

Departmental Card Guidelines & Procedures

PS 9.2

Procurement Services

Credit Card Solutions

Office of the Controller

<https://controller.fiu.edu/departments/procurement/credit-card/>

Revised January 2025

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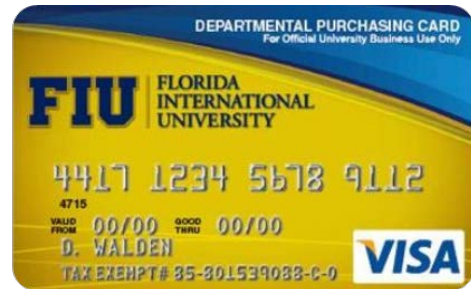
1. PROGRAM OVERVIEW

1.1 PURPOSE

The Florida International University Departmental Card Program is designed to provide a more efficient means of making routine small and large dollar purchases, which allows more control at the department level, defrays travel expenses, and streamlines the procurement cycle. Cardholders can use the Department Card to purchase allowable goods and services as long as departments follow all the required State and University regulations and guidelines.

This manual outlines the benefits of the Departmental Card program; describes the responsibilities of Cardholders, Approvers and departments; and enumerates the rules of the program.

The guidelines and procedures contained in this manual apply to all Cardholders and those who have direct or delegated responsibilities under the card program. Section 13 of this manual lists the key contacts for the card program.



1.2 CARD SETUP

The Departmental Card is a one card solution available in 3 categories of authorization: Commodity Purchases only, Travel Purchases only and Dual Use (for those Cardholders authorized to make both Departmental Commodity and Travel purchases).

1.3 PROGRAM BENEFITS

The Departmental Card program provides the following benefits:

- Streamlines the processes for most small and some large dollar transactions. The cost of purchasing goods/services with a Departmental Card is significantly less than purchasing items via a purchase order. This allows departmental personnel more time to perform other important tasks related to the University's educational mission. This also expands the vendor base by enabling Cardholders to buy in person from local vendors, by telephone, or online. Cardholders may also receive the lowest discounted price from vendors, since vendors will be paid quickly.
- Merchants receive their payment within 24 to 72 hours, depending upon how fast they transmit the transaction to their servicing bank and how quickly the bank routes transactions to Visa. Since merchants will be paid promptly, they should be more inclined to accept Cardholders' orders.
- When used for travel, JP Morgan Chase and Visa provide additional travel insurance including *travel accident*, *lost baggage reimbursement*, and *hotel burglary reimbursement* at no cost to the Cardholder or FIU.

1.4 CREDIT CARD PROVIDER

The University utilizes a VISA card platform and has selected JP Morgan Chase to provide Credit Card Management Services.

2. DEPARTMENTAL CARD PROGRAM CONTROLS

2.1 RESPONSIBILITIES OF THE CREDIT CARD SOLUTIONS ADMINISTRATOR

The FIU Credit Card Solutions Assistant Director oversees the program, establishes rules, issues guidelines, provides reports and statistics and assists Cardholders with problem resolution. The Credit Card Solutions Team is responsible for monitoring the effectiveness of the Departmental Card Program and user compliance with the procedures as outlined in this manual. The Controller's Office will initiate the monthly electronic payment to JP Morgan Chase.

2.2 RESPONSIBILITIES OF THE BUSINESS UNIT APPROVER (VP, DEANS AND DIRECTORS)

Business Unit Approvers are responsible for overseeing the Departmental Card program in their department, division, or college. They should make sure that Cardholders are employees who can be trusted to spend department funds and that the Cardholder is the appropriate individual responsible for making purchases on behalf of their departments or areas. They should also ensure that the Approvers assigned to a Cardholder are not subordinates.

2.3 DEPARTMENT INTERNAL CONTROLS

Each department should establish internal controls sufficient to regulate its card activities. The responsibility for appropriate use of the card lies not only with the Cardholder, but also with the approving department. Individual departments are encouraged to establish their own procedures in addition to those required by The Office of the Controller in order to ensure effective control over their credit card usage. Departments are also responsible to ensure that they have sufficient resources to manage program oversight and deadlines. **When a card needs to be cancelled due to a cardholder transferring to another department or termination of employment, the approver or Department MUST notify the CCS team in an email to ccsteam@fiu.edu, prior to any Card Cancellation Form being sent.**

2.4 RESPONSIBILITIES OF CARDHOLDERS

The Cardholder accepts the responsibility for the protection and proper use of the Departmental Card upon signing the Departmental Cardholder Agreement, after attending a training session, and upon receipt of the Departmental Card. Cardholders are responsible for:

- Completing a Cardholder Application, including a Cardholder Agreement to acknowledge their responsibilities associated with using a Departmental Card.
- Participating in University Card training for Cardholders.
- Following all FIU Purchasing Guidelines, making purchases of goods and/or Travel in accordance with university guidelines and State regulations to meet their departmental purchasing needs.
- Providing the original documentation for each purchase to their Approver in a timely manner to meet monthly deadlines.
- Reviewing their monthly statements to ensure that all transactions listed are valid, making sure that their transactions are reconciled and approved within program guidelines.
- Ensuring the physical security of the card and protecting the account number and not sharing the card/card number with other employees.
- Identifying disputed items and contacting the merchant directly to resolve disputes and filing a formal dispute within 5 days of the billing Statement.



- Immediately reporting lost/stolen or compromised cards to the Credit Card Solutions Office, the Cardholder's approving official, and JP Morgan Chase.
- Requesting bids for charges exceeding the bid threshold and obtaining quotes when applicable.

2.5 RESPONSIBILITIES OF APPROVERS AND RECONCILERS

- Completing a Processor Application and participating in university card program training.
- Reviewing all Cardholder transactions with the cardholder and reconciling the individual receipts to the online transactions in PantherSoft Financials system in accordance with program requirements.
- Tracking disputed items to ensure proper credit is received.
- Approving only charges for which they have a detailed receipt/proof of purchase and any applicable supporting documentation prior to reconciliation.
- Notifying their Cardholder, Cardholder's supervisor, Credit Card Solutions Team and/or Internal Audit (as appropriate) of charges that do not appear to be legitimate or in violation of state and/or university policy.
- Looking for signs of fraud, such as purchases that are sent to a home rather than to the office, items that appear personal in nature and purchases made on holidays or weekends.
- Review for restricted items and for appropriateness of purchase.
- Contact the Credit Card Solution staff if you are unsure as to the validity of purchases.
- Looking for split purchases and Florida sales Tax.
- Reconcile statements monthly and on time.
- Reporting suspected fraud activity.
- Maintain organized records (refer to section 3.19 of this guide)
- When a card needs to be cancelled due to a cardholder transferring to another department or termination of employment, the Approver or Department **MUST** notify the CCS team in an email immediately, prior to the Card Cancellation Form being sent.

2.6 CREDIT CARD LIMITS AND BILLING CYCLE

The dollar limits assigned to a Departmental Card are based on the limits approved for each Cardholder on the Departmental Cardholder Application and approved by the Credit Card Solutions Administrator.

