



**UNC GREENSBORO**

# Purchasing Card Manual

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Policies and Procedures for faculty and staff regarding payment using the Purchasing Card.

Published by: Procurement Services

Revised: November 18, 2021

# Table of Contents

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[Purpose and Introduction](#) ..... Page 1

[Benefits](#) ..... Page 1

[Purchasing Guidelines](#)..... Page 1

[Accountability](#) ..... Page 2

[Roles and Responsibilities](#)..... Page 2

[Who May Request a PCard?](#)..... Page 4

[Who May Use my PCard?](#) ..... Page 4

[PCard Security](#) ..... Page 4

[How to Become a Cardholder](#)..... Page 5

[How to Use the PCard](#)..... Page 5

[State Contract](#)..... Page 6

[Spending Limitations](#) ..... Page 6

[Splitting Transactions](#)..... Page 7

[Sales Tax](#) ..... Page 7

[Helpful Vendor Information](#)..... Page 8

[International Transaction Fees](#) ..... Page 9

[Convenience Fees](#) ..... Page 10

[Receipt Requirements](#)..... Page 10

[Business Purpose in Works](#) ..... Page 10

[Returns-Damaged Goods and Credits](#) ..... Page 12

[Disputed Transactions and Fraudulent Charges](#) ..... Page 12

[Declined PCard Transactions](#) ..... Page 13

[Open PCard Request](#)..... Page 13

[PIN Retrieval](#)..... Page 14

[Compliance](#) ..... Page 14

<a href="#">Rebates</a>	Page 15
<a href="#">PCard Renewal</a>	Page 15
<a href="#">PCard Replacement</a>	Page 16
<a href="#">PCard Cancellation</a>	Page 16
<a href="#">Lost or Stolen Card</a>	Page 17
<a href="#">Card Inactivity</a>	Page 17
<a href="#">PCard with Hospitality Spend Profile</a>	Page 17
<a href="#">How to Obtain Hospitality Spend Profile</a>	Page 17
<a href="#">Departmental PCard</a>	Page 18
<a href="#">How to Obtain a Departmental PCard</a>	Page 18
<a href="#">Who has Access to Works?</a>	Page 19
<a href="#">How to Access Works</a>	Page 19
<a href="#">How Does Works Work?</a>	Page 19
<a href="#">How to Create a Group in Works</a>	Page 19
<a href="#">How to Become a Works User-Approver or Reconciler Only</a>	Page 20
<a href="#">How to Become a Cardholder &amp; Works User-Approver or Reconciler</a>	Page 20
<a href="#">Required Training</a>	Page 21
<a href="#">Reconciliation Timeline</a>	Page 21
<a href="#">Allowable &amp; Non-Allowable PCard Expenses</a>	Page 22
<a href="#">How to Add/Delete Funds in Works</a>	Page 22
<a href="#">Billing Address</a>	Page 22
<a href="#">Record Retention</a>	Page 23
<a href="#">Frequently Asked Questions</a>	Page 23
<a href="#">Forms and Documents</a>	Page 24
<a href="#">References</a>	Page 25
<a href="#">Contact Information</a>	Page 25

# Purpose and Introduction

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UNC Greensboro's Purchasing Card (PCard) is a standard Visa card issued by Bank of America. The credit liability rests with the university instead of the individual. This card does not affect the Cardholder's personal credit. The purpose of this program is to establish a more convenient efficient, and cost-effective method for departments to purchase small dollar goods. The PCard is the preferred method of payment for purchases up to \$4,999.99. This program gives the Cardholder the power to purchase goods, services and/or travel on behalf of the university. The PCard is issued to UNC Greensboro employees.

## Benefits

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- Ease of purchase because the Visa Card is accepted virtually anywhere.
- Significant cost saving in the purchase-to-pay cycle.
- Items are acquired faster.
- Transaction reporting is provided daily.
- Vendor information is easier to research and locate.
- Reduces the need for standing orders and petty cash funds.
- Provides increased security on purchases by restricting inappropriate Merchant Category Codes (MCC).
- Improves vendor relations by paying vendors within 2 to 3 days of purchase.
- Reduces vendor invoicing and the vendor's accounts receivable process.
- There are fewer computer entries and paperwork processing minimal.

## Purchasing Guidelines

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Proper internal procedures are set up specific to your department to determine whether a purchase is required or authorized. The following should be met:

- Determine if the PCard is the most appropriate tool to use for the purchase.
- Determine that the dollar amount of the purchase including shipping, handling, postage, freight, insurance, etc., does not exceed the limits set forth.
- Verify the price quoted is the best you can obtain. Be sure to request an educational discount.
- Provide the supplier your name, department, phone number and delivery instructions.
- Provide your street delivery address. "Ship To" should always be a UNCG address.
- Inform the vendor that UNCG is tax exempt. Provide our Sales Tax-Exempt number 400004.
- Obtain an itemized receipt from the vendor at the time of purchase.

# Accountability

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**The Department Head** is responsible and held accountable for the financial activity and fiscal integrity of their departments. An individual who enters and/or authorizes a PCard transaction is accountable for such and should act in a prudent manner, exercising good judgement. Please refer to the [UNCG Purchasing Card Employee Agreement Form](#) found on the PCard Home Page within Forms and Links.

State, Discretionary, Contract/Grants, Auxiliary and Institutional Trust Fund guidelines should always be followed.

Funds used for PCard purchases should be in accordance with the [Office of the Controller Policy 2 General Policy on Expenditures](#).

## Roles and Responsibilities

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**Department Head** - This individual provides fiscal oversight and management of business operations within their department, including but not limited to assigning UNCG employees as Approvers, Reconcilers, and Cardholders for the UNCG Purchasing Card program. A separation of duties must be followed with the PCard, as with all other financial transactions. Reference [Office of the Controller Policy 2 General Policy on Expenditures](#).

