

# CitiBank Visa Guideline Training Booklet

An All-Purpose Guide to your Visa Procurement Card



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## **I. PROGRAM OVERVIEW**

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The purpose of the Citibank VISA Procurement Card is to establish a more efficient, cost effective method of purchasing and payment for "official" SUNY Fredonia small dollar purchases only. This also alleviates the burden of putting State purchases on your personal credit card, filling out the necessary forms, and waiting for reimbursement.

**THE PROCUREMENT CARD IS TO BE USED FOR STATE FUNDING ONLY, NOT RESEARCH FOUNDATION, FSA, OR UNIVERSITY ADVANCEMENT ACCOUNTS.**

The procurement card will enable cardholders to make authorized purchases directly from a supplier without processing the traditional paperwork. Cardholders are able to make purchases of \$2500 or less per transaction with the procurement card. The Department Chair/Director will set the transaction/card limit for their departments and may raise the per transaction amount to an amount greater than \$2500.

The cardholder will not be billed directly for the charges, but will receive a monthly statement of information online at [www.cards.citidirect.com](http://www.cards.citidirect.com). The State of New York will be liable for all authorized charges made using the procurement card.

**TRAVEL RELATED EXPENSES SUCH AS MEALS, LODGING, AIRFARE, OR CAR RENTALS CAN NOT BE CHARGED ON THE PROCUREMENT CARD.**

**Training must be provided for all persons receiving a procurement card and their supervisor(s).** The training will cover the use of the procurement card consistent with New York State Policy, as well as SUNY and/or campus purchasing practices. **Training must be completed prior to issuance of the card.**

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## **II. WHO RECEIVES A PROCUREMENT CARD**

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Departments will identify the employees who are to receive a procurement card. Cards are issued to individuals and not departments. It is important to ensure that each person receiving a procurement card is familiar with State procurement procedures and policies.

Each cardholder is responsible for verifying all charges associated with the department's specific account number. Supervisors are required to review, initial, and date the reconciliation page of all their department cardholders. No unauthorized purchases will be permitted. Any employee making unauthorized purchases will be subject to appropriate disciplinary action.

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## **III. APPLICATION PROCESS**

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To obtain a procurement card, an employee and their supervisor must attend training and have their authorization forms approved by their Department Chair/Director. All forms must be forwarded to the Purchasing Office for processing.

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## IV. PURCHASING WITH THE CARD

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### A. Dollar Limits

An individual transaction cannot exceed \$2500. However, additional freight charges can be incurred up to \$100. Freight is the only exception to the transaction limit. **Orders should not be split in order to facilitate the use of this card.** Each Department Chair/Director may impose additional monetary limits on the card at their discretion. Itemized invoices must be received when freight will exceed \$100.

### B. Suppliers

The procurement card is intended to be used with those suppliers that accept VISA Cards.

### C. Responsibility of Procurement Cardholders

Cardholders are encouraged to use the "Procurement Card Order Form" to help organize their purchases. This will make record keeping easier if the cardholder is purchasing for their whole department. An electronic version is available upon request.

**It is advised that each procurement cardholder use the order form to ensure consistency with the documentation associated with the use of the procurement card. This documentation is used to (1) verify all purchases; (2) audit a specific card; (3) reconcile a reported billing discrepancy; and (4) document purchase authority.**

#### 1. Required Purchasing Practices:

- Funds **must** be available at the time of purchase. Verification may be done via the BI web application. Please contact Sandra Noble at extension 3467 for more information.
- Use of this card is strictly limited to the purchase of **commodities** for official State Use. Do not use this card for personal charges, services, or when there is an agreement or contract that applies to the purchase. Such improper use may subject the employee to disciplinary action.
- If the item is available on state contract, it should be purchased from the contract supplier or Preferred Source/MWBE. **Preferred Sources are Corcraft, NYS Industries for the Disabled and NYS Preferred Source Program** for the people who are blind. Additional information on state contracted suppliers may be obtained from the Purchasing Office or by going to the OGS website at <http://www.ogs.state.ny.us> .
- SUNY Fredonia is committed to doing business with NYS Certified Minority and Women Owned Businesses. Cardholders should place orders for goods

and services with NYS Certified M/WBE's whenever possible. Periodic review will occur to ensure this commitment is being fulfilled. A list of certified vendors is available by going to the Empire State website at <http://www.esd.ny.gov/MWBE.html> and click on the "MWBE Directory" link.