The monthly credit limit sets a restriction on the total amount of spending that can occur during the statement period. The single purchase limit restricts the total amount of a single transaction. The single transaction limit does not affect how much can be spent per day; it only affects how much can be spent per transaction.

The standard limits assigned to the Departmental Card are as follows:

SINGLE TRANSACTION LIMITS

The single transaction amount is the total dollar allowable per single transaction.

- \$1,000 - The standard per transaction limit for commodity use only
- \$5,000- The standard per transaction limit for travel only use and dual use

MONTHLY CREDIT LIMIT

- \$5,000 - The standard monthly limit for commodity only use only
-
- \$10,000 - The standard monthly limits for travel only use and dual use

Under no circumstances shall the Cardholder request the merchant/vendor to split charges to avoid the single transaction limit (see section 3.11 for additional information).

The monthly billing cycle for the Departmental Card runs from the first day of the month and closes on the last day of the month. On the first day of the month, a Departmental Cardholder's limit amounts will be restored to the full amount.

- Every department should keep track of its credit balance or call JP Morgan Chase at the number shown on the reverse side of the Departmental Card to inquire about the remaining balance. Credit limits can be adjusted based on a departmental budget and purchasing needs.
- If a Cardholder has a specific requirement for higher limits, the Temporary Account Maintenance Request form must be completed and submitted to their Business Unit Approver for authorization, and then forwarded to the Credit Card Solutions Team. These requests must be made prior to the purchase.
- If a permanent increase is needed, based on historical spending or new purchasing duties, the Cardholder must submit a completed CCS01 Cardholder Application eForm, which allows for changes to the Cardholder's information.

2.7 CARD INACTIVITY

Annually, a Card Inactivity Review is conducted by the Credit Card Solutions Team. Cardholders who have not had card activity during the consecutive 12-month period prior to the review will be sent an *Inactivity Notification* via email. Cardholders must reply with a justification as to why the card account must remain open. Cardholders may also reply to the notification indicating that the card is no longer needed. If no response is received within three weeks of the notification, the card account will be automatically cancelled, and the Cardholder will receive notification.

2.8 CREDIT CARD MONTHLY AND PER TRANSACTION LIMIT REVIEWS

Credit limits are assigned to Cardholders based on their purchasing needs. The Credit Card Solutions Team conducts reviews to analyze the Cardholder's transactional spend in comparison to their assigned credit limits.

If it is determined that the Cardholder is not utilizing the majority of their credit limit in a span of a year, the Cardholder's credit limits will automatically be adjusted to fit their card spend. The Cardholder will be notified via email of any change to their credit limits.

2.9 CARD SECURITY

Each Cardholder is responsible for the security of the Departmental Card assigned to them. All precautions should be used to maintain confidentiality of all information relating to the card, such as the Cardholder account number and expiration date. Since the Departmental Card is a regular VISA card, it can be mistaken for a personal card. For this reason, it is recommended that the Departmental Card be kept separate from any personal credit cards.

A Departmental Card and/or number should always be protected and kept in a secure location. The only person authorized to use an FIU Departmental Card is the Cardholder whose name appears on the face of the card. Under no circumstances will the Departmental Card and/or card number be given or loaned out to another person or e-mailed in its entirety.



Any Cardholder sharing their Departmental Card information or allowing another individual to use their Departmental Card for purchases may have their Departmental Card cancelled.

PROCESS FOR CARD CANCELLATION

Departments that fail to follow the correct and timely card cancellation protocols risk losing the card privileges for their entire unit.

The Credit Card Solutions Team must be notified immediately by the Cardholder, their Approver, or by the Cardholder's department whenever the Cardholder retires, resigns, terminates employment, transfers to another department, or assumes different duties that do not require using the Departmental Card. This notification **MUST** be sent to the Credit Card Solutions Team **PRIOR** to the card cancellation form.

- Complete the [CCS08 Departmental Card Cancellation Form](#):
 - Cut the card in half and attach the pieces to the form.
 - Obtain Supervisor or Business Unit Approvers Signature.
 - Send the completed CCS08 Card Cancellation form to the Credit Card Solutions Team, to complete the cancellation process.

FIU FLORIDA INTERNATIONAL UNIVERSITY Credit Card Solutions Card Cancellation Form

Card Type: Departmental Card (Commodity, Travel or Dual Use) Travel & Entertainment

Cardholder Name: _____ Panther ID#: _____

This form verifies that the employee whose name is mentioned above has relinquished possession of their Florida International University Credit Card. Attached are the cut-up pieces of the Credit Card assigned to this individual in accordance with Florida International University's policies and procedures.

This form should not be used for Lost/Stolen Cards or Expired Cards that have been renewed. Please shred the card in these cases.

Step #1: The Credit Card Solutions Team **MUST** be notified **PRIOR** to the submission of this cancellation form. Failure to follow the correct and timely cancellation protocols risk losing the card privileges for your entire unit.

Step #2: Cut the card in half and affix into the box below:

Affix Half of Card Here

Affix Half of Card Here

Step #3: Cardholder and BUA/Supervisor must sign and date card cancellation form:

Cardholder Signature: _____ Date: _____

Business Unit Approver
OR
 Immediate Supervisor _____ Date: _____

FOR USE BY CREDIT CARD SOLUTIONS TEAM ONLY

Last Transaction Date: _____ Prior notification received Account Terms: _____

Date Closed (Bank): _____ Date Closed (FSU): _____ Date Removed (System): _____

Initials: _____ Initials: _____ Initials: _____

Please submit this completed form to the Credit Card Solutions Team - CSC 437 ID: 08/15/09 40 JUN/09/04

PROCESS FOR TRANSFERS

If a Cardholder transfers to another department within the University, they are not required to cancel their Departmental Card unless their new Business Unit Approver will not approve the individual for a Departmental Card. Note, the originating department can opt to have the card cancelled prior to any transfer.

The Cardholder will need to take the following actions **PRIOR** to any departmental transfer:

- Notify the Credit Card Solution Team; a temporary suspension will be applied to the card account during the employee's transition period.
- The Cardholder must turn in all receipts and supporting documentation for outstanding purchases to the Departmental Approver.
- After the employee transfer is complete, complete a CCS01 Departmental Cardholder Application eForm, marking *Update Cardholder Information* from the Action Requested box and Card Profile based on the new card duties. The form should populate with the new department's information. Complete all sections of the form, including new default accounting information, justification, and Approver Information.

If the new supervisor does not approve the employees' continuation as a Cardholder, the employee must notify the Credit Card Solutions Team immediately, copying the prior department into the cancellation communication, and follow the process for card cancellation (refer to P.10 of this guide for additional instructions).

PROCESS FOR HR CHANGE/UPDATES WITHOUT TRANSFER

Even if there is not a transfer to a different department, when an employee HR change/update occurs, their Cardholder, Approver, and/or reconciler roles will be purged in the PantherSoft System.