- Selects departmental employees to participate in the University's Purchasing Card program based on business need and the ability to fulfill program requirements.
- Oversees the appropriate use of assigned PCards.
- Ensures budget availability.
- Designates appropriate funding sources.
- Assigns PCard Approvers and Reconcilers.
- Authorizes expenditures to be posted to Banner funds.
- Verifies PCard Reconciler and Cardholder responsibilities are met.
- Notifies PCard office on the separation of employment of Cardholder, Reconciler or Approver.
- Reports Abuse.

**Approver** - The Approver is the final approval over a PCard expense. The Approver signs off and approves transactions that have been reconciled and signed off by the Reconciler of the group. You may have more than one Approver in your group. **Note: An Approver cannot approve their own card purchases, and an Approver cannot reconcile and approve for the same group.**

- Verifies the PCard is used in compliance with University Purchasing guidelines, PCard Manual and Travel Manual as well as the [Spending Guidelines](#).
- Reviews each departmental transaction in Works for correct funds and accounts.
- Reviews receipts for accuracy.
- Verifies that the spending limits are not exceeded, and transactions have not been split to circumvent limits.
- Confirms the business purpose including the 5 W's: Who, What, When, Where & Why, are listed on all PCard transactions.
- Reviews, approves, and signs off on transactions before the reconciliation deadline to avoid consequences.
- Report abuse.

**Reconciler** - The Reconciler is the person responsible for reconciling PCard transactions in the Bank of America Works system. A PCard Reconciler must be assigned prior to issuing PCards. You may have more than one Reconciler in your group.

- Electronically reconciles Bank of America transactions.
- Collects the vendor's itemized receipts from Cardholders.
- Uploads receipts in Works.
- Assigns appropriate Banner fund and account combinations.
- Includes the 5W information, (Who, What, When, Where, and Why), within the Description field on the Allocate & Detail page to each transaction in the Bank of America Works system.
- Verifies that the spending limits are not exceeded, and transactions have not been split to circumvent limits.
- Signs off on the transactions to be sent to Approver.
- Confirms reconciled transactions have posted correctly to Banner.
- Submits appropriate documentation as requested by the Purchasing Card Office.
- Notifies the Purchasing Card Office whenever there is a role change, department change or employment status change of a Cardholder, Reconciler, or an Approver.
- Notifies the Purchasing Card Office of any unauthorized purchase, lost or stolen card, fraudulent charge, or disputed bank transaction.
- Returns unused or cancelled PCards to the Purchasing Card Office.
- Ensures all PCard transactions are reconciled in plenty of time for the Approver to review and approve by the monthly and fiscal year end deadlines.
- Reports abuse.

**Cardholder** – is a university employee who holds a Purchasing Card on behalf of their department to make credit card purchases for university business.

- Makes certain the card is only used by the card owner.
- Obtains budget approval before each purchase.

- Ensures Purchasing, PCard, Travel, and Spending Guidelines and policies are met for all purchases.
- Safeguards the card and reports any lost or stolen cards to Bank of America immediately and the PCard Administrator.
- Confirms that all goods are received and/or services performed.
- Obtains original, itemized receipts from the actual vendor, and submits them to the departmental Reconciler within 48 hours of purchase.
- Handles disputes with vendors and the bank.
- Provides Reconciler with all information related to the PCard transaction including the 5 W information (Who, What, When, Where, and Why), and business purpose.
- Takes steps necessary to obtain NC State sales tax exemption.
- Reports abuse.

**PCard Administrator** – is responsible for the administration of the University PCard program.

- Provides program management and oversight
- Develops and delivers training for users
- Ensures program compliance
- Provides customer support
- Disburses Purchasing Cards

## Who May Request a University PCard?

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Employees of UNC Greensboro may request permission to have a PCard. Once the [PCard or Works User Request Form](#) is submitted to the PCard Administrator, it can take up to 3 to 5 business days for the card to arrive.

## Who May Use my PCard?

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A PCard may only be used by the person to whom the card has been issued. Do not allow anyone else to have access to your PCard.

## PCard Security

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As a PCard holder you assume personal responsibility for the protection and proper use of your card. Keep your PCard on your person or locked in a safe or drawer where it is only accessible by you. PCard holder information is restricted to the minimum number of people possible and only to those whose jobs require such access. Transmission of the card data must be secure and is never to be sent via email.

# How to Become a Cardholder

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1. Complete the [PCard or Works User Request Form](#). (Check the NEW PCARD box.)
2. Submit the request to the PCard Administrator via scanning and emailing the form to [pcard@uncg.edu](mailto:pcard@uncg.edu).
3. The PCard is ordered and should arrive within 3 to 5 business days.
4. An email will be sent to the Cardholder to take the PCard Quiz in Canvas.
5. Once the PCard arrives and the quiz is passed with an 80% or greater, the PCard Administrator will notify the cardholder via email to set up an appointment to pick up the card.
6. When the employee arrives to obtain the PCard, they will complete the [PCard Employee Agreement Form](#) and present proof of identification.

**Note: Cardholders do not have access to the Works system unless they also serve as a Reconciler or Approver. The Department Head may however allow the cardholder to have access to Works to help with PCard reconciliation.**

# How to Use the PCard

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Making purchases with the PCard does not change the rules and regulations required by the university or by internal departmental procedures. The PCard allows departments the option for more efficient payment. Purchases can be made anywhere the Visa card is accepted.

State and University Purchasing Policies apply. Refer to the [Procurement Policies](#) as well as the [Spending Guidelines](#).

**SpartanMart** is the first place in which you should go to purchase for the university.

- <https://purchasing.uncg.edu/spartanmart/>

## Phone

- Record the name of the person taking your order.
- Request that a receipt be faxed, emailed, or mailed to you immediately showing all items.

