE:** Minority/Woman-Owned Business Enterprise
- **REQUISITIONER:** A CP employee who has a need for goods or services that can only be fulfilled by a vendor. Under this CP Procedure, a requisitioner may or may not be a cardholder
- **SINGLE TRANSACTION LIMIT (STL):** A dollar amount limitation per transaction, per vendor

- **STATE TERM CONTRACT:** Pre-negotiated contracts awarded by product type to single and/or multiple vendors by the State Purchasing Office for various products/services most commonly and frequently used by NC agencies
- **SUPERVISOR/ACCOUNT MANAGER:** This individual will review and approve cardholders' monthly account statement
- **VENDOR:** A company from which a cardholder is making a P-card transaction for goods or services under the provisions of this manual

1.2 Applying for a P-card

A P-card Agreement Form must be completed to receive a P-card.

- A. Eligibility:**
Only FULL TIME CP employees can apply for a P-card subject to approvals of the Department Manager and the Unit Vice President (Unit VP).
- B. Steps to apply for a P-card:**
- Cardholder shall read the P-card manual and complete the online [P-card Agreement Form](#) in its entirety.
 - The Manager and Unit VP's approvals are required for processing the P-card Agreement Form. When selecting the Manager and Unit VP, the requester can click the "Browse" icon to find the individuals or enter their names and click the "Check Name" icon. This will ensure the online form is routed properly via the CP email system. Click "Submit".
 - The requester's manager will receive this email message: "[Name of Requestor] has requested a P-card" in his/her inbox. The link in the message will open the application. The manager will need to change the "Status" field from "Submitted" to "Approved by Manager" or "Declined" then click "Submit".
 - After the manager approves the request, the Unit VP will receive this email message: "[Name of Requestor] has requested a P-card" in his/her inbox. The Unit VP will change the "Status" to "Approved by Unit VP" or "Declined" then click Submit.

Upon approval from the Unit VP the requester will receive this email message:
 "[Name of Requestor] has requested a P-card and it has been approved by:
 Manager: [Name of Manager]
 Unit VP: [Name of Unit VP]
 Vice President Department Name

- e. After all the required approvals are obtained and the request has been approved, the P-card Administrator will receive notification of the completed P-card Agreement Form via email. The P-card Administrator will process the application.

Note: It's the applicant's responsibility to follow up on the card status if he/she doesn't receive a notification from the P-card Administrator in about 2 weeks.

1.3 Receiving a P-card

A. **New Card:**

- a. The issuing bank will e-mail the log-in and password set-up information to the cardholder. Cards are sent to the P-card Administrator and they will activate the card, assign the Personal Identification Number (PIN) and contact the new cardholder to schedule a date and time for a training session (section 1.4) on proper use of the P-card.
- b. When the cardholder picks up their newly issued P-card, the cardholder will be required to sign the [P-card Agreement Form](#) indicating that the cardholder understands the procedures, rules and responsibilities of a cardholder before receiving the card.

B. **Replacement Card:**

- a. **Expiration Date:** Cards nearing their expiration date are automatically mailed by the issuing bank to the P-card Administrator. Cardholders will be notified via e-mail when their replacement cards have arrived in the Procurement Department. It is the responsibility of the cardholder to pick up their replacement P-card prior to the current card's expiration date. Contact the P-card Administrator immediately if the replacement P-card is not available two weeks prior to the current card's expiration date.
- b. **Third Party Data Compromise:** The issuing bank replaces the existing card without notifying CP in advance. Indications of the card being replaced include purchases that do not appear on the current monthly statement since the newly issued card number will be different. The issuing bank will mail the new card to the P-card Administrator and they will notify the cardholder upon receipt of the new card. Purchases made during the transition time will be posted on the new card. Cardholder will need to print both old and new statement at month-end.

To ensure card security and accountability, P-cards will not be delivered to different departments or remote campuses via interoffice-mail. They should be picked up at the Procurement Office, located in the 4th Street. Office Building, 2nd floor. A valid CP identification badge is required in order to pick-up a P-card. When picking up the P-card, the cardholder must sign and date the P-card Checkout file.

The P-card Administrator will maintain copies of all P-card Agreement forms and Checkout file.

1.4 Training

- a. When an employee is issued a P-card for the first time, the P-card Administrator will schedule a pick-up time with the cardholder to go over the guidelines and responsibilities. This must be completed before the P-card Administrator can release the P-card to the new cardholder.
- b. A monthly refresher P-card session is offered in combination with Procurement's monthly training. These classes are scheduled through [Learner Web](#).
- c. There may be times when additional training may be required of an individual or all cardholders. Reasons for additional training include, but are not limited to, inappropriate use of the P-card, audit findings, changes in CP or State purchasing policies and procedures, changes to the P-card program, or reinstatement of P-card privileges after suspension.