If the employee is in the same position with the same supervisory hierarchy and same card program functionality:

- An email must be sent to ccsteam@fiu.edu with their supervisor on copy that explains that due to an HR update their program role has been purged from PantherSoft. It should verify that there has been no change in Department, Supervisor, or program duties. The email must also include the Panther ID# and specific roles that need reinstatement (Cardholder, Approver, and/or Reconciler).

If the employee is in the same department but there has been a change in position or supervisory hierarchy:

- The applicable eform (CCS01, CCS02, CCS03 or CCS04) will need to be completed and approved for access to be reestablished. Please review all prepopulated information on the form to ensure it is reflective of the HR updates.

PROCESS FOR TERMINATIONS

If a Cardholder terminates their employment with the University, they must:

- The Cardholder or their Department must notify the Credit Card Solutions Team of cancellation.
- The Cardholder must turn in all receipts and supporting documentation for outstanding purchases to the Departmental Approver.
- Follow the process for card cancellation (refer to P.10 of this guide for additional instructions).

PROCESS FOR EXTENDED LEAVE/ABSENCE

If a Cardholder is going to be absent for an extended period of time, including on absence/leave, the Cardholder (or department) must submit a [Temporary Maintenance Request form](#), requesting that the card be temporarily suspended for the period that the employee will be absent.

Additionally, the department should consider requesting the issuance of a Departmental Card for another qualified staff member, either temporarily or permanently, to facilitate the departmental purchases during the primary Cardholder's extended absence.



2.11 TYPE OF FUNDS THAT CAN BE USED WITH THE DEPARTMENTAL CARD

Departmental Card purchases may only be made with money from designated funding sources in FIU01. Generally, these sources are Educational & General Use (E&G), Auxiliary, Sponsored Research, Contracts and Grants, and Local and Concession.

Foundation Funds may not directly be used for Departmental Card Transactions.

2.12 ENCUMBRANCES

The Departmental Card Program was established, in part, to lessen the amount of paperwork and processing time currently needed for small dollar purchases, therefore, Departmental Card charges are not encumbered at any time during the process. Since the payment is processed after the items are received, the Cardholder must be careful not to overspend their departmental budget at any time.

Departmental Cards are tied to a valid FIU Activity Nbr or Project number (fund 653,654, or 655 only). A default Activity nbr or Project ID (fund 653,654, or 655 only) is assigned when the Departmental Card Application is processed.

Transactions may be processed against this Department number or may be charged to another Activity nbr or Project ID number when the Approver processes the charges. A single transaction can be split across multiple accounts and/or Activity or Project numbers.

2.13 FINANCIAL RESPONSIBILITY AND OWNERSHIP OF THE DEPARTMENTAL CARD

The University is responsible for the Departmental Card Program and all transactions, including payment to the bank for the monthly billing statement.

3. DEPARTMENTAL CARD POLICIES AND PROCEDURES

3.1 WHO SHOULD HAVE A DEPARTMENTAL CARD

The Departmental Card is available to full-time A&P, USPS or Faculty members with approval of their Business Unit Approver.

Part-time staff, students, research assistants, and non-University employees are NOT eligible to receive a Departmental Card.

Commodity Use Only Profile: Issued only to University Employees responsible for making purchases on behalf of their departments or program. It requires the Cardholder to understand the Commodity Card rules and regulations and to provide documentation for all transactions. As part of the Cardholder application and training process, the Cardholder will be advised of all rights and responsibilities, including the penalties for misuse of the card.

Travel Use Only Profile: Issued only to University Employees responsible for making travel arrangements for their departments or program. It requires the Cardholder to understand the University Travel Policy and Procedures and the Departmental Travel Card rules and regulations. They are required to provide documentation for all transactions. As part of the Cardholder application and training process, the Cardholder will be advised of all rights and responsibilities, including the penalties for misuse of the card.

Dual Use Profile: Issued to University Employees responsible for making commodity purchases and travel arrangements for their department and/ or program.



3.2 HOW TO APPLY FOR A CARD

Eligible University staff may apply for a Departmental Card by completing the [Departmental Card Application](#), which is located on the Office of the Controller's Website. The Cardholder Applicant must sign in with their AD credentials. After they have completed the form, it will be sent electronically via the workflow for appropriate approvals. The completed and approved Application is then sent to the Credit Card Solutions Team, Office of the Controller via workflow for processing.

As part of the application process:

- Each Cardholder must justify the need for the Departmental Card, including having it noted in the job descriptions for these employees to reflect that they will be using a university credit card.
- Complete and pass an extended background Check.

For additional information on adding the duties to a job description and to schedule your background check with fingerprinting, please contact Human Resources at 305-348-2500.

All applications must have the name of a Departmental Card Main Approver and a Back-up Approver who will review the Cardholder's transactions for compliance to the Departmental Card Guidelines, reconcile the transactions to the funding source and maintain the Departmental Card transaction files for each Cardholder for audit and/or review purposes. These individuals should demonstrate the ability and willingness to follow the University's policies and procedures, be able to question the Cardholder's transactions and have access to the PantherSoft Financials System.

A Departmental Card Main Approver and the Back-up may be assigned to one or more Cardholders, and cannot report to the Cardholder, directly or indirectly (subordinate).

3.3 TRAINING

All Departmental Card Cardholders and Approvers must attend a training session on the guidelines and procedures associated with the Card Program.

The training session is a self-paced online course with an assessment that will take approximately 1-2 hours to complete. An 80% Assessment score is required for course credit.

The Approvers will participate in the same training as the Cardholder in order to receive training in the responsibilities and processing of the Departmental Card transactions in the PantherSoft Financials system.

Cardholders must submit a completed Departmental Cardholder Application for review and approval by the Credit Card Solutions Administrator. Once approved, the Cardholder Applicant will be contacted by e-mail with information regarding future Departmental Card training sessions. The list of future training sessions can be found on the Financial Systems and Support Services webpage under the Office of the Controller website.

The Cardholder/Approver/Reconciler applicant can [sign up for the training](#) session using FIU Develop website. Login using FIU AD Credentials> Departmental Credit Cards> Go to Course. Inside the course, you will be prompted to select the appropriate training session based on your intended role.

A Departmental Card will be ordered once the following have been completed:

- The Departmental Cardholder Application with Cardholder Agreement has been completed.
- The Cardholder Applicant has attended the required training session and passed the required assessment, earning a minimum of 80% accuracy.
- The Main and Back-up Approvers have attended the required Approver training session.

Once the Departmental Card has been ordered, it will arrive at the Cardholder's campus address within 7-10 business days from the date it was ordered. If the Cardholder has not received their new card, the Cardholder is responsible for contacting a member of the Credit Card Solutions Team to inquire about the status of the card. The Credit Card Solutions Team will contact the Bank issuer to resolve the issue.