## Fax

- Retain a copy of the fax and the fax confirmation for your records.
- Do not mail a copy of the order to the vendor because this could increase the chance that the order will be duplicated. If the company requires the original, be sure to clearly mark it “confirmation of fax order, do not duplicate”.
- Remove the PCard account number from the faxed receipt before giving to your card Reconciler.

## Mail



- Retain a copy of the order for your records, and request that a receipt is sent to you.
- Remove the PCard account number from the mailed order before giving to your card Reconciler.

### Online

- Make sure the vendor's site is secure before entering your PCard account number.
- Remove the PCard account number from the online receipt before giving to your card Reconciler.
- Do **NOT** use a **personal account** for UNCG related purchases. Set up a dedicated business accounts using your UNCG email address for UNCG purchases.

## State Contract

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We may deviate from state contracts on purchases if the price of an item is significantly less expensive than that on state contract. Please contact the Assistant Director of Procurement Services at 336-334-3078 for guidance as to whether the purchase is compliant.

## Spending Limitations

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- Single purchase limit \$ 4,999.99
- Daily purchase limit \$10,000.00
- Monthly purchase limit \$25,000.00

These limits are the default maximum limits. You may lower the limits by contacting the PCard Office in writing.

The daily and monthly number of transactions are unlimited currently.

***Note: If a cardholder would like to make a one-time purchase that exceeds the Single Transaction Dollar Limit, contact the Director or Assistant Director of Procurement Services to verify that the purchase will be allowed on the PCard. If the purchase is allowed, contact the PCard Office to request the approval from the State Purchasing Office. The PCard Administrator will ask the cardholder for the specific information regarding the purchase. The PCard Administrator will submit a one-time request to the State Purchasing Officer who will review the request and reply with an answer within one to three business days.***

## Splitting Transactions

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A split transaction occurs when a purchase is split to stay within the dollar limits of your card, (per transaction, day, or month). Splitting transactions is strictly prohibited. Examples of split transactions may include:

- Cardholder purchases an item from a vendor on Tuesday which costs \$6000 and pays the vendor \$4100, and the remaining \$1900 is paid to the same vendor on Thursday. The \$6000 purchase has been divided into two transactions. This is not allowed.
- Cardholder purchases similar items that cost a total of \$5800. The purchase is divided into two separate transactions of \$3000 and \$2800. This is a split transaction and is not allowed.
- Two cardholders within the same department use their PCards to purchase an item that costs \$5500. Two transactions occur, one cardholder is charged \$3000 and the other cardholder is charged \$2500 for the purchase. This is a split transaction and is not allowed.

***Note: Travel booked on behalf of multiple individuals is not considered a split transaction. A single cardholder, such as the departmental administrator, may pay for travel charges such as airline or lodging reservations on behalf of multiple individuals. The total charge limits are based on the cost per person, which shall not exceed \$4,999.99. If the total combined charges for multiple people exceeds \$4,999.99, this is not considered to be a split transaction as the charges were made on behalf of other individuals. The cardholder should instruct the vendor to process individual charges separately where possible and individual names should be included with reconciliation documentation and receipts.***

## Sales Tax

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UNC Greensboro is a tax-exempt entity and is not required to pay North Carolina sales tax. The UNC Greensboro Tax Identification number is **400004**. It is the cardholder's responsibility to inform vendors of our tax-exempt status before a purchase is made. Purchases made by phone, online, via catalog are North Carolina state sales tax exempt. If you must go to a store within North Carolina, the purchase is North Carolina state sales tax exempt. If North Carolina state sales tax is included on a purchase, the cardholder is responsible for contacting the vendor to have the tax credited to their PCard account. Refer to the [UNC Greensboro Tax Certificate of Exemption](#) and [Tax Exemption Letter](#) for exclusions.

UNC Greensboro is NOT exempt from the following taxes:

- Prepared food and beverage taxes levied and administered by local governments in the State

- State sales taxes levied on electricity and/or local, private, or toll telecommunication services
- Occupancy taxes
- Highway use taxes paid on the purchase, lease, or rental of motor vehicles
- Merchandise paid for and received in another state
- Scrap tire disposal tax on new tires
- White goods disposal tax on new white goods

## Helpful Vendor Information

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If the item you are buying can be purchased through SpartanMart, please utilize the SpartanMart punchout.

**Bestway Marketplace:** <https://spartanvillageshops.uncg.edu/bestway/> :

- Honors UNC Greensboro Tax Exemption
- Campus Location

### Harris Teeter:

1. Call to speak with Customer Service prior to traveling to the store.
2. Notify your cashier that we are sales-tax exempt BEFORE you begin your purchase.
3. Ask your cashier to retrieve the “Tax Exempt Notebook/Clipboard” to record your purchase.
4. This will queue them to properly process your charge.
5. You will need your UNC Greensboro ID and PCard to prove that you are an employee with the university.

**Lowe’s Home Improvement:** *Preferred method is to use the SpartanMart Punchout.*

Using the Lowe’s SpartanMart catalog ensures the lowest contract price.

1. Notify your cashier that we are sales-tax exempt BEFORE you begin your purchase.
2. Provide your cashier with our account number of 038700007.
3. If your cashier needs to look us up using our name, we are in their system as “UNC Greensboro”.
4. You will need your UNC Greensboro ID and PCard to prove that you are an employee with the university.