1.5 Security

- a. P-cards are issued with Chip and Pin technology for enhanced security.
- b. It is the cardholder's responsibility to safeguard his/her P-card, account number and pin number to the same degree that a cardholder would safeguard his/her personal credit card and information.
- c. The cardholder should not allow anyone else to use his/her P-card and account number.
- d. If the card is lost or stolen, the cardholder must immediately notify Bank of America at 1-800-822-5985 and the CP P-card Administrator.
- e. Arrangements for a new card can be made through the [CP P-card Administrator](#) and only after confirmation that the old card has been properly reported lost or stolen.
- f. If a card that was reported lost or stolen is found it must be returned immediately to the [CP P-card Administrator](#) for destruction.
- g. Reports only reflect the last 4 digits of account number for security purposes.

2.0 General P-card Guidelines

It is the cardholder's responsibility to read, adhere to and comply with all the rules and guidelines stated in this manual.

2.1 Tax

- a. CP is not a tax exempt entity, therefore cardholders should let merchants know when making a purchase. The sales tax rate for Mecklenburg County is currently 7.25%.
- b. Freight, installation and tax must be included in the total purchase price to ensure credit limits are not exceeded.
- c. There are no taxes on Registration, Membership/Dues and CP services.
- d. Even if a vendor does not charge sales tax, the college must still pay the sales tax on applicable purchases to the State of North Carolina directly.

2.2 Single Transaction Limit

- a. The College's Single Transaction Limit (STL) is \$2,500. A request for a one-time higher single transaction limit shall be sent to the CP P-card Administrator. If the request is justified, the CP P-card Administrator may authorize a one-time increase, up to \$5,000. This would not include any requests for the purchase of equipment, as defined in the section 2.11 below. Any request that exceeds \$5,000 will require the State Procurement Office approval. This approval would be requested by the CP P-card Administrator.
- b. If a cardholder is requesting a higher single transaction limit, the following items should accompany the request:
 - a. Fund Source
 - b. Purchase Description
 - c. Amount
 - d. Reason for using the P-card instead of going through E-Procurement
 - e. Purchases of, or payments for, a single item may not be split into multiple transactions to avoid transaction limits placed on a P-card account. Purchases to the same vendor within five (5) business days will be considered as one (1) transaction and therefore, the STL policy will be applied.

2.3 Iran Divestment Act

- a. It is the P-cardholders' responsibility to verify that a vendor is not a prohibited vendor per North Carolina State Treasurer's [Final Divestment list](#) and the [Iran Parent and Subsidiary Guidance list](#) prior to purchasing, awarding, requisitioning or placing a purchase order with a vendor. Both of these lists can be found on the [North Carolina Department of State Treasurer](#) website.
- b. Vendor of single purchase greater than \$999 (not currently on a Statewide or Agency contract) must be verified by the cardholder that they are not listed as a prohibited vendor on the lists noted above.
- c. Please contact the [CP P-card Administrator](#) for additional questions.

2.4 Seeking Competition

Vendor flexibility is allowed for open market purchases (e.g., purchases not made from a State Term Contract) up to \$2,500. However, cardholders are **highly encouraged** to seek competition (e.g., obtain written or verbal quotes) from multiple vendors prior to making an open market purchase to ensure the most efficient and effective use of the department funds, and taxpayer dollars.

2.5 Out of Stock/Backorder Items

All P-card orders must be ordered and shipped complete, so that CP does not pay for items not in stock. When placing an order, check with the supplier to ensure all items are available and not out-of-stock. If an item is backordered, the vendor shall not charge you for the backordered item. The charge shall occur only when the item is in stock and it has been shipped/received by CP.

2.6 Correction Enterprises (Furniture Orders)

- a. Working within the North Carolina Department of Public Safety, Correction Enterprises provides rehabilitative opportunities to inmates & produces high-quality merchandise at a savings to the taxpayer. Correction Enterprises shall be used if it is in the best interest of CP. Products from Correction Enterprises can be found at: <https://www.correctionenterprises.com/>.
- b. The Statewide Term Contract for furniture states, "All agencies shall give preference to Correction Enterprises when purchasing furniture. Furniture may be purchased from this contract only when it has been determined that Correction Enterprises cannot satisfy the requirement or item(s) will not be available when needed. Purchasing file should contain a waiver from Correction Enterprises stating that the item(s) cannot be supplied and products can be accessed by clicking on the link above.

- c. For furniture purchases, cardholder shall contact Correction Enterprises for a quote if they offer the product(s) that the cardholder requires. If Correction Enterprises cannot fulfill the order, request a waiver for the file then proceed with other State Term contract vendors (<https://ncadmin.nc.gov/420a>). A copy of this waiver shall accompany your monthly FS-25 report (https://intranet.CP.edu/sites/ap/forms/FS25_Pcard.xls/view).

2.7 Statewide Term Contracts

- a. When an item is available on a NC Statewide Term Contract, the purchase shall be made in accordance with that contract. Statewide Term Contracts are awarded for products and purchases can only be made from authorized suppliers on the specific contract. North Carolina Statewide Term Contracts can be found at: <https://ncadmin.nc.gov/statewide-term-contracts> or <https://it.nc.gov/resources/it-strategic-sourcing/statewide-it-contracts> for State Information Technology purchases.
- b. Most State Term Contracts are mandatory. However, some are considered “convenience contracts” for community colleges. These means community colleges have the option to purchase under the contract, but are not required. If a NC Statewide Term Contract is not being utilized, the Procurement guidelines must be followed. These can be found on [Procurement’s website](http://www.CP.edu/procurement/procurement-manual) (<http://www.CP.edu/procurement/procurement-manual>).
- c. If you have a question about the use of a specific Statewide Term Contract, contact the Procurement Department.
- d. Office Supplies (State contract 615-A)
Forms and Supply, Inc. is the vendor on the state term contract for office supplies. This is a mandatory state term contract for state agencies. It must be used when ordering office supplies, office equipment, toner, remanufactured toner and paper (paper orders \$250 or less). Forms and Supply will collect used toner cartridges during office supply deliveries. A core list of items is highlighted in E-Procurement to help identify and maximize savings.