Approvers and Reconcilers must submit the Departmental Card Approver or Reconciler Application to the Credit Card Solutions Administrator. When the Application is fully approved, the applicant will receive an invitation for training. Both the Main Approver and the Back-up Approver must attend training in order to gain access to approved charges.

If the Main Approver or the Back-up Approver has previously attended a training session, they are not required to attend another session; however, they are strongly encouraged to attend the training if it has been more than a year since they last attended training. After the application and training is completed, the Approver/Reconciler must submit a CCS05 Departmental Cardholder Approver/Reconciler Update Form to request addition to cardholder profiles.

All program participants are required to complete periodic retraining and as deemed necessary by the Office of The Controller.

3.4 PERSONAL CREDIT

FIU neither evaluates nor considers an employee's personal credit when a request for a Departmental Card is made. The Cardholder's personal information (social security number, home mailing address and phone number) will not be made available to JP Morgan Chase. Transactions placed on the Departmental Card will not affect the Cardholder's personal credit history.

For bank security purposes, your personal identification is the last 4 digits of your Panther ID# and FIUXXXXXX X=Your Panther ID#. You will be asked to verify this when activating your card or when calling into the customer service line.

3.5 RENEWAL CARDS

The Departmental Card will be issued to the Cardholder for a period of three (3) years. Approximately one month prior to the Departmental Card's expiration date, the Bank will mail a new card to the Cardholder at the campus address on file. It is therefore important to notify the Credit Card Solutions Team when the Cardholder changes departments or relocates to another campus location.

Any location or transfer information notification should be done by completing a CCS01 Departmental Cardholder Application eForm and selecting *Update Cardholder Info* on the *Action Requested* section. The new card will be mailed to the University address on file for the Cardholder.

3.6 ADDING/REMOVING APPROVERS FROM A CARDHOLDER PROFILE

To add or remove established Approvers and/or Reconcilers from an existing Cardholder profile, the Cardholder must submit a [. Departmental Cardholder Approver/Reconciler Request](#) Form to the credit Card Solutions Team. As a reminder, Approvers cannot hold subordinate positions to their assigned cardholder.

3.7 TAX EXEMPTION

All transactions made within the State of Florida or that are shipped to the University directly are exempt from the State of Florida Sales and Use tax. A copy of the [University's Certificate of Exemption](#) is available under the Controller's Website.

If the Cardholder is placing an order and they are physically in a location outside of the State of Florida, then they may be charged that State's sales tax or any other applicable taxes from other countries. Any Federal or local taxes may not be exempt. The Cardholder should always inform the vendor that the purchase is tax-exempt before the transaction is completed. A copy of the tax-exempt certificate should be presented to the vendor when placing an order in person or the certificate can be faxed or e-mailed to the vendor.

If the vendor will not deduct the sales tax or will not honor the Florida Tax Exemption without additional paperwork, the Cardholder may continue with the purchase, but should note on the receipt that they requested that the sales tax not be charged, and that the vendor refused. This notation documents that an attempt was made not to have the sales tax charged.



3.8 EXEMPTIONS

There will be times when this manual does not provide specific guidance for a situation a Cardholder or traveler may encounter. The employee’s Budget Administrator and Supervisor may determine proper guidance for that situation, if such guidance is consistent with the prevailing principles that no unnecessary cost is to be charged to a university budget, the expenses are reasonable, and the guidance does not contradict any provision within this manual.

Cardholders should request an exception to the Departmental Card Procedures by contacting the Credit Card Solutions Team.

The Credit Card Solutions Assistant Director or their designee has authority to grant exceptions and/or to waive restrictions for use of the Departmental Card.

3.9 RESTRICTED/BLOCKED MERCHANT CATEGORIES

The merchant code is assigned by VISA and identifies the type of business. The University has blocked access to certain merchant categories which might generally be considered inappropriate purchases. .

If a Cardholder attempts to place an order with one of these blocked merchant categories, the transaction will be declined. Under certain circumstances, this restriction may be waived by the Credit Card Solutions Administrator or their designee by completing and submitting a Temporary Account Maintenance Request form. The following table represents merchant categories have been blocked as part of the Departmental Card Program:

All Entertainment Providers (i.e. Museum, bowling alley, movie theater)	Freezer Locker Meat Providers
Accounting Auditing, Bookkeeping Services, & Tax Preparation Services	Funeral Services
Antique Reproduction/Shops Sales, Repairs & Services	Gift Card, Novelty, and Souvenir Shops
Art Dealers & Galleries	Government Services Court Costs & Fines, Intra-Government Purchases
Babysitting Services, Childcare Services, Dating & Escort Services	Jewelry - Watches, Clocks & Silverware Stores
Bail & Bond Payments, Government Loan Payments	Luggage & Leather Goods Stores
Beauty Shops, Health & Beauty Spas, Massage Parlors	Package Stores, Beer, Wine & Liquor Stores
Candy, Nut & Confectionary Stores	Political & Religious Organizations / Religious Good Stores
Cigar Stores & Stands	Savings Bonds
Counseling Services	Shoe Repair, Wig, & Toupee Shops
Drinking Places Bars, Taverns, Night Clubs, Lounges, Discos	Telecommunication Equipment & Services
Duty Free Stores	Trailer Parks, Campgrounds, Sporting & Recreational Camps
Financial Institutions, ATMs, Insurance Sales, Real Estate Agents, Payment Service Providers, Money Transfers, Merchant Payment	Used Merchandise Stores, Consignment, & Pawn Shops
Florists, Florist Supplies, Nursery Stock & Flowers	Wrecking & Salvage Yards

3.10 REJECTED TRANSACTIONS AND DECLINES

If the Departmental Card is rejected, call the toll-free number **1-800-270-7760** on the back of the card to request a reason for the rejection. The Bank will not be able to fix any problems resulting from a rejected transaction and they will direct the Cardholder to contact the Credit Card Solutions Team. You may also log into the PaymentNet system to view declines. The most common reasons that a transaction is rejected include:

- Exceeding the single or monthly transaction limits.
- The merchant falls under a restricted merchant category code. Certain vendor types have been restricted from use by the Cardholders due to the type of items or services being sold (refer to section 3.9 of this manual).
- There is no record of the decline which indicates that there is a problem with the data connection between the merchant and the Card Issuer.

3.11 SPLITTING TRANSACTIONS

A Cardholder should **never** ask a merchant to split a charge into two or more charges to circumvent their card limits. If a charge exceeds the single or monthly card limits, the Cardholder should submit a [Temporary Maintenance Request form](#) to the Credit Card Solutions Team.

This rule applies to all funding sources.

3.12 LOST, STOLEN OR MISPLACED DEPARTMENTAL CARDS

If a Cardholder loses a Departmental Card, or if it is stolen or misplaced, the Cardholder should notify JP Morgan Chase immediately by calling the toll-free number **1-800-270-7760**. The Cardholder should be prepared to provide the following information to the Bank representative: The last 4 digits of their Panther ID#, Campus address, telephone number and a summary of what happened.