**Staples & Office Depot:** *Are preferred office supply vendors and are available through SpartanMart punchout catalog in which tax exemption is already applied.*

### **Best Buy:**

1. Each department must establish their own sales tax-exempt account with Best Buy by contacting Customer Service. Best Buy will not accept UNC Greensboro's 400004.
2. You will need your UNC Greensboro ID card to prove that you are an employee with the University to establish your sales tax-exempt account, called a "Quick Card" account.
3. Be sure to notify your cashier that you are making a sales tax-exempt purchase BEFORE the first item is scanned. You must present your ORIGINAL Quick Card. Copies will NOT be honored.

### **Wal-Mart:**

1. Each department must establish their own sales tax-exempt account with Walmart. Walmart will not accept UNC Greensboro's 400004.
2. You will need to contact Customer Service at the specific store location and present your UNC Greensboro ID card to prove that you are an employee with the University to establish your sales tax exemption.
3. Notify your cashier that you are making a sales tax-exempt purchase BEFORE the first item is scanned. You must present your ORIGINAL sales tax-exempt card (provided by Walmart). Copies will NOT be honored.

### **Costco, Sam's Club & Big Box Membership Shopping:**

1. The primary membership must have our university name of UNC Greensboro and include the name of your department on campus.
2. The department head will write a letter indicating the employees who are authorized to use the membership business account.
3. Each employee authorized to use the membership business account will receive a card from the membership shopping entity.
4. A copy of the Tax-Exempt form, Tax-Exempt Certificate, and the Resale Certificate must be provided to the membership entity.
5. Only use your UNCG Business Email account. (Do not use your PERSONAL Costco/Sam's Account.)

## **International Transaction Fees**

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International transaction fees are legitimate charges for purchases from foreign vendors. The fee is approximately 1% of the purchase price charged by the bank when you make a purchase outside of the United States.

***To determine which specific PCard transaction is tied to a specific international transaction fee, you will click on the Columns drop down arrow on your transaction view page and select the Bank Transaction # check box. By doing this you will be able to view all of your PCard***

***transactions bank transaction numbers. You will look for the original PCard purchase bank transaction number that matches the bank transaction number of the international transaction fee. You will code the international transaction fee to the same fund/account as the original charge.***

## Convenience Fees

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A convenience fee is a fee charged by a business for payments made through an alternative channel, rather than by cash, check, or ACH. Typical cases where convenience fees are charged include payments for taxes and tuition. The fee is typically a fixed amount or a percentage of the sale.

## Receipt Requirements

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An itemized receipt from the vendor/supplier is required for all PCard purchases. The receipt will include the vendor's name, unit price, description, date, and total amount. All PCard transactions require the 5 W information, (Who, What, When, Where, and Why). This information will be included within the transaction's Description field on the Allocate & Detail page in the Bank of America Works system. Receipts should be obtained for all purchases and credits. International transaction fees may not have a receipt. Disputed transactions will not have a receipt.

### **Missing Receipts:**

If you do not have a receipt and have exhausted all efforts to obtain a receipt, attach a completed Missing Receipt Form to the transaction. To request a copy of the Missing Receipt form, email the PCard Administrator at [pcard@uncg.edu](mailto:pcard@uncg.edu).

## Business Purpose in Works

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All PCard transactions must include documentation of a clear Business Purpose. The Business Purpose is required so that a Reconciler, Approver, Card Administrator, and/or Internal or External Auditor may reasonably conclude and agree that the transaction is an appropriate business expense.

The business purpose is a statement that adequately describes the PCard transaction as a necessary, reasonable, and appropriate business expense for the University. All PCard transactions must support or advance the goals, objectives, and mission of the University.

UNC Greensboro must consistently comply with legal, governmental, and auditing requirements. Providing thorough and complete transaction justification and supporting documentation minimizes the risk of potential non-compliance.

The specific business purpose for each transaction must be included within the Bank of America Works system – Description Field on the Allocation & Detail page.

Why the Description Field?

- The Work's Description field is reportable and searchable
- The Approvers can easily view the Description field
- First 35 character of the Description field is imported into Banner

The Business Purpose should answer these questions:

- Who: Note specifically who the expense is from or who was at the event or activity funded by the University?
- WHAT: Detail what was purchased or what type of event or activity occurred?
- WHEN: Document when an event or activity occurred, when an item was purchased, or when services were performed?
- WHERE: Document where the business activity took place. Where was the item used, location of the services performed, specific place of travel, location of event or activity?
- WHY: Substantiate why the transactions are reasonable and appropriate to meet the needs of the University. What is the primary reason for the transaction? How does this transaction support or advance the goals, objectives, and mission of the University?

Examples of Appropriate Business Purpose:

- Office Supplies - Procurement Services purchased copy paper and pens for office staff use.
- Event/Activity - Bryan School of Business hosted the Institute of Supply Management (ISM) Triad Chapter meeting held in the Bryan School on the evening of Jan. 15th. The event was open for Bryan School of Business students to meet leaders of various Triad businesses and to learn about blockchain technology.
- Catering - Food for guest and students attending the Bryan School of Business – Institute of Supply Management (ISM) Triad Chapter meeting hosted in the Bryan School on Jan. 15th.
- Academic/Educational Supplies - Professor Smith in the Math Department purchased Trigonometry book to finalize the Math 101 fall semester class.
- Travel - John Smith, Purchasing Specialist in Procurement Services, is attending the National PCard Conference Feb 16-17, 2021, in Charleston, SC to learn the latest PCard trends, policies, and procedures.

*The PCard Administrator will determine whether the information entered within the Description field is a sufficient explanation of the business purpose.*

## Returns-Damaged Goods/Credits

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Items purchased with the PCard may need to be returned. For returned items, please remember the following:

- A receipt may not be provided for returns or refunds. Obtain a Missing Receipt Form from your PCard Administrator.
- Retain boxes, containers, special packaging, packing slips, etc., until you are certain that you are going to keep the items. Items such as software or fragile pieces, cannot be returned without the original packing materials.
- Read enclosed instructions because important phone numbers may be included on the packing slip or receipt.
- Restocking fees may also be charged.