If another office supply provider sells the same product for less than the mandatory state term contract price the College must provide Forms and Supply the opportunity to match the lesser price. If Forms and Supply will not match the lesser price, complete the “Flexibility” report (<http://www.CP.edu/procurement/forms>), send it to the P-card Administrator, and attach the email from FSI to the FS25 form at month end. The product then can be purchased outside of the mandatory state term contract.

2.8 HUB Vendors

The State of North Carolina and the CP Board of Trustees have established official goals of awarding ten percent (10%) of all business to certified HUB vendors. HUB vendors are certified through the NC Department of Administration’s, Office of Historically Underutilized Business,

Statewide Uniform Certification (SWUC) process. Cardholders are highly encouraged to obtain quotes from, and place orders with, certified HUB vendors when competitive prices are offered and required delivery schedules can be met. Certified HUB vendors can be searched by product category by visiting the following website: <http://www.doa.nc.gov/hub/searchhub.aspx>.

2.9 Printing Services

CP Campus Printing located in Central Campus should be the first consideration for all printing and duplicating services.

2.10 Mail Services

Postage stamps are not approved for general purchase and therefore the P-card should not be used for the purchase of postage stamps unless using Special Events funds. All mail items should be sent through CP Mail Services for handling.

2.11 Equipment and High Risk Items

Equipment and high risk items cannot be purchased with a P-card. Inventory Control and Equipment Guidelines can be found at: <http://www.CP.edu/procurement/equipment>. If a cardholder purchases a piece of equipment, the cardholder shall return the equipment to the vendor for a credit on their P-card and then procure the equipment through the NC E-Procurement System. This is considered a violation of the P-card rules.

2.12 Independent Contractors

The P-card shall not be used for services provided by an Independent Contractor (i.e. vendors who are issued a 1099 tax form). These purchases must be entered into the NC E-Procurement System.

2.13 Prior Approvals

Prior approvals are required for the following items:

Software/Hardware related:	ITS Department
Purchases requiring CP Logo	Marketing Department
Printing Needs:	Marketing Department
Service Contracts:	Procurement and Risk Management
Grant Purchases:	Grants/Contracts & Financial Aid Accounting

Note: It is the cardholder's responsibility to ensure that adequate funds are available prior to making a purchase.

2.14 Purchases

Unauthorized

The list below are some purchases that are considered unauthorized. This list is not all inclusive and the CP P-card Administrator may consider other purchases unauthorized if they violate the P-card rules and guidelines.

- Personal purchases
- Personal memberships or dues that are not work related or benefited the College
- Retail gift cards OR debit cards for CP employees or work-study students. **Note:** IRS regulations consider gift cards/debit cards to be cash equivalent with a requirement to be added to an employee's W-2 earnings as table income
- Payments to independent contractors hired using an Independent Contractor Agreement
- Payments for a purchase that is splitting into multiple transactions to avoid CP's single transaction limit (\$2,500 total including sales tax, applicable freight and/or installation charges) or State Purchasing's single transaction limit (\$5,000 total including sales tax, applicable freight, and/or installation charges)
- More than 1 invoice per vendor within 5 business days
- Equipment or high-risk items (computers, iPads, tablets, laptops and fire arms) in accordance with Section 2.11 or enhancements to equipment
- Postage Stamps with college's funds other than special event
- Space Heaters
- Mobile Wallet or Cash advances
- Alcoholic beverages (certain exceptions apply; official use within law enforcement or culinary programs)
- The P-card shall not be used as a personal official identification resource
- Any other action deemed inappropriate or unethical by the P-card Coordinator and/or P-card Auditor
- Credit Card Processing Fee and Convenience Fee

Note: A cardholder who makes an unauthorized purchase or otherwise uses the P-card in an inappropriate manner may be held liable for the total purchase amount of the unauthorized purchase plus any additional fees charged by the bank in connection with the misuse of the card. In addition, the cardholder may be subject to additional disciplinary measures in accordance with the CP Management Manual

Authorized

The list below are some frequent purchases that are considered authorized. This list is not all inclusive and the CP P-card Administrator may consider other purchases authorized if they are in accordance with the P-card rules and guidelines.