Lost or stolen cards reported by telephone are cancelled immediately. A replacement card will be issued and mailed to the Cardholder's Campus address within seven to ten working days after being reported.

The Cardholder and Approver should closely monitor all transactions posted in FIU Financials and dispute charges that appear to be fraudulent. You should also notify the Credit Card Solutions Administrator as soon as possible to confirm that the card has been cancelled.

The Cardholder will be liable for all charges incurred if a fraudulent transaction is not disputed within 5 days following the end of the billing cycle in which the disputed transaction occurred.

3.13 FRAUDULENT OR UNAUTHORIZED TRANSACTIONS

These are transactions which appear on the Cardholder's account as the result of the Departmental Card information being acquired and orders being placed without the Cardholder's knowledge. Once the Cardholder is aware of these charges, they must notify JP Morgan Chase Customer Service Department at **1-800-270-7760** to inform them that their Card has been compromised. The Bank will issue credits for all charges that the Cardholder identifies as being a fraudulent transaction.

It is very important for the Cardholder and their Approver to review all transactions in a timely manner and to notify the Bank as soon as they become aware of these types of transactions.

A Cardholder may be liable for all charges incurred if a fraudulent transaction is not disputed within 5 days following the end of the billing cycle in which the disputed transaction occurred.

When the Bank is notified that a Departmental Card has been compromised, the Card will be cancelled, and a new Departmental Card will be sent to the Cardholder's Campus address within seven to ten working days. It is very important that the Cardholder confirms their mailing address when contacting the Bank to ensure that the new Departmental Card is sent to the correct address.

3.14 CONTACT WITH THE CARD ISSUER'S FRAUD DEPARTMENT

JP Morgan Chase continuously reviews Cardholder transactions to spot potential fraudulent use of the Departmental Card. These may be multiple uses of the card for Internet purchases or repetitive purchases from an unusual source or several one-dollar transactions. In these instances, a representative from the JP Morgan Chase's Fraud Department will attempt to contact the Cardholder about any suspicious charge and until they are able to speak to the Cardholder or to the Credit Card Solutions Administrator, the Departmental Card will be placed on hold.

When contacted by the Fraud Department, the individual calling will identify themselves as a bank representative and will state that they are calling regarding the Departmental Card account and will provide the last four digits of the Departmental Card account number.

The Cardholder will be questioned about the charges, and if the transactions were placed by the Cardholder, the transactions will be authorized by the Bank and the hold on the Departmental Card will be removed. If the Cardholder has no knowledge of the transactions, then the Bank will begin the process of cancelling the Departmental Card. The Bank will send a new Departmental Card directly to the Cardholder and issue credits for all of the fraudulent transactions.

When a new Departmental Card is issued under these circumstances, the new Departmental Card will be sent to the Cardholder's Campus address. The Bank will mail or fax a report on the charges identified as fraudulent and the Cardholder will be required to sign the report and return it to the Bank's Fraud Department.

3.15 DISPUTING A TRANSACTION

The Cardholder should attempt to resolve any disputes or billing errors directly with the vendor. In most cases, the vendor will issue a credit to the Departmental Card account. If an agreement cannot be reached with the vendor, the Cardholder should complete the formal dispute process in the PaymentNet System.

For detailed instructions on this process, please see page 44 of this manual.

Formal disputes must be done within 5 days of the billing close date in order to be accepted by the JP Morgan Chase. Most Departmental Card issues can be resolved using this process. If you are unable to obtain an acceptable resolution, the Cardholder or their Approver should contact a member of the Credit Card Solutions Team.

All disputed transactions must be expensed in the PantherSoft Financials System even if the credit has not been received. When the credit is received, it should be expensed to the same accounting (Account # and Activity nbr or Project ID #) as the original transaction when it is posted in the PantherSoft Financials System.

Note: When reconciling, we recommend using account 711913 when reconciling the debit and credit. We also recommend using the description: Non-authorized, formal dispute filed.



Since all transactions must be expensed in the PantherSoft Financials System prior to the close of the month, it is in the Cardholder's best interest to file the Statement of Disputed Transactions form as quickly as possible to ensure that credits are posted back to the Cardholder's Departmental Card.

3.16 PURCHASING BEST PRACTICES

Purchases may be made from any vendor that accepts VISA unless the type of business falls under one of the business categories that are blocked from usage. When making the decision on where to purchase, the Cardholder must keep in mind the following:

- Items that are available on State and University contracts should be purchased from the vendors listed on the contracts. Pricing under these contracts should reflect the best price available. A list of these contracts can be found on the [Purchasing Services E-Mall](#) under Contracts or under [Business Services](#).
- Cardholders are encouraged to use certified State of Florida minority vendors, RESPECT (commodities made by blind or other physically challenged), PRIDE of Florida (commodities made by prisoners), and purchase commodities that are made of recycled material or content. These contracts are listed on the Purchasing Services Website under Contracts.



The Cardholder may order materials or services as required to support their department or areas, except for those items and services that are listed as Restricted Purchases under this program. The Cardholder may contact one or more vendors to request a price quote that includes freight or other costs to ensure that they receive the best price. No formal documentation needs to be submitted to the vendor when placing an order.

When ordering, the Cardholder must give the vendor detailed delivery instructions for the materials or services, which should include their name, department, and complete shipping address. Items should be shipped to the Cardholder's Campus address, but items may be shipped to another FIU business address if required. This information should be clearly marked on the outside of all packages.

Materials must NOT be shipped to the Cardholder's home address or to the University's Receiving Department.

The Cardholder should inform the vendor that they are not authorized to charge the Departmental Card until they have shipped the items ordered or provided the service. Any item(s) back ordered must not be charged to the Departmental Card until they are shipped.

If assistance is needed with a purchase, the Cardholder should contact the Credit Card Solutions Team before placing the order. The Cardholder should obtain the best price for the items or services that are being purchased and spend wisely.

3.17 INTERNET/ONLINE PURCHASES

The Departmental Card may be used for making purchases through the Internet. The Cardholder must protect their card information. When using the web for purchases, the Cardholder should:

- Use good judgment. Do not use your Departmental Card if you would not use your own personal credit card at the Internet site.
- Always select vendors who have secure Internet sites. Look for the closed lock symbol usually found in the lower right-hand portion of the screen or a site address/URL that starts with "https://".
- Before completing the transaction, the Cardholder should make a print screen of the information or use the confirmation email as this will serve as your receipt/invoice. This document should be submitted to the Cardholder's Approver as documentation of the transaction.
- Payment should not be made to the vendor until the goods/services have been provided/shipped.

When an online service has a "click thru" agreement, you must ensure that procedure is followed. (Refer to "click thru" agreements).