- If the item is not available on New York State contract, from a Preferred Source, or an M/WBE, the cardholder should be able to substantiate the reasonableness of price. Good business practice suggests obtaining a minimum of three written quotes.
- If your purchase will exceed the per transaction limit, do **not** split your order simply so that the procurement card may be used. Use the traditional purchasing procedures of a purchase order or call the Purchasing Department so that a forced authorization can be obtained.
- Do not give your card number to anyone other than the supplier from whom you are purchasing.
- A cardholder ***MUST SEND*** a photocopy of the packing slip (or receipt of goods) to the Property Control Office at 404 Maytum Hall for the issuance of an inventory tag, when procuring equipment that has been preapproved by the Purchasing Department.
- Please remember to obtain ITS Service Center approval for software, computers, printers, etc. (anything that goes in, on, or connects to your computer) and forward those purchases to the Purchasing Department on a completed purchase requisition with any quotes and the approval from ITS. They cannot be purchased using your Procurement Card
- All audio video purchases must be sent to the *Director of Technology Support Systems* for review of compatibility to our systems and approval.

## 2. **Placing Your Order:**

Orders may be placed by phone, fax, online, or in person.

- Make sure that funds are available and complete a "Procurement Card Order Form" for your records.
- Identify yourself as a New York State employee and ask for the best Educational price, including all discounts.
- Notify the supplier you will be using the Citibank VISA Corporate Procurement Card and verify that they accept it.

- Notify suppliers that the purchase is tax exempt and provide the NYS Federal Tax Exempt Number (14740026K). If the supplier requests a Tax Exempt Certificate, contact the Purchasing Office.
- Identify the item and provide a complete description. If available, use the item number as shown in the catalog, manufacturer's name, part number and/or model number. When using the order form:
  - a. Provide the exact quantity you are interested in purchasing.
  - b. Enter the full dollar amount of each item in the "Unit Price" column on the order form.
  - c. Ask if there will be any additional charges for shipping. If so, add the additional charges to the order form. Please remember that shipping charges over \$100 do need to be itemized. Remember to request a copy of the freight bill.
  - d. Total the amount of the purchase.
- Give the supplier your name as it appears on the card, the account number, and the card expiration date. Tell the supplier that "VISA" must be clearly stated on the outside of the box, on the shipping label along with your department address. If VISA cannot be entered as a separate line, ask that they hyphenate your name and add VISA. An example would be Shari Miller-VISA.
- Receipt of merchandise should be documented on the order form. Inspect all orders as they are received to insure your order is complete and undamaged. It is your responsibility to notify the company if there is damage or a shortage.
- **Attach original receipts to the back of the order form, to be retained for six (6) years, plus the current year.** If making your purchase in person, obtain an itemized receipt, in addition to the credit card receipt and check the credit card receipt to insure accuracy before signing. Attach receipts to an order form.

**D. Examples of Authorized Purchases (up to \$2500):**

- supplies found on a State "P" contract, preferred sources, Office of General Services Statewide Contract, MWBE supplier sites
- maintenance/repairs of equipment when not accompanied by an agreement or contract
- reference or textbooks for departmental use
- supplies and materials for departmental use
- film processing
- printing (be sure to obtain Trademark and Licensing/Creative Design approval and attach to your receipt)
- non-travel related registration for conferences and seminars
- subscriptions in the name of the university
- memberships in the name of the university

- shipping charges and freight (USPO, UPS, Federal Express, Airborne, etc.), must have an itemized receipt if the charge is over \$100

**E. Restricted Items, your procurement card is NOT to be used for:**

- personal use
- alcoholic beverages, refreshments, coffee service, meals, flowers, greeting cards, gifts etc.
- orders exceeding the \$2500 limit
- items purchased separately from the same vendor that when purchased together would exceed the \$2500 limit (split ordering)
- gasoline
- medical services
- cash advances
- cash back on purchases
- cash refunds on returns
- controlled substances (e.g., narcotics and prescription drugs)
- live animals
- radioactive materials
- specialty gases/cylinder rentals
- when a written agreement needs to be signed by an official representative of the University (e.g., software license)
- contracted services from an individual
- leases, insurance, or rent
- travel/entertainment (i.e., airline, car rental, lodging, restaurant, etc.)
- non-employee compensation (payments for personal services), gift certificates, savings bonds

Exemptions:

- **All software contract/agreements MUST BE** approved by the *Director of University Services* or the *sent to the Purchasing Department* prior to placing the order. These will need to be placed using a Purchase Order NOT your Procurement Card. The Office of the CIO and the Purchasing Department are noted as exempt offices
- Additional exceptions are reviewed on a case-by-case occurrence.