## Disputed Transactions and Fraudulent Charges

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**Disputed Transactions:** If a charge is not recognized by the cardholder, immediately notify the Reconciler and PCard Administrator. Contact the vendor to see if the issue can be resolved at the vendor level. Document the conversation for future reference. If the issue is not able to be rectified by the vendor, the Reconciler will dispute the transaction within the Bank of America Works system by choosing the **Dispute Tab** and answering the questions for the bank. The disputed transaction must be reconciled as you would with any purchase. Upload the disputed documentation as the receipt. Allocate the fund and account to the transaction. At this point the bank will research the disputed transaction. The bank will find in either our favor or the vendor's favor. If the bank finds the dispute in our favor, a credit will be issued. The Reconciler will use the same fund/account for the credit as the original disputed transaction.

This process can take up to four weeks. The credit can take up to 60 days to post to your account. A transaction can be disputed with the bank within 60 days of the billing close date, the date of the billing statement in which the transaction first appears.

**Fraudulent charges:** These charges must be reported to the bank immediately by calling the number on the back of your card. The bank will cancel the card and issue a new card as well as follow up on the fraudulent transaction. Contact your Reconciler and the PCard Administrator. The new card will be sent to the PCard Administrator 3-5 business days after the complaint has been issued. The Reconciler must reconcile the charge and attach a Missing Receipt Form to the transaction. When the bank issues the credit for the fraudulent charge and it posts in Works, the

Reconciler will allocate the credit amount to the same fund/account as the original charge and input in the comment section the reason for the credit.

*To obtain the Missing Receipt Form, email the PCard Administrator at [pcard@uncg.edu](mailto:pcard@uncg.edu).*

## Declined PCard Transaction

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Vendors accepting Visa cards are registered with the bank under a self-proclaimed MCC-Merchant Category Code identifying their type of business. The University has blocked the categories deemed inappropriate, including but not limited to, entertainment, restaurants, and vendors where alcohol is sold. The PCard could be declined for the following reasons:

- Blocked MCC code
- Incorrect billing address
- Out of Country purchases
- Exceeding or circumventing spend limits

***Note: If all items are correct and the purchase is legitimate, call the bank using the phone number on the back of your PCard. The bank can release the hold on the card.***

## Open PCard Request

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When a department wants to order food for a business meeting, training session, or retreat, the department will submit an open card request so the purchase will not be declined. The PCard will have to be opened by the PCard Administrator. The cardholder will email [pcard@uncg.edu](mailto:pcard@uncg.edu) 24-48 hours prior to the charge. The cardholder will provide this information: Vendor, Cardholder, Who, What, When, Where, Why and Fund.

***Example:***

***Vendor: Papa John's Pizza***

***Cardholder: John Smith***

***Who is attending: Health & Safety Dept- Staff + OSHA Representatives- 8 people***

***What: OSHA Meeting***

***When: Tuesday, June 5<sup>th</sup>***

***Where: EHS Rm 201***

***Why/Business Purpose: Lunch meeting to discuss OSHA's new requirements***

***Fund: 130000***



# PIN Retrieval

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How to retrieve PIN:

1. Go to website [cardportal.works.com](http://cardportal.works.com)
2. Click on Register a Card and enter your 16-digit credit card number.
3. Create a User ID and Password.
4. Enter the 3-digit Security Code on the back of your card.
5. Enter the Expiration Date.
6. Enter the Verification ID: This number was given to you at the time you picked up your PCard.
7. You will set three challenge questions.
8. Accept the Licensing Agreement.
9. Log in with your credentials.
10. Click the PIN check tab.
11. The PIN number will be given to you one digit at a time.

For cardholders that opened a card request after May 2017, call this number for PIN retrieval, 888-233-8855.

# Compliance

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Delegation of authority to purchase goods using the PCard is a privilege that automatically ceases upon separation from the university or reassignment to another department. The PCard Administrator reserves the right to revoke or cancel PCards where cardholders fail to comply with policy and/or procedure. When deemed necessary by the PCard Administrator, additional information may be requested on any PCard transaction for auditing purposes. Audits are performed randomly throughout the month to determine whether purchases are made in accordance with State/Federal and University Policies as well as Spending Guidelines. When there is a finding that policy or procedure is not compliant, the PCard Administrator will file for disciplinary action via the PCard Compliance Review Form.

**Non-Compliance Issues include but are not limited to:**

- Failing to reconcile by the deadline
- Failing to approve by the deadline
- Accidental personal purchase
- Split transaction to circumvent spending limit
- Inappropriate or unallowable purchase
- Failure to comply with State of North Carolina Contract Terms
- Using Debarred vendors
- Gift Card issues
- Missing or inadequate receipt
- Missing 5 W's, (Who, What, When, Where, Why) information

- Sales tax issues
- Misappropriation of funds
- Other issues deemed as non-compliant or risk to our institution

**Disciplinary Actions for non-compliance will be communicated via PCard Compliance Review Form:**

- **First Offense** – Written warning and/or two-week suspension
- **Second Offense** – Written warning and two week or up to one-month suspension
- **Third Offense** – Written warning and revocation of card for one month to permanent

(Any of these offenses may include a request for the cardholder to repeat PCard training.)

**Criminal Activity**

- A Personal purchase that is intentional - If a cardholder intentionally makes a personal purchase, a theft of state property has occurred. Immediate card revocation will occur. Your department head, Internal Audit, and the UNCG Police department will be notified. Appropriate disciplinary action will be taken. The cardholder will not be eligible for future PCard use.