3.18 REQUIRED DOCUMENTATION

RECEIPT/INVOICE REQUIREMENTS

Receipts/invoices are a critical part of the Departmental Card Program as it documents the transaction information. Accurate and detailed records of Departmental Card purchases allow the Credit Card Solutions Accountants, FIU and State auditors to verify and audit Cardholder purchases for compliance with University, State and Federal policy, statutes, rules and regulations. All receipts/invoices must contain the following information:

- Vendor Name and Address
- Date of Purchase and/or Date of Good Received
- Description of each item purchased.
- Unit Cost of each item purchased.
- Total Cost of the purchase charged to the Departmental Card

Receipts may be a cash register receipt, fax confirmation, E-mail, completed Web order form, completed mail order form or a company invoice. All of the information on the receipt must be clear and legible.

The Components of a "GOOD" Receipt

The components of a proper receipt are listed below. If the receipt you receive does not include all of the below, BE SURE to note the missing information on the receipt:

- 1— The merchant name and location
- 2— The date of purchase
- 3— Detail of Purchase
- 4— Pricing detail that reflects the total

Also note, Florida Sales Tax has been removed.

Best Price Depot	
(305) 222-2222	1
3579 Anywhere Avenue	2
Happyville, FL 33199	
March 1, 2013 3:15 pm	2
1234 Batteries 1 @ 10.95	3
5678 Rope 1 @ 16.95	3
1526 Shovel 2 @ 9.99	3
3748 Bulbs 10W 10 @ 4.20	3
SUBTOTAL 89.88	4
Tax Fl 7.00 0.00	
TOTAL 89.88	
Credit Card 89.88	
Auth Code 381092 89.88	
Charge Due 0.00	
Thank you for shopping with Best Price Depot ☺	

Upon delivery of the order and a receipt/invoice is received, the Cardholder will verify:

- If the receipt does not clearly indicate the purpose of the purchase, then documentation should be attached in the support to state the reason for the purchase.
- **By submitting the receipts to the Approver, the Cardholder is acknowledging the goods or services were received and the charges comply with university policies and procedures. They are also authorizing the Approver to expense the transaction in the PantherSoft Financials System, and that the transaction provides a benefit to the University.**
- All original receipts must be submitted to the Cardholder's Approver, if possible, within three (3) days after receipt of items or services.
- If the Cardholder's receipts are incomplete, and/or the Departmental Card transactions are not approved in a timely manner, this is considered misuse of the Departmental Card, and the privileges may be cancelled.

Individual departments are encouraged to establish their own procedures in order to ensure effective control over their credit card usage.

BANK STATEMENTS

The Cardholder will receive a Departmental Card statement from the financial institution by the 10th of each month, reflecting all transactions made during the billing cycle. The statement should be reviewed by the Cardholder for accuracy of all transactions authorized. The original or a copy of the Bank Statement must be submitted by Cardholder to the Departmental Card Approver for reconciliation against transaction documents previously filed by the Cardholder. **Electronic .pdf copy of the statement may be obtained from the PaymentNet system.** For detailed instructions on this process, please see page 42 of this manual.

MISSING RECEIPTS

If the Cardholder loses the receipt or invoice for a transaction, the Cardholder should attempt to obtain a copy of the receipt from the vendor. If the receipt or invoice cannot be obtained through other means, then the Cardholder must complete and submit to their Card Approver a [Replacement Receipt Form](#), located at the Office of the Controller's Website.

This Replacement Receipt Form must contain a detailed description and pricing of all items received and it must be signed by the Cardholder's supervisor.

The continued use of the Replacement Receipt Form will not be acceptable.

Submission of more than three (3) Replacement Receipts during a billing period will be seen as misuse under the Departmental Card Program and should be reported to the Credit Card Solutions Team by the Approver via email.

The image shows a 'Replacement Receipt Form' from Florida International University. At the top left is the FIU logo. The title is 'Replacement Receipt Form'. Below the title is a disclaimer: 'This form is to be used ONLY if the actual receipt, invoice, packing list or internet order form is not available. It will be allowed only in extraordinary circumstances. It must be filed out COMPLETELY and signed by the Cardholder's Supervisor. This form will not be accepted for missing Item Purposes.' The form is divided into sections: 'Cardholder and Transaction Information' with fields for Cardholder Name, Vendor Name, Vendor Location, Purchase Date, and Vendor Phone; 'Description of Purchase (List Items & Quantities)' which is a table with columns for Description, Quantity, and Cost; and a 'Purpose' field. At the bottom, there are signature lines for the Cardholder and Supervisor, each with a date field. The form number '14/0006' is in the bottom right corner.

3.19 INCOMPLETE CARD TRANSACTION RECONCILIATIONS

Departments (Approvers and Cardholders) are responsible for adhering to the monthly reconciliation deadlines. This practice is an integral part of ensuring a timely closing of the university General Ledger.

Any charges not processed by the closing deadline will be automatically charged to the cardholder's default accounting on file by the Credit Card Solutions Team and will not be eligible for expense transfer. Additionally, any transactions approved by the Credit Card Solutions Team will be subjected to 100% audit and may have their card temporarily suspended during the period of the transaction review.

Additionally, cardholders with three unjustified non-approvals in the same fiscal year potentially risk having their card limits temporarily suspended for no less than 30 days.

3.20 RECORD RETENTION

All of the Departmental Card files should be maintained by the Departmental Card Reconciler or Approver in an orderly manner. This documentation should include all original invoices, copies of the bank statement and other documents that are required to support the transaction for each Cardholder for a period of five (5) fiscal years for audit purposes.

4. COMMODITY SPECIFIC PURCHASES

4.1 ALLOWABLE PURCHASES

The following is a list of categories that are considered ACCEPTABLE purchases under the Departmental Card Program. This list is provided to serve as reference to the types of items that CAN be purchased with the Departmental Card and is in no way a complete list of the types of items or services that may be purchased.

Allowable Purchases

Advertising	Maintenance Supplies/ Materials and supplies
University Bookstore Purchases	Membership Fee (Institutional and Departmental only)
Audio & Video Equipment (cost < \$1,000) and Videos	Minor Equipment (cost < \$1,000)
Batteries/ Electrical Supplies	Tools (cost < \$1,000)
Books and Publications	Duplicating Services/ Toner Cartridges
Art Supplies /Educational Materials & Supplies	Photographic Supplies and Paper
Computer Supplies & Parts	Printing Services
Courier Services / Delivery Services (UPS)	Publication Fees (article printing, publishing)
First Aid Supplies & Replenishment	Subscriptions (Journals, Magazines)
Lab/Research Supplies (excludes purchases of hazardous materials [biohazard, radioactive materials and chemicals, controlled substances including drugs, alcohol and tobacco]). Please contact Environmental Health and Safety for additional guidance on hazardous materials, chemicals and substances.	Food/Food Products - Refer to "Food Purchases" section for conditions (FIU has preferred vendors for Catering)

4.2 HAND SANITIZERS, TISSUES, AND PPE

The university is taking the H1N1 and novel COVID-19 virus very seriously, the purchase of hand sanitizers, PPE, and facial tissue is an appropriate purchase using a purchase card. A statement must be included with the purchase explaining that the purchase is made as a preventative measure against the H1N1/COVID-19 virus. This should also be included in the supporting documentation.