- Supplies
- Travel Expenses is in accordance with Section 2.17
- Business meals (only when using non-state funds) Itemized receipts are required
- “Give away items”, cards, flowers for illness and death, food, plants, lamps, decorative items, coffee and bottled water services, etc. (only when using special events funds)
- “International Transaction Fee”. All P-card purchases outside the continental U.S. for goods or services will be charged an "International Transaction Fee" which is 1% of the US dollar amount
- Bus passes & Gift cards for non-CP employees (see section 2.15)

2.15 Gift Cards

CP departments are not permitted to use College funds to purchase retail gift cards for the benefit of employees and work-study students. IRS regulations consider gift cards to be a cash equivalent and are subject to being reported on an employee’s W-2 as taxable income. The P-card can be used to purchase gift cards up to \$200 for students, or no cost speakers or volunteers as long the person benefitting is not a CP employee or vendor with cost. If the total amount over \$200 is desired, prior approval must be obtained from the Unit VP.

Only identified/approved institutional (such as Special event or allowable grant) funds may be used to purchase gift cards for students or no cost speakers/volunteers. The employee’s FS-25 submission must clearly indicate the recipient of the gift cards.

2.16 Purchasing Flexibility

If the price from a non-state term contracts vendor is lower than the authorized Statewide Term contract supplier, cardholder shall complete the “[Flexibility Report](#)” form located on Procurement’s website, and forward it to the [P-card Administrator](#). Note: If the item is an office supply item in accordance with State Contract 615A, Forms and Supply Inc., is the sole authorized vendor on this mandatory contract. They must have an opportunity to match the price first, since the use of the Statewide Term Contract for office supplies is mandatory. Please attach the supporting document and the “Flexibility Report” to the cardholder’s FS25 form.

2.17 Travel

Effective June 1, 2019, Central Piedmont Community College’s (CP) P-card holders are authorized to use their P-card to pay for the following college business travel expenses while adhering to the [P-card guidelines](#) and Travel guidelines from the North Carolina Community Colleges System ([NCCCS Accounting Procedures Manual](#) (Section II of [Fiscal Procedures](#)) and the NC Office of State Budget

and Management ([OSBM Manual](#) ([policy # 5](#))).

The approved [Request for Authorization to Travel](#) form and paid receipts must be sent to Accounts Payable to support travel expenses.

- **Airfare:** A coach class airline ticket should be purchased.
 - *When booking multiple tickets, ask for separate transactions for each traveler.*
 - **Not allowed:** *flight upgrades, seating requests/upgrades, flight insurance, and tickets for family member(s) or companion.*
- **Lodging:** The lowest available conference group rate or Government/State employees shall be used.
 - *P-card holder must be present on the trip to authorize the final transaction.*
 - *When hotel reservations are made on a P-card, it is important during check-in to tell the hotel **to separate** hotel room charges from personal charges.*
 - **Not allowed:** *extra fees such as Wi-Fi, room service tips, personal convenience fees, personal charges, etc.*
- **Vehicle Rental-** Shall be obtained through [State Term Contract 975 B Vehicle Rental Services](#) when available. Please review [Travel](#) guidelines for more information.
- **Gasoline:** A gasoline purchase for **rental vehicle refueling only**.
- **Parking:** When parking fees are required at airport, conference, convention, and/or hotel while conducting official CP business.
 - **Not allowed:** *any parking rates considered unreasonable and only for the convenience of the authorized traveler. This includes, but is not limited to, the use of an airport's hourly parking lot for an overnight trip, valet parking (while self-parking is available), etc.*
- **Other fees** related to transportation: when roadway tolls, shuttles, fares for buses, taxis, trolleys, scooters, etc. are required during approved travel.
 - **Not allowed:** *Per-diem meals during travel*
- **Registration Fees-** conferences, conventions, seminars and other similar events.

A P-card holder may use his/her P-card to pay on behalf of CP students, employees, and/or approved vendors who travel for college business but have no P-card.

3.0 Steps to Make a Purchase

CP P-cards are for official use only. Improper use of a card is considered a misuse and may result in removal of the cardholder's P-card privileges.

3.1 Prior to Making a Purchase

- a. Verify if goods and/or services to be purchased have established pricing contracts, pricing agreements or preferred suppliers.
- b. Check to see if the item(s) required are available on a [Statewide Term Contract](#).
- c. Verify that the vendor is not on the [State Debarred list](#).
- d. Verify that the vendor is not listed on the [Final Divestment List](#) or [Iran Parent and Subsidiary Guidance list](#), as noted in Section 2.2.
- e. In accordance with NC General Statute 143-128.2, The State/CP has a verifiable goal of 10% participation by minority businesses. Check the [HUB Office Website](#) to view their MWBE/HUB minority vendor directory.
- f. If vendors furnish standing price quotations or catalog prices on a recurring basis, check that the price listed is current.
- g. Ensure that all items ordered are in stock and will ship as one complete shipment. As noted in Section 2.4, no backorders are authorized on P-card purchases.
- h. Quotes must be retained in the event of a pricing error or vendor dispute.
- i. Complete the Purchasing Flexibility Report if required, per Section 2.16.
- j. Verify that all necessary approvals required, as per Section 2.12, have been received in written form.
- k. Verify with the vendor that they do not charge a credit card processing fee or/and convenience fee to use the card.