***Note: Procurement Services reserves the right to determine the consequence depending on the severity of the infraction. Willful misuse may result in immediate suspension of the PCard and/or termination of the card. Infractions going beyond the third offense will be handled on a case-by-case basis and may result in the permanent cancellation of the cardholder's PCard.***

## Rebates

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Rebate is defined as; A return of all or part of an amount given in payment for a service or product.

Cardholders may at times purchase items for which a rebate is available. In this case, it is the responsibility of the department or cardholder to follow the appropriate procedures to receive the rebate. No cardholder or university staff will be allowed to profit personally from a rebate. Therefore, all rebates must be returned to the department to be deposited back into the fund/account that was used to make the original purchase.

Preferably rebate checks should be made out to the university. If the check is made out to the individual, it must either be signed over to the university or a personal check in the amount of the rebate must be deposited within the Cashier's office on campus.

Rebates in the form of certificates or gift cards must be returned to the originating department to be used for future purchases.

## PCard Renewal

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PCard renewal is automatic for active PCard holders. PCards are issued with a five-year expiration date. Before the renewal date arrives, a new PCard will be issued, and the cardholder will be required to turn in their old PCard to be destroyed. The PCard holder may pick up their new PCard after they have passed the PCard Quiz in Canvas with a score of at least 80%.

## PCard Replacement

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You may choose to replace your card when you have a legal name change or you may replace your card due to wear and tear or damage of the card. Your card may automatically be replaced if the card has been compromised. When the card is compromised, the bank will automatically issue a new card and send the replacement card to the PCard Administrator. The replacement card will have a new account number which will need to be updated and stored within SpartanMart with the new expiration date. The PCard Administrator will notify the cardholder by email when the replacement card arrives.

For a legal name change, complete [PCard-Works Maintenance Form](#) section, Individual Name Change, and email the form to [pcard@uncg.edu](mailto:pcard@uncg.edu). For replacement due to wear and tear, email the PCard Administrator with the details and the PCard Administrator will request an updated card.

## PCard Cancellation-Close Card Account/Deactivate User

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When a department is closing a university PCard or deactivating a Bank of America Works User, there are two options to choose from:

**Closing the PCard Account** - closes the card account only and the card can no longer be used by the cardholder.

**Deactivating the Works User** - deactivates the employee from the Works system and closes the card account.

PCards may be closed or deactivated due to:

- Termination of employment
- Transfer to another department
- Inactivity for 12 months (The card may be deactivated)
- PCard offense
- Voluntary surrender
- Departmental request

The Reconciler is responsible for scanning and emailing the [PCard-Works Maintenance Form](#) to the PCard Administrator at [pcard@uncg.edu](mailto:pcard@uncg.edu) with either the CLOSE ACCOUNT or DEACTIVATE section completed indicating whether to close the account or deactivate the user. Securely destroy the PCard by using a cross-cut shredder or dispose of the card in a UNC Greensboro locked Shred-It bin.

## Lost or Stolen Card

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If your card has been lost or stolen, immediately report the problem to the bank at 1-888-449-2273. After contacting the bank, notify the PCard Administrator. You will not be able to use the card after notifying the bank. The bank will issue a new card replacement. The PCard Administrator will contact you by email once the new replacement card arrives. The replacement card will have a new account number which will need to be updated and stored within SpartanMart with the new expiration date.

## Card Inactivity

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If there has not been activity on your card for 12 months, your card may be deactivated. If this occurs, a new PCard must be requested.

## PCard with Hospitality Spend Profile

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Procurement Services is now offering business entertainment as a spend option within our existing PCard program. This opportunity allows the PCard holders to add the Hospitality Spend Profile to the PCard. This spend profile allows the cardholder to entertain for business purposes. The PCard holder may pay for meals (not per diem), drinks, and business entertainment. The PCard with the Hospitality Spend Profile continues to allow the purchase of services, commodities, and travel.

## How to obtain Hospitality Spend Profile

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1. Familiarize yourself with the UNC Greensboro [Policy 14 Business Entertainment](#).
2. Complete the [PCard Hospitality Request Form](#). (Check the appropriate box.)
3. Submit the completed Hospitality Profile request and email the form to [pcard@uncg.edu](mailto:pcard@uncg.edu).
4. **If a new PCard is required, the card will be ordered and should arrive within 3 to 5 business days. If the individual already has a PCard, the Hospitality Spend Profile will be added to the existing card.**

5. With any new PCard the Cardholder will have to take the PCard Quiz in Canvas.
6. Once the new PCard arrives and the cardholder passes the quiz with an 80% or greater, the PCard Administrator will notify the cardholder to set up an appointment to pick up the card via email.
7. When the employee arrives to obtain the PCard, they will complete the [PCard Employee Agreement Form](#) and present proof of identification.

**Note: The only individuals that may purchase food/entertainment are the cardholders with the Hospitality Spend Profile assigned to their PCard. Please be advised that the PCard training and PCard quiz are geared NOT to allow food and entertainment on the PCards with the normal spend profile. The PCard quiz questions and the PCard training regarding food and entertainment do not pertain to cardholders with the Hospitality Spend Profile.**

## Departmental PCard

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A Departmental PCard is an option for departments on campus to obtain a PCard in the name of the department (Group) instead of in the name of the individual. The departmental card is a shared card between employees within the department. This card may be “checked out” by only one employee at a time. The Bank of America Works Group Reconciler is the individual responsible for the departmental card. If the Reconciler position is vacant, the Approver is responsible for the departmental card until a new Reconciler fills the vacancy.