These items should be placed in common areas of the building(s) and not on an individual employee's desk as "personal convenience items" to employees.

4.3 PAYPAL AND OTHER THIRD-PARTY CREDIT CARD PROCESSORS

PayPal and third-party credit card processors are acceptable when purchasing goods and/or services if the vendor does not provide an option to charge the card directly.

DO NOT USE A PERSONAL PAYPAL OR OTHER PERSONAL 3RD PARTY CREDIT CARD PROCESSOR'S ACCOUNT TO TRANSACT OFFICIAL FIU BUSINESS!

If the actual Vendor providing the goods and/or services is not listed on the receipt or invoice, then the Cardholder must document the actual Vendor and submit it with the receipt or invoice for auditing purposes.

4.4 PURCHASE OF SOFTWARE

The Departmental Card (Commodity/Dual Use) can be used to purchase software with per unit cost of \$1,000 or less under the following conditions:

1. The software is not available for purchase through PantherTECH.
2. The software is not being purchased from a foreign vendor.
3. **All software, regardless of cost, must be fully approved in TCM prior to purchase.**

4.5 PROCESSING PURCHASES WITH “CLICK THRU” AGREEMENTS OR TERMS & CONDITIONS

Click-through agreements are considered legal contracts. Since FIU is a public entity of the State of Florida, the University is precluded from agreeing to certain terms and conditions. It’s common that standard click through agreements contain language and terms that are not acceptable to the University. When encountering new computer applications, software, or other services (even “free” ones) available online, you may be required to click a button that says “yes” or “I agree” as to certain terms and conditions to use the application. These are “click-through” agreements.

One may even receive this request to click-through when upgrading to the latest version of an existing application. You should reach out to the supplier and provide them with written notice that you are not permitted to accept click-through agreements, and request that they allow us to print, review, revise, and have the contract signed by both parties per our standard contract process. **All software agreements regardless of the contract value must be processed through TCM.**

The ordering department is ultimately responsible and accountable for all the activity that occurs on their P-Card. The cardholder should document who in their department is an ordering individual and confirm with them and document the agreement as to the terms (including the terms and conditions associated with the purchase). If the terms are click-through, the ordering individual may be personally responsible for any and all implications that result from such an agreement. Therefore, the cardholder should retain a copy of such individual’s consent and attach it as the supporting documentation to the purchase.

Please note, that the terms and conditions associated with a purchase order provide certain legal protection to the university and therefore, there may be instances where the cardholder chooses to request a purchase order rather than utilizing a P-Card.

4.6 AUTO-RECURRING PAYMENTS

Auto recurring payments should only be used when no other payment options are available; additionally, it must meet the following criteria:

- There are no contract/terms and conditions involved.
- A statement, invoice, or receipt is provided to you by the merchant that specifies the purchase detail.
- If the service is discontinued, you (or your department) must ensure that the vendor is notified immediately.

4.7 PURCHASING OCO/ASSETS

The purchase of capital equipment is not allowed with the Departmental Card. This is equipment, which is tangible, movable, personal property of a non-consumable, non-expendable nature, with a value of \$5,000 or more and which has a normal expected life of one year or more.

This also includes books with a value of \$250.00 and up. The Cardholder should not split the cost of any OCO item to avoid this limit. **Note: This applies to all funding sources.**

4.8 PURCHASE OF ATTRACTIVE PROPERTY

Although items such as printers, cameras, scanners and other “attractive property” valued under \$5,000 may not be tagged or inventoried annually, your department should make every effort to safeguard this property.

“Attractive/sensitive assets” are tangible personal property that cost less than \$5,000 and can be characterized as “walk away” items. These items are prone to theft because they are either not secured, are easily portable, contain new technology and/or they are adaptable for personal use.

Any property item included on the United States Munitions List (USML) that costs less than \$5,000 will be considered an attractive/sensitive asset.	Digital Cameras/Video Cameras Communication Equipment Data Processing Equipment
Examples of attractive/sensitive items include Audiovisual equipment/Projectors/Televisions	
Some Lab Equipment	Computer peripherals/Scanners/

4.9 PURCHASING COMPUTERS

The Purchase of computers, laptops, and tablet computers (i.e. iPad, Xoom, and Galaxy), e-Readers (i.e. Kindle, Nook) and MP3 Players (i.e. iPods) are **not** allowed with the Departmental Card.

These items must be purchased on a purchase requisition through Purchasing Services.



3G service fees for tablet computers cannot be purchased with the Departmental Card. These purchases must be made in accordance with the University Cellular Phone Allowance Policy. In the case of emergency purchases, please contact the buyer in Purchasing Services at 305-348-2161 for additional assistance in making your purchase.

4.10 PURCHASING HAZARDOUS MATERIALS

The purchase of hazardous chemicals/materials with the university card is limited **exclusively to Fisher Scientific on an emergency/expedited basis only**. We have partnered with Fisher to ensure that the purchase complies with all EH&S safety regulations.

The purchase of hazardous chemicals/materials from any other merchant is not allowed with the Departmental Card.

Dry Ice will be allowed, under 25 pounds from the vendor of choice.

4.11 OFFICE SUPPLIES

Office supplies are restricted with the university card program.

All office supply purchases should be made through myFIUmarket via the purchasing system. If there is not sufficient time to utilize the myFIUmarket, emergency/expedited purchases (made in the store or via phone) can be made with the PCard at the cardholders’ discretion, instead of using the marketplace.

Please refer to section II. 6.1 Departmental Card (p.28) in the [purchasing manual](#) for additional information about myFIUmarket and the Purchasing Card.

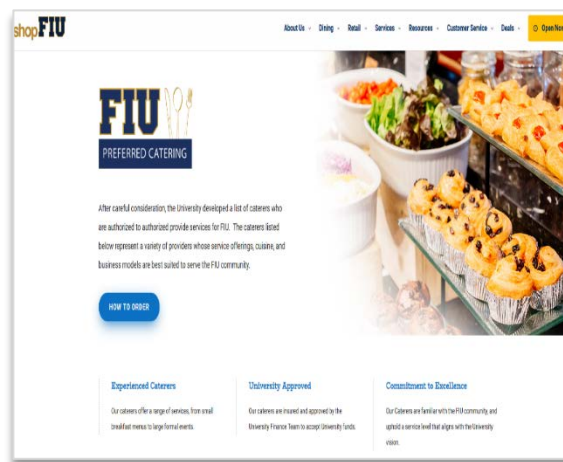
4.12 PURCHASE OF FOOD & NON-ALCOHOLIC BEVERAGES

The purchase of food and non-alcoholic beverages is restricted to only those FIU funds which allow for food purchases and all such purchases must have a clear and documented business purpose. E&G funds may **NOT** be used for this purpose. The only exception to this rule would be for the purchase of food items that are considered lab supplies (i.e. food items used as part of an experiment or that are used to feed lab animals). Funding for food and beverage purchases may be from Agency, Concession, Grant funds where specified and some Auxiliary.