3.2 Making the Purchase

Once a vendor is designated and that vendor confirms the goods or services are available, meets the specifications, delivery requirements, etc. cardholder shall:

- a. Confirm that the vendor agrees to accept the Visa P-card. Failure to confirm acceptance prior to the purchase, could result in an [unauthorized purchase](#) if the vendor does not accept it.
- b. Advise the vendor that CP will not pay a credit card transaction fee. If the vendor charges a transaction fee to use the card, the purchase shall be made through the NC E-Procurement System or the purchase will need to be made through another vendor.
- c. Request an itemized invoice/receipt.

Notify vendor that products must ship to the college. No orders can be shipped to the cardholder's home address or to any other alternate address that is not approved by CP.

- d. Direct the vendor to include the following information on their shipping and packing label:
 - o Cardholder's name and telephone number
 - o The words "VISA Credit Card Purchase"
 - o The College ship to address is: CP Shipping & Receiving, 1325 East 7th Street, Charlotte NC 28204
 - **Suburban Campuses:** In some cases, it is preferred to ship merchandise directly to a suburban campus. If you need correct shipping addresses or are in doubt as to the appropriateness of directly shipping to a suburban campus, please check with your Buyer before making shipping arrangements.
 - **Address:** When making a charge online you may be asked for the billing address. The standard addresses are below:

P.O. Box 35009, Charlotte, NC 28235

or

315 West Hebron Street, Charlotte, NC 28273

If you are not sure of your applicable address, you may contact the [CP P-card Administrator](#) for assistance.

3.3 After Making the Purchase

- a. Cardholder is responsible for the record keeping.
- b. Whenever a P-card transaction is made, cardholder must keep all ITEMIZED receipts and credit memos.
- c. Receipts and credit memos will be used to verify the purchases listed on the cardholder's monthly statement.
- d. When the purchase is made "over the counter," the cardholder will retain the invoice and "customer copy" of the itemized charge receipt (non-itemized register receipts are not acceptable).
- e. The cardholder is responsible for verifying that the vendor lists the quantity, fully describes the item(s), and includes sales tax, and if applicable delivery and/or installation charges, prior to the cardholder signing the slip.
- f. When goods are received after placing a telephone order, retain all shipping documentation.
- g. All P-card purchases should be sent to the cardholders who ordered the merchandise. If the cardholder will not be the receiver of the merchandise, it is the cardholder's responsibility to advise the designated receiver of the following information: the vendor's name, order number, anticipated delivery date, number of boxes expected, and carrier (truck, UPS, Federal Express, etc.), and any other relevant information.

The receiving individual will notify the cardholder when the delivery is made. This procedure is for the cardholder's record keeping.

4.0 Disputes & Returns

It is the cardholder's responsibility to handle order disputes and returns with suppliers within 5 business days.

- a. If items are defective, not received, received incorrectly, or are duplicate orders, it is the cardholder's responsibility to contact the supplier for resolution.
- b. The cardholder must notify the vendor of the order discrepancies and determine the vendor's return policy.
- c. If the cardholder has not received an item that the supplier indicates has been shipped, the cardholder should request proof of delivery.
- d. If items purchased via P-card are found to be unacceptable, the cardholder is responsible for obtaining a replacement or correction of the item, as soon as possible.

- e. Corrective action must be taken immediately upon the realization that there is an order discrepancy.
- f. Delays in problem resolution are unacceptable and may result in the cardholder being forced to keep an undesired or defective product.
- g. If an order discrepancy remains unresolved by the time the cardholder receives his/her Monthly Statement that purchase will be considered in dispute.
- h. The cardholder must call the issuing bank and follow the instructions provided to file a dispute ([Bank of America Dispute Form](#)).
- i. If an item has been returned and a credit transaction is due, the cardholder must verify that the credit is reflected on his/her Monthly Statement.
- j. All documentation related to the purchase and return transactions must be attached to the Monthly Statement of Account Reconciliation Form (FS-25) when submitted.

5.0 Monthly P-card Statement

P-card statements, receipts and FS-25 P-card forms are turned into CP Accounts Payable on a monthly basis. Accounts Payable will send a monthly reminder email to all P-card holders notifying them of the due date. It is the cardholder's responsibility to have the approved reconciliation form and supporting receipts turned into Accounts Payable by the due date, to avoid possible revocation of P-card privileges.

5.1 Steps to Create a Monthly Statement

- The bank statement closes at midnight on the 25th of month unless it falls on a weekend. Print statement after 9 am on the first business day following the statement closing.
- Go to: <https://payment2.works.com/works/home>
- Login: Login Name will be your CP email address. Password will be your existing Works password.

About Works

The Works application is a Web-based, user-friendly electronic card payment management service that automates, streamlines, and integrates existing payment authorization and reconciliation processes while providing management reporting and spending controls.

- Offers card program management, reconciliation and workflow approval in a single application
- Provides simple, effective and timely controls to help manage your reconciliation policy and company spend
- Utilizes a built-in supplier network of millions of merchants worldwide
- Encourages cardholders to control spending and comply with company policy
- Increases your process and spending controls
- Automates expense approval and allocation
- Simplifies management reporting and audit activities

If you would like more information about Works and how to purchase it, please contact your Card products Account Representative. If you do not have one, you can request to be contacted through our website: [Bank of America Card Solutions](#).

Login to Works

Organization: CENTRAL PIEDMONT COMM COLL

Login Name:

Password:

[Forgot your password?](#)

Need more help? Please contact your Program Administrator for assistance.