Reconciler Departmental PCard responsibilities:

- Maintains documentation as to the location of the Departmental PCard
- Verifies that the employee checking out the card knows the PCard Policies
- Ensures the employee will return the card in a timely manner
- Ensures the PIN number for the Departmental PCard is only shared with the employees checking out the card
- Prior to separation from department or UNC Greensboro, the Reconciler will notify the PCard Administrator with the name of the new responsible Reconciler for the card
- Confirms the new responsible Reconciler completes all Departmental PCard forms prior to departure

**Note: If the new Reconciler is not known at the time of the current Reconciler’s departure, the card responsibility will fall on the Approver of the Bank of America Works group.**

## How to obtain a Departmental PCard

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1. The Reconciler will complete the [Departmental PCard Request form](#).

2. The Reconciler will also complete the [Departmental PCard Employee Agreement Form](#) and sign as acknowledgement of agreement.

## Who has Access to Works?

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The only individuals that have access to the Bank of America Works system are university employees that serve as an Approver or Reconciler. To gain access, the Approver and/or Reconciler will complete the [PCard or Works User Request Form](#). This form is used to create an Approver, Reconciler or Cardholder.

## How to Access Works

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You may use the web address [payment2.works.com/works](http://payment2.works.com/works) or click on the link below:

[Bank of America Works](#)

## How Does Works Work?

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Works is a web-based application that allows the Approver and/or Reconciler access from their office or home computer as well as their smart phone in order to attach/upload receipts, enter transaction details, allocate funds/accounts, and sign off on transactions. Works information is fed to Banner throughout the monthly cycle.

## How to Create a Group in Works

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1. Complete the [New Group Request Form](#) and include the following information:
  - Group Name-The name of your department
  - Parent Group Name-If Parent Group Name is unknown, use UNC Greensboro
  - Phone Number-main telephone number for department
  - Campus Address
  - Group Reconcilers and their Usernames
  - Group Approvers and their Usernames
  - Funds (include Orgs) which are to be used for reconciling the group's PCard transactions
  - Signature of Approver/Budgetary Authority-this individual must have security access in Banner to post and query funds
  - Date

2. Email completed form to [pcard@uncg.edu](mailto:pcard@uncg.edu).

## How to Become a Works User – Approver or Reconciler ONLY

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There are two forms to complete to become an Approver or a Reconciler. The [PCard or Works User Request Form](#) AND the [PCard-Works Maintenance Form](#).

### Approver

1. Complete the [PCard or Works User Request Form](#). (Check the USER ONLY box AND the Approver box.)
2. Complete the [PCard-Works Maintenance Form](#).
3. Submit the request to the PCard Administrator via scanning and emailing the forms to [pcard@uncg.edu](mailto:pcard@uncg.edu).
4. Once employee information is verified, the PCard Administrator will create the individual as an Approver in Works.
5. A Welcome Email from the Bank of America Works system will be sent to the Approver.
6. The Approver will receive an email including a PowerPoint training presentation.

### Reconciler

1. Complete the [PCard or Works User Request Form](#). (Check the USER ONLY box AND the Reconciler box.)
2. Complete the [PCard-Works Maintenance Form](#).
3. Submit the request to the PCard Administrator via scanning and emailing the form to [pcard@uncg.edu](mailto:pcard@uncg.edu).
4. Once the employee information is verified, the PCard Administrator will create the individual as a Reconciler in Works.
5. A Welcome Email from Bank of America Works system will be sent to the Reconciler.
6. The Reconciler will also receive an email regarding the Reconciler Training.

**Note: Approvers and Reconcilers will receive notifications throughout the billing cycle when there are actions required in the Bank of America Works system.**

## How to Become a Cardholder AND Works User-Approver or Reconciler

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There are two forms to complete to become a Cardholder and Works User- Approver or Reconciler. The [PCard or Works User Request Form](#) AND the [PCard-Works Maintenance Form](#).

1. Complete the [PCard or Works User Request Form](#). (Check the NEW PCARD box AND either the Approver or Reconciler box.)

2. Complete the [PCard-Works Maintenance Form](#).
3. Submit the request to the PCard Administrator via scanning and emailing the forms to [pcard@uncg.edu](mailto:pcard@uncg.edu).
4. Once the employee information is verified, the PCard Administrator will create the individual as a Cardholder as well as an Approver or Reconciler in Works.
5. A Welcome Email from the Bank of America Works system will be sent to the Approver or Reconciler.
6. An additional email will be sent from the PCard Administrator with the Approver Power Point training **or** further instructions for the Reconciler.

***Note: Approvers and Reconcilers will receive notifications throughout the billing cycle when there are actions required in the Bank of America Works system.***

## Required Training

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**Approver Training** – Approvers may only need to review the PowerPoint training below or request one on one training with the PCard Administrator. Contact the PCard Administrator to make an appointment.

[Approver Training Presentation](#)

**Reconciler Training** - For Reconciler Training, email the PCard Administrator to be added to the monthly Reconciler training that is offered via Zoom at [pcard@uncg.edu](mailto:pcard@uncg.edu). If for some reason this monthly training does not meet your schedule, contact the PCard Administrator to make an appointment for one on one training.

[Reconciler Training Presentation](#)

**Cardholder Training** - is available through [Canvas](#).

1. Log into Canvas from the UNCG Home Page with your University Username and Password.
2. Hover over Courses
3. Select (ORG) PCARD
4. Select Modules
5. Review each module 1 – 6
6. Take the Quiz (You must pass with at least a score of 80%)

## Reconciliation Timeline

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UNC Greensboro's PCard statement billing cycle with Bank of America runs from the 26<sup>th</sup> of the current month through the 25<sup>th</sup> of the following month. These are the transactions with a **POST DATE** of XX/26/20XX-XX/25/20XX. The transactions that have the POST DATES of the 26<sup>th</sup>- 25<sup>th</sup>



**MUST** be reconciled and approved by the 5<sup>th</sup> of the following month. **Weekly Reconciliation and Approval is strongly recommended.** Works automatically emails notifications when actions are required by the Approver and/or Reconciler. These email notifications are received by the Approver and/or Reconciler based on their notification settings in Works. It is recommended that you set your notification to Immediately or Daily. Please be advised that if your notification is set to Daily, you may not receive the email notification until after 3:00 pm.