**F. Fiscal Year Restrictions**

**Before placing any order, make sure funds are available in your account.**

Procurement card privileges may be suspended at the end of SUNY's fiscal year if a budget is not in place.

We advise the cardholder to use the procurement card judiciously as the end of the fiscal year approaches. Funding will not be available to cover any charges appearing in a new fiscal year until a budget has been passed. In accordance with the terms of the contract, in the event we are not able to pay Citibank promptly, the University will have to pay interest for those charges to appear on the account after card suspension has been enacted.

## G. Steps for Registering at CitiDirect Online and Viewing your Statement

As soon as you start using your procurement card, you will receive an e-mail inviting you to visit the following link: <https://home.cards.citidirect.com>

This will bring you to the CitiDirect Card Management System.

- Type in your User Name and Password and click “Log In”
- If you have not registered at the new site you must do so before continuing. Click on the “**Self registration for Cardholders**” to register. (Please take note of your username and password for future reference).
- A security question will pop-up. Please answer and click “Continue”
- Click view statement
- At this next screen:
  - Make sure to choose the correct *Statement date* needed.
- Click on “Download” **do not** click print on this screen (statement will be very small)
- Choose the “PDF” version and click ”Download”
- A box will pop up stating “Please note that the downloaded file has been cached in local machine.
- Click ok
- At the bottom of your screen you will see **your file is ready to download** (If your document does not start automatically, please click >> [here](#)) click here
- Another box will pop-up. Click on “Open”
- The statement requested will pop-up. Print from this screen.

You will need one copy of the statement for your records.

## Payment or Account Reconciliation/Certification

After the close of each billing cycle (on or about the 6<sup>th</sup> day of the month) Citibank VISA will issue an electronic statement, via your computer for expenses incurred during that particular billing cycle. Cardholders should only accept charges for goods and/or services that the supplier has delivered.

The cardholder should print and review their statement for accuracy and reconcile each transaction with the order form, supplier receipts and/or invoices. Within seven to ten business days from the notification from Citibank the charges will be placed on our Albany system. When this happens, notification will come from the Purchasing Department letting you know that it is time to reconcile. At that time, complete this verification within five business days of receipt of the email notification from the Purchasing Department.

Your review should include the following:

- Receipts are attached to the back of the order form.
- If multiple receipts are used for one transaction, all associated receipts should be stapled together and filed with the corresponding order form. The original transaction should equal the cumulative total contained on the invoices.
- Any charges for sales tax are identified as a credit pending.
- Credits appear on the statement for any returns.
- If a charge appears on your statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until the goods have been shipped. If you cannot resolve the matter with the supplier, follow the process for disputes (Section V, item 4).
- Payment on Account Reconciliation will take place electronically via your computer on a monthly basis.

## H. Electronic Reconciliation

Sign onto the SUNY System. Follow the instructions below.

- Open Internet Explorer (version 5 or newer) or Firefox.
- In the Address bar type, "**www.system.suny.edu.**" and press enter.
- Under Employee Resources click on "**SUNY Portal.**"
- Click the --Select a Campus--drop down menu and **select Fredonia.**
- In the User ID and Password fields, enter your Fredonia network logon information. \*Your Fredonia network logon is what you use when you start up your computer.
- Under the Business Systems Applications, click on "**Finance & Management System.**"
- Move your cursor to "**Finance.**" This is located in the upper left of your screen. A drop down menu will appear.
- Click "**Cardholder Statement.**"
- Under Statement Cycle be sure to correctly choose the cycle you are ready to certify. The purchases made during your chosen cycle will appear below. You need to verify these charges with the receipts you have.
- If everything matches, click on the "**Certify**" button. A screen will pop up that shows your name with additional wording. There is also a box for *Certification Reason/Comments.*" This can be used for any notes you would like to add. It is not necessary to fill any information in.
- Click the "**Cert Print.**" A "**Statement Information**" box will appear. Scroll to the bottom click on "**Print.**" This page will need to be signed by you as well as your supervisor. Close the box after you have printed this page.
- Click on "**Certify**" again.