Username is CP Email Address

- Select **“Reports”** tab.

Bank of America Merrill Lynch | Works®

Home Expenses **Reports**

Action Items

Action	Acting As	Count
No data available in table		

- A drop down box will display with 4 options: Completed, Create, Scheduled, and Template Library. Select **“Create”**.

Bank of America Merrill Lynch | Works®

Home Expenses Reports

Completed
Create
Scheduled
Template Library
Dashboard

Action Items

Action	Acting As	Count
No data available in table		

Reports > Create

Create Report

* Category:

* Template:

Select “**Spend**” from the drop box options:

Reports > Create

Create Report

* Category:

* Template:

Account

Request

Spend

[Training Guides](#) [Training Videos](#) [Security](#) [Recommended Settings](#)

Select “Choose from all available templates” from the dropdown box:

Home Expenses Reports

Reports > Create

Create Report Report data is current as of

* Category: Spend

* Template: ▼

⚠ Changing report type may reset fields

Standard Reports

- Receipt Status
- Billing Statement
- Disputed Transactions
- GL Memo Statement
- Payable Allocation
- Payable Allocation Detail
- Spend By MCC

Choose from all available templates...

[Training Guides](#) [Training Videos](#)

© 2018 Bank of America Corporation

Select "My memo statement" option and click OK.

Select a Report ✕

Include shared reports

Template Name	Owner	Description
<input type="radio"/> 1099 Company Supplier Spend		A statement for reviewing 1099 company supplier transacti
<input type="radio"/> A/P master	KINGSBERY, DANYSE	master Pcard list
<input type="radio"/> Airline Spend Detail		Review details of all airline-related expenses.
<input type="radio"/> Forced Capture		Review card transactions with suspicious authorization cod
<input type="radio"/> General Purchase Spend Detail		Review details of all general purchase expenses.
<input type="radio"/> Hotel Spend Detail		Review details of all hotel-related expenses.
<input type="radio"/> My memo statement	HOANG, ROSALYNN	monthly P-card charges
<input type="radio"/> Non-Preferred Company Supplier Spend		A statement for reviewing your spend with non-preferred co
<input type="radio"/> Payables by Barcode Index		A statement for reviewing payables grouped by barcode.
<input type="radio"/> Payables Receipt Status		A statement for reviewing payables receipt status.

0 Selected | 12 items Show 10 per page Page: 1 of 2

Create Report

Report data is current as of August 26, 2014 8:45 AM CDT.

* Category: Spend
 * Template: My memo statement

Report Options

Basic Advanced

[Reset to defaults](#) [Use last run settings](#)

Columns

Available	Selected	Column Sort
Allocation GL is Authorized GL is Complete GL is Valid GL: Fund Source GL: Fund Source Desc	Card Embossed Line 1 Card Last 4 Digits Vendor Name Post Date Purchase Date Amount	

Under the Filters section, click on the **magnifying glass** icon next to “Card”. Select your name and click OK. If you need to pull reports for any deactivated cards, be sure to check the box “Include Deactivated Accounts.”

Filters

Add filter:

Card: All Cards in scope 

Post Date: 03/24/2018 - 04/25/2018 

Transaction Type: Cash advance Misc Credit Misc Debit Purchase Reimbursement Payment

Select Account(s)

Include Deactivated Accounts Clear Filters

Account Number	Account Name	Account ID	Type	Profile	Deactivated
<input checked="" type="checkbox"/>	REYNOLDS, EMMA	EMMAKREYNOLDS	Managed	02/15/2018-02/28/2018	

1 Selected | 1 item Show 10 per page Page: 1 of 1

OK Cancel


Cardholder Information

Verify the dates match the date range for the months P-card reconciliation. Click on the **calendar icon** next to “Post Date” if a different date range is desired. Click **OK**.

Filters

Add filter:

Card : All Cards in scope

Post Date: 03/24/2018 - 04/25/2018 

Transaction Type: Cash advance Misc Credit Misc Debit Purchase Reimbursement Payment

Select Dates

2		1	2	3	M			
0	4	5	6	7	8	9	10	A
1	11	12	13	14	15	16	17	R
8	18	19	20	21	22	23	24	
	25	26	27	28	29	30	31	
2	1	2	3	4	5	6	7	A
0	8	9	10	11	12	13	14	P
1	15	16	17	18	19	20	21	R
8	22	23	24	25	26	27	28	
	29	30						
2		1	2	3	4	5	M	
0	6	7	8	9	10	11	12	A
1	13	14	15	16	17	18	19	Y
8	20	21	22	23	24	25	26	
	27	28	29	30	31			
2			1	2	J			
0	3	4	5	6	7	8	9	U

MM DD YY

3 24 2018

4 25 2018

Month-to-Date Selected Week
 Cycle-to-Date Selected Month
 Year-to-Date Selected Cycle
 Previous Week Today
 Previous Month Custom
 Past 30 days
 Previous Cycle
 Past 30 days

OK Cancel

OUTPUT FORMAT:

Select "PDF" if not already selected.

- Click on "Submit Report".