***Note: Holidays and weekends will affect the cycle date range and the final reconciliation date.***

## Allowable and Un-Allowable PCard Expenses

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For a detailed list of Allowable and Non-Allowable PCard Expenses, please refer to the [Allowable/UnAllowable List](#) on the PCard website.

***Note: All exceptions must have prior approval by the Director of Procurement Services or Assistant Director of Procurement Services.***

## How to Add/Delete Funds in Works

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1. Choose the [PCard-Works Maintenance Form](#) from the PCard website.
2. Fill in Group Name as it is shown in the Works system.
3. Go to **Group Funds section** close to the bottom of the form.
4. Click on either **Add Listed Funds** OR **Remove Listed Funds**.
5. Input the fund numbers with their **Orgs**.
6. Obtain the signature of the individual that has Banner Security Access of the funds you are adding.
7. Include that individual's Banner Username and Date.
8. Scan to [pcard@uncg.edu](mailto:pcard@uncg.edu).

***Note: In order for funds to be added to a Bank of America Works group, the individual signing the PCard-Works Maintenance Form requesting fund addition must have Banner Security Access over the FUND and/or ORG in FOMPROF.***

## Billing Address

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P. O. Box 26170  
Greensboro, NC 27402

# Record Retention

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For retention and disposal information, refer to: [Records Management @ UNCG](#).

## Frequently Asked Questions

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1. Should tax be charged on my purchase?

Purchases made with your PCard should be tax exempt. There are eight items listed on the University of North Carolina at Greensboro's [Sales Tax Exemption Letter](#) that are not tax exempt. Cardholders that wish to go to Walmart or other local vendor must take the [Sales Tax Exemption Letter](#) and [Sales Tax Certificate](#) to Customer Service so they can accommodate our sales tax exemption. (Telephone the store prior to the trip.)

2. Why is my PCard purchase being declined?

Your card may be declined due to incorrect billing address, blocked MCC codes, attempting to circumvent spending limits, traveling outside the state of North Carolina, or traveling outside the country. When this happens, call the bank using the number on the back of your card.

3. What happens when we receive a credit on a card that has been deactivated?

Credits are always issued to the same card in which the original charge was made. These credits will flow to the appropriate cardholder.

4. What do I do if I do not have a receipt for my PCard transaction?

For a lost receipt, contact the vendor to see if they can send you a copy. For credits, contact the vendor to get a copy. If they do not send a receipt for the credit, attach a copy of the receipt in which the charge was originally made and write an explanation about the credit on the receipt. If you have exhausted all measures to obtain a receipt from the vendor, contact the PCard Administrator to get a copy of the Missing Receipt Form. Complete the Missing Receipt Form in detail and attach it to the transaction in Works.

5. I am still waiting on a credit, what do I do with the original charge?

The original charge should be reconciled and approved as with any transaction. When the credit posts, this will be reconciled to the same fund/account as the original charge.

6. What is a Default Banner Fund?

This is a fund that the PCard Administrator uses to charge transactions in case the department fails to reconcile transactions by the cycle deadline.

7. How can I view the transactions posted on my back statement?

Your department Reconciler can provide you with a listing of the transactions posted on your bank statement by running a report utilizing the Bank of America Works system.

8. I've made purchases and they are not showing up on my statement or in the Works system. What do I do?

Save your receipts to match to the account statement, which is available in a Works report, in which the charges appear. Remember that charges you incur may take up to 6 months to post to your account and appear on your statement. You may wish to contact the vendor to verify they have initiated the transaction with the bank.

9. Since the original receipts for the PCard purchases will be kept in departments, will audits take place in individual departments?

Since July 2015, random audits take place in the Works system and are based on information entered by the Reconciler. If there is a discrepancy, the PCard Administrator will contact the Reconciler for clarification.

## Forms and Documents

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[New PCard or Works User Request Form](#) (Use this form to create-a new Approver, Reconciler, Cardholder or Auditor)

[PCard-Works Create New Group](#) (Use this form to create a new group.)

[PCard-Works Maintenance Form](#) (This is a multipurpose form. Use this form to add/change group officials, funds, group name or Close/Deactivate Users & Card Accounts. etc.)

[PCard Employee Agreement Form](#) (May be completed before picking up PCard.)

[PCard Hospitality Request Form](#) (Offers the option for Business Entertainment)

[Departmental PCard Request Form](#) (Use this form to request a Group PCard.)

[Departmental PCard Employee Agreement Form](#) (Group Reconciler agrees to the group card responsibilities)

[Dispute Form](#) Contact the PCard Administrator at [pcard@uncg.edu](mailto:pcard@uncg.edu). (Preferred method is disputing within the Bank of America Works system using the Dispute tab on the transaction.)

[NC Tax Exempt Certificate](#)

[Sales Tax Exemption Letter](#)

Missing Receipt Form-Contact PCard Administrator at [pcard@uncg.edu](mailto:pcard@uncg.edu)

# References

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[Procurement Services Policy & PCards](#)

[State Procurement Card Contract 946-A](#)

[Bank of America User's Guide](#)

[Purchase and Contract](#)

[UNC Greensboro Controller's Office Policies](#)

[Spending Guidelines](#)

[Travel Manual](#)

# Contact Information

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UNC Greensboro  
PCard Administrator  
336-334-4461 phone  
[pcard@uncg.edu](mailto:pcard@uncg.edu)

Bank of America - Lost or Stolen  
1-888-449-2273

Bank of America - Fraud  
1-866-500-8262

Bank of America - Works  
[Payment2.works.com/works](https://payment2.works.com/works)