**The cardholder will retain all original receipts and statements for a minimum period of six (6) years plus the current year, for a total of seven years.**

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## V. QUESTIONED ITEMS & RETURNS

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### A. Cardholder Responsibilities

Whenever an item purchased with the card is returned to the supplier, if sales tax is charged by the supplier, or if a credit is due, the **cardholder** must request that the supplier issue a Citibank VISA credit. **Under no circumstances will cash be accepted to resolve a credit situation.**

#### 1. Sales Tax

The University is tax exempt. If a charge for sales tax appears on your statement, the cardholder must contact the supplier directly to arrange to have this charge reversed. Ask the supplier to credit your account for the sales tax charged and fill out the credit pending section of the "Credit Pending/Disputed Item Form" to reconcile/certify with the next month's statement.

If the cardholder has requested this reversal of sales tax and the credit does not appear on the following statement, complete the disputed item section of the "Credit Pending/Disputed Item Form" and attach the documentation showing that the request for a charge reversal was made.

#### 2. Returns and Credits

All credits and returns should be documented on credit pending section of the "Credit Pending/Disputed Item Form" and filed in your received/pending file for reconciliation of next statement.

To return an item, contact the supplier directly to determine the proper return procedures. Any credits issued should appear on a subsequent statement.

If you have returned an item that you purchased and a credit for this item does not appear on the following statement, complete the "Disputed Item" section on the "Credit Pending/Disputed Item Form" and attach the credit voucher or documentation showing the item was returned and keep for your records.

#### 3. Items not Received

If a charge appears on your statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until goods have been shipped. **If you cannot resolve any of the above matters with the supplier, follow the process for disputes.**

#### 4. Disputes

Because Citibank purchases are paid in total by the Office of the State Comptroller prior to issuance of the Citibank summary statements, disputed charges always have to be reconciled and certified. If the cardholder cannot resolve a dispute with a supplier or there is a charge that is unauthorized or unrecognized on the cardholder's statement, **the cardholder** must initiate a dispute with Citibank by calling the Customer Service at 1-800-248-4553 within 60 days of the statement date.

Citibank will investigate the dispute on the cardholder's behalf and assist in the resolution. Citibank will issue a temporary credit pending final resolution.

The cardholder must also complete the disputed item section on the "Credit Pending/Disputed Item Form". Place a check next to the specific item(s) in question on the statement and provide a complete explanation of the dispute and send a copy of all to the Purchasing Department.

Following are the steps needed to access and complete the dispute form on the CitiDirect On-line system:

1. Access the electronic statement containing the transaction being disputed.
2. Click "*Option*" next to the transaction item you wish to dispute.
3. Click "*Dispute*". The "Dispute Transaction" form appears.
4. Scroll to the bottom of the "Dispute Form" window. Click "*Print*" and then "*OK*".
5. After the form has been printed, place an "X" in the bracket located to the left of the reason for your dispute. Sign, date, and fax the form along with any necessary documentation to Citibank at 605-357-2019 for investigation and resolution.

At the cardholder's request, the Procurement Card Administrator will provide assistance with supplier disputes. After receiving a complete description of the dispute, the Procurement Card Administrator will review the dispute and initiate any necessary and appropriate action.

## **B. Citibank Responsibility**

Citibank will issue a temporary credit to the cardholder's account when notified of a questioned item. This credit will appear on the cardholder's Citibank statement the month following Citibank's notification. The credit amount will be subtracted from the new balance.

Citibank will issue a permanent credit to the cardholder's account and process the appropriate chargeback for all questioned items resolved in favor of the state agency.

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## **VI. LOST OR STOLEN PROCUREMENT CARD**

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### **A. Cardholder Responsibility**

Any lost or stolen procurement cards must be reported **immediately** to Citibank VISA at 1-800-248-4553. The cardholder should be prepared to give their name, account number, and card expiration date, if known, the last four digits of your social security number and a brief explanation surrounding the loss.