Submit Report

	Queued At	Report Name	Status	New	
<input checked="" type="checkbox"/>	05/24/2018 02:35 PM CDT	My memo statement	Ready	<input checked="" type="checkbox"/>	PDF

- To open the report, click PDF.
- The report will generate and look similar to the following.

Card Embossed Line 1	Card Last 4 Digits	Vendor Name	Post Date	Purchase Date
Amount				Payment Amount
0.00				0.00

report count: 0

Card
Company Name
Post Date
Report Owner
Report Time
Transaction Type

5.2 Cardholder's Responsibilities

- a. It is cardholder's responsibility to read, adhere to and comply with all the rules and guidelines stated in this manual governing the use of the P-card.
- b. It is the cardholder's responsibility to routinely check their P-card monthly billing statement for all transactions on their P-card and to verify any transactions that are not valid. If the cardholder determines that there are unauthorized charges on the statement, the [CP P-card Administrator](#) and Bank (1-800-822-5985) must be contacted immediately.
- c. After receiving the Monthly Statement, the cardholder shall complete and submit the original Monthly Statement Reconciliation Form (FS-25) to his/her supervisor within three (3) working days of receipt. The cardholder must attach the original Monthly Statement and original receipts and other relevant purchase documentation. The cardholder must make and retain copies of the Monthly Statement Reconciliation Form (FS-25), Monthly Statement, and relevant purchase documents in their purchasing files.
- d. If a cardholder does not have an original receipt or packing slip for a particular transaction, he/she should attempt to obtain a duplicate receipt from the vendor. If a cardholder is unable to obtain a duplicate receipt, he/she must attach a "Missing Receipt" form to his/her Monthly Statement Reconciliation Form (FS-25) that include the vendor's name, a description of the item(s) purchased, the date of purchase, the total purchase amount, and the reason there is no purchasing documentation to verify the transaction. If a cardholder fails to provide receipts three (3) times or other relevant purchasing documents to verify purchase transactions, he/she may have his/her P-card privileges suspended or revoked.
- e. It is the cardholder's responsibility to have the FS-25 reconciliation submitted to [CP Accounts Payable](#) on or prior to the due date.
- f. The cardholder is responsible for verifying that their monthly statement is correct and taking action to resolve any discrepancies. He/she will use the receipts, credit memos and other purchase documents maintained in the cardholder's purchasing file during the month to verify and reconcile purchase transactions listed on the monthly statement.
- g. If a cardholder made purchases or returns that are not listed on the current Monthly Statement of Account, the cardholder must maintain all relevant purchase documentation in his/her purchasing file until the next monthly statement arrives. If a purchase or credit transaction does not appear on the monthly statement after thirty

(30) days (one billing cycles), the cardholder must notify the issuing bank and the P-card Administrator.

5.3 Supervisor's Responsibilities

- a. The supervisor must review the Monthly Statement Reconciliation Form (FS-25), Monthly Statement, and supporting purchase documentation (e.g., receipts, credit memos, etc.).
- b. Supervisor must ensure that all purchases made by the cardholder were authorized and appropriate.
- c. Supervisor must ensure that P-card purchasing policies and procedures were followed.
- d. Ensure supporting purchase documentation is provided for each purchase and that the documentation matches the transactions listed on the FS-25 and Monthly Statement.
- e. Supervisor must sign and verify that the FS25, Monthly Statement and supporting purchase documentation are submitted to Accounts Payable on or prior to the due date.
- f. If a cardholder should no longer require the card, separates from the department or college, the cardholder's supervisor shall ensure that the P-card is returned to the CP P-card Administrator so it can be destroyed.

5.4 Accounts Payable's Responsibilities

At the end of each billing cycle, CP will receive a Master Statement from the issuing bank that will be used to pay all charges on CP account.

- a. Accounts Payable will pay the total amount due on the Master Statement and will charge back individual departments for charges made to their respective accounts as entered on each cardholder's Monthly Statement Reconciliation Form (FS-25).
- b. As a reminder, short pays or account disputes will not be handled by Accounts Payable. As mentioned above, the cardholder is responsible for handling disputes related to his/her individual P-card account and ensuring that credits are received from vendors.
- c. Accounts Payable will check/match receipts and accounts being used, monitor to ensure the appropriateness of purchase transactions, adhere to State and CP purchasing policies and procedures. If there are questions or concerns regarding any

purchase transaction(s), an email will be sent to the cardholder requesting clarification. The cardholder must respond to the email within 48 hours.

- d. After receiving a response from the cardholder, Accounts Payable will advise the P-card Administrator if any purchase transactions were handled in an inappropriate manner. E-mail correspondence from Accounts Payable and additional information or documentation received from the cardholder will be attached to the cardholder's Monthly Statement Reconciliation Form (FS-25) with all other purchase documentation.

5.5 P-card Administrator's Responsibilities

- a. The P-card Administrator will address all questions from the cardholders and Accounts Payable.
- b. The P-card Administrator will randomly audit up to 10% of monthly cardholder transactions.
- c. The P-card Administrator will monitor transactions to ensure purchase transactions adhere to State and CP purchasing policies and procedures and use of State Term Contracts when applicable. If there are questions or concerns regarding any purchase transaction(s), an email will be sent to the cardholder requesting clarification. The cardholder must respond to the email within 48 hours.
- d. After receiving a response from the cardholder, the P-card Administrator will advise cardholders if any purchase transactions were handled in an inappropriate manner, issue a warning or misuse form, and provide procedural guidance and clarification to the cardholder for future purchases.