Immediately following this verbal notification, the cardholder **must also contact** the the Purchasing Department at 716-673-3438. **Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.**

## **B. Citibank Responsibility**

Citibank will take immediate action to cancel the card reported lost or stolen. Citibank will initiate steps to issue a replacement card within 5 to 7 business days of receipt of notification. The replacement card will be sent to the Purchasing Department.

## **C. Agency Procurement Card Administrator**

Upon the receipt of the new card, the agency Procurement Card Administrator will complete the NYS Procurement Card Program Maintenance Form to reflect the associated card as reported lost and/or stolen, and record the receipt of the replacement card. The agency Procurement Card Administrator will release the replacement card.

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## **VII. LIABILITY**

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New York State will be initially liable for all charges to the procurement card except for fraudulent use of the card by a supplier and/or an employee, charges in excess of the single per-transaction limits, and any other limits imposed by participating state agencies.

While New York State will be responsible to Citibank for all employee charges associated with the procurement card, the cardholders themselves will be responsible to reimburse the State of New York for any charges incurred as a result of misuse or fraudulent use of the card.

New York State *will not be liable* for any charges incurred by non-employees. Therefore, it is important to immediately report any lost or stolen procurement cards to Citibank. Section VI-A of these procedures contains the information necessary to report this loss. Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

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## **VIII. SUSPENSION OF PROCUREMENT CARD PRIVILEGES**

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Improper use of the card by the cardholder may lead to suspension of all procurement card privileges. **Card usage may be audited at any time.** The agency Procurement Card Administrator authorizes all requests for suspension.

## **A. Misuse or Abuse of the Card**

The term "misuse or abuse" means the use of the procurement card outside the employee's authorized parameters (e.g., charges in excess of the permitted limit; purchases of items of a type other than those allowed). Depending on the severity of the violation, the following actions may be taken:

**1<sup>st</sup> Offense:** Both the cardholder, the cardholder's supervisor and Vice President will be notified of the infraction. The cardholder will be advised to use the card for official purposes only, and within the parameters established by NYS and Citibank. The cardholder will also be advised that all procurement card privileges will be suspended if further violations occur. The cardholder will be personally responsible for reimbursing the state for unauthorized purchases.

**2<sup>nd</sup> Offense:** All procurement card privileges will be suspended. The cardholder's supervisor, appropriate Vice President and the Vice President of Administration will be notified of this violation. After a period of three (3) months, the Procurement Card Administrator may elect to reinstate the cardholder's privileges. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

**3<sup>rd</sup> Offense:** Any use of the procurement card will be suspended permanently. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

**NOTE: The University may implement further disciplinary action.**

## **B. Fraudulent Use of the Card**

The term "fraudulent use" means the use of the procurement card with a deliberately planned purpose and intent to deceive and thereby gain a wrongful advantage for oneself or anyone else other than the State of New York. The following actions will be taken:

- Immediate suspension of card privileges;
- Removal of cardholder's purchasing authority;
- Mandate employee reimbursement to the state;
- Formal disciplinary action which may result in termination of employment pursuant to applicable contract provisions or, for Managerial/Confidential designated employees, in accordance with the provision of Section 75 of the Civil Service Law.

## **C. Employee Separation**

If the cardholder leaves the University, the procurement card must be returned to the Purchasing Department. The Procurement Card Administrator will direct Citibank to cancel all procurement card privileges for any cardholder that leaves the University

service for any reason. The State will continue to be liable for any changes incurred by the cardholder until Citibank is directed to cancel the procurement card.

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## **IX. AUDITS OF INDIVIDUAL ACCOUNTS**

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It is important to note that the agency issuing the card, or the Office of the State Comptroller, may elect to audit any and all procurement card accounts at any time. Performance of these audits does not require advance notice. Therefore, it is extremely important that all cardholders and departments retain accurate records of all transactions made using their assigned procurement cards.

### **KEY CONTACT INFORMATION**

#### **SUNY Fredonia Procurement Card Administrators:**

Shari K. Miller	Director of Purchasing	673-3438
Donna Howlett	Purchasing Assistant 2	673-3438

**To report and cancel lost or stolen cards, Supplier Questions, Dispute/Claims, and Billing questions, contact Citibank VISA Customer Support, at:**

**1-800-248-4553**

This toll-free number is available 24 hours a day, seven days a week.