6.0 P-card Revocation

Use of the P-card is a privilege and responsibility that should not be taken lightly. Excessive, repetitive inappropriate or unauthorized use of P-card may result in the suspension or revocation of P-card privileges. If the P-card Administrator suspects a possible misuse/violation of the P-card, the P-card administrator will send the cardholder a “P-card Audit Inquiry” form outlining the possible violation of the Procurement policy. Cardholder must fill out the form and send it back to the P-card administrator within 5 business days.

A. If the purchase is determined to be unauthorized:

a. **First violation:** The cardholder will receive a warning.

Note: If the violation is a combination of multiple unauthorized purchases. The cardholders account will be cancelled and all privileges will be revoked immediately. The cardholder, his/her immediate supervisor, and Accounts Payable will be notified.

b. **Second violation:** The P-card account will be cancelled and all privileges revoked immediately. The cardholder, his/her immediate supervisor, and Accounts Payable will be notified.

c. In the event P-card privileges are revoked, the cardholder’s account will be permanently deactivated and the cardholder should surrender his/her P-card to the P-card Administrator for destruction.

d. A cardholder’s supervisor and the Human Resources Department will be notified of cases involving excessive, repetitive, or flagrant misuse of the P-card to ensure appropriate disciplinary action is taken. Necessary actions may be:

- Personal Liability for Unauthorized Purchases
- Disciplinary Probation
- Termination of Employment

e. Frequent, repetitive reminders to a cardholder that his/her monthly statements are past due and/or frequent, repetitive occurrences involving inappropriate use of the P-card discovered during monthly audits may be grounds for suspension or revocation of P-card privileges.

f. Documentation of card misuses will be maintained by the Procurement Department. The cardholder may reapply for P-card privileges one year following revocation. If a new P-card will be issued, the Cardholder must take a mandatory training session on the General P-card Guideline Usage. The Cardholder must submit a new Employee P-card Agreement with the proper management approval. It is the sole discretion of the CP P-card Administrator to issue or not issue a P-card to an employee that has had a P-card revocation.

7.0 Cardholder Separation from CP

- a. Prior to separation from CP, the cardholder will surrender the P-card and current files to his/her supervisor and contact the CP P-card Administrator in writing (email is preferred).
- b. If a cardholder is separating from the college, the supervisor, prior to cardholders departure, will review, approve and forward to the CP Accounts Payable Department the month-end P-card statement.
- c. The cardholder's supervisor shall ensure that the P-card is returned to the CP P-card Administrator so it can be destroyed. P-cards cannot be passed on to other employees. If another employee within the department needs a P-card, he/she must apply for a P-card in accordance with Section 1.2.
- d. In the event an employee is on a leave of ten days or more, the College reserves the right to suspend or deactivate all P-card privileges. Cardholders must notify the CP P-card administrator when his/her leave or employment status changes. Leave status changes include military deployment, a leave of absence, Family Medical Leave (FMLA) or others.

8.0 Procurement Staff

The Procurement Department is located on the 2nd floor of the 4th Street Building on CP Central Campus, 1422 East 4th St. Charlotte, NC 28204.

Tracy Pham	Executive Director	704-330-6854
Jennifer Ennis	Supervisor	704-330-6089
Rosalynn Hoang	Procurement Coordinator/P-card Administrator	704-330-6091
Tim Hawkins	Senior Buyer	704-330-2722 x3025
Robin Harper	Senior Buyer	704-330-2722 x3909
Amy Dowdy	Senior Buyer	704-330-6515
Lashonda Belk	Buyer	704-330-6858
Barsheen Hokes	Buyer	704-330-6054
Procurement Main Phone Number		704-330-6766

9.0 Useful Links

P-card Agreement Form:	P-card Agreement Form.
Works Application:	https://payment2.works.com/works/home
Procurement Manual:	http://www.CP.edu/procurement
Correction Enterprises:	https://www.correctionenterprises.com
HUB Vendors (Minority):	http://www.doa.nc.gov/hub/searchhub.aspx
Equipment/High Risk Items:	http://www.CP.edu/procurement/equipment
Statewide Term Contracts:	https://ncadmin.nc.gov/statewide-term-contracts
Debarred List:	https://ncadmin.nc.gov/government-agencies/procurement/contracts/debarred-vendors
Iran Divestment Act Forms:	https://www.nctreasurer.com/inside-the-department/OpenGovernment/Pages/Iran-Divestment-Act-Resources.aspx
Flexibility Report:	Forms\Flex Report.xlsx
FS25 Form:	https://intranet.CP.edu/sites/ap/forms/FS25_P-card.xls/view
Missing Receipt Form:	https://intranet.CP.edu/sites/ap/forms/FS25_P-cardInstruction.xls/view
Dispute Form:	http://www.CP.edu/procurement/visa-P-card-information-1/procurement/bankofamericadisputeform.pdf