The Cardholder must reimburse the University for all unauthorized or unsupported food purchases.

The Departmental Card can be used to purchase or pay for food, food items and restaurant meals under the following conditions:

- Catering is limited to those vendors who have been designated as FIU's authorized On-Campus Caterers. [Click here](#) to find a preferred catering partner. Please note that catering vendors are limited to those vendors on this list.
- Catering services encompass a wide range of offerings, including food, beverages and other related services for activities and events (including but not limited to meetings, class program events, training sessions, events, celebrations and special occasions etc.) where food items and beverages will be provided for groups at FIU campuses and/or designated locations; and it includes food that is delivered or picked up for the activity. Caterers are normally hired, and food/beverages are prepared offsite and/or onsite, delivered and/or dropped off or picked up for/by the department for these activities.
- The Preferred Caterers contracts were awarded in accordance with the Procurement process. For university activities where food will be provided and the cost exceeds \$750, a Preferred Caterer is required to be used. The \$750 threshold applies to food and beverage purchases picked up from restaurants, grocers, or other food service providers (i.e. platters, to go box lunches, etc). Catering 711601 GL account should be utilized for these events. Catering services can also include alcoholic beverages, predicated that all necessary licenses and the FIU alcohol processes are followed.
- You can find details and more information regarding the Preferred Caterers by visiting www.shop.fiu.edu and selecting "Catering" from the drop-down menu. For any questions or additional support, please visit the website, contact the Office of Business Services, or send an email to townsendf@fiu.edu.
- Fees must be collected from the specific workshop, seminar, or conference participants for which the food/food items are to be purchased.
- The contract or grant terms must specifically spell out that it is permissible to purchase food and food items utilizing the funding for these projects.
- The event must be 100% student-sponsored functions, such as dorm parties or club functions, in which student's activity fees are used to purchase food, food items or to have meals delivered.
- Use of authorized FIU Concessions or Agency accounts. These funds are allocated for official University programs and may include meals for university staff.
- Food/Food items or restaurant meals must be purchased under established guidelines for teams.
- Food/Food items for use in instructional or research classes or programs.
- Documentation should include a justification, menu, an agenda, and a list of participants.



4.13 PURCHASING FROM FOREIGN MERCHANTS

Certain types of payments to foreign merchants are subject to tax withholding and reporting. Departments making these purchases are responsible for the payment of any withholding tax assessed by the IRS, including penalties and interest.

The University is unable to withhold tax on departmental card purchases; therefore, the following types of purchases are **not allowed** with the departmental card:

- Rents (with the except to hotels)
- Royalties - the right to use images, music, text, or intellectual property.
- Services performed by foreign vendors (exception allowed when the following services are being performed by the foreign vendor outside the US - interpreter, tour guide, foreign publisher)
- Web based services, and subscriptions.
- Software

4.14 INTERNATIONAL TRANSACTION FEES

An international transaction fee is a 1.5% bank fee charged to cardholders when they purchase items while overseas or when they make foreign purchases that use an overseas bank to process the transaction. When reconciling this transaction:

- Use expense account # 772141 (International Transaction Fee).
- Additionally, make a notation on the original purchase receipt, documenting the bank fee. As an example: "plus \$X.XX International Transaction bank fee."

This notated receipt will then be used to support **both** the original transaction and separate international transaction charges.

4.15 MEMBERSHIPS

Memberships are allowed with the card and are limited to departmental/institutional. They must comply with [Florida statute](#) 216.345, F.S. which states:

Public funds may be expended for the purpose of paying professional and/or organizational membership dues upon approval by the agency head or designee, provided that the membership is essential to the statutory duties and responsibilities of the state agency.

Payment of individual membership dues may be paid from state funds when it has been certified by the professional or other organization that it does not accept institutional memberships and the membership is essential to the statutory duties of the organization. Payment of membership dues shall not be paid for maintenance of an individual's professional or trade status except in cases where agency or branch membership is necessary and more economical.

Unless specifically authorized by law, the following items related to professional and occupational items will not be paid:

- 1. Florida or other Bar dues.*
- 2. Professional license fees.*
- 3. Occupational license fees*



Departmental/Institutional Memberships are allowed. If you need to purchase an individual membership, additional steps need to be completed to satisfy the criteria for 216.345, F.S:

1. You will need a validation from the organization, in writing, that the merchant does not have Departmental/Institutional classification of membership and only offers individual; an email from the organization will suffice.
2. A memo, approved by the Dean, VP or Budget Manager, which supports membership to this specific organization is essential to the individual employees' statutory duties and responsibilities.
3. If the membership is for the Dean, approval would need to come from the provost.

The above supporting documentation will be kept on file with the backup documentation for this purchase.

4.16 NON-ALLOWABLE PURCHASES, CASH ADVANCES AND CREDITS

- **NO PERSONAL PURCHASES ARE ALLOWED, UNDER ANY CIRCUMSTANCES.** This includes items that are for decorative purposes, personal meals, parties or party supplies, coffee mugs, coffee makers & supplies, plants, fans, portable heaters, or purchases that are not for official University business purposes.
- No cash advances are allowed on the card.
- Cash rebates are not to be accepted by the Cardholder from the vendor.
- All credits must be issued against the Departmental card.
- NO TRAVEL EXPENSES (hotel, airfare, car rentals, etc.) ARE ALLOWED ON COMMODITY USE ONLY CARD.

Additionally, the following types of items **may not** be purchased with the Departmental Card, unless pre-authorized by the Credit Card Solutions Program:

Non-Allowable Purchases

Air Purifying Respirators	Flowers, Balloon Arrangements, Gift Baskets (for individual recognition/Congratulatory/Condolences)
Airbnb, VBRO, Uber, Lyft	Gas/fuel in a personal vehicle/vessel
Alcoholic Beverages, Controlled Substances	Gift Cards
All Hazardous Materials & Chemicals (including dry ice exceeding 25 pounds) - refer to hazardous materials section for exception.	Gratuity/Tips exceeding 20% for meals or 15% other services (unless mandated by merchant).
Any items prohibited by State Law or FIU Regulation or Policy	Holiday Cards
Amazon (must purchase via myFIUmarket)	Insurance of all types
Bench Top Fume Collection Cabinets	iTunes/Apple Apps
Biological Safety Cabinets, Furniture (must be purchased via Purchasing)	Kitchen Appliances (Microwaves, Refrigerators, etc.)
Boilers & Pressure Vessels	Laser Equipment, Liquid Scintillation Counters, Radioactive Materials, Explosives & Fireworks
Cash Advances	Meals (Personal Meals are Strictly Prohibited)
Cell Phones/ Cell Phone Services / Parts / Accessories (other than pooled/shared with waiver)	Membership to BJ's, Costco, SAMS Club, Amazon Prime
Cleaning of Kitchen Exhaust Systems Ozone Generators, Gas chromatographs	Microwaves (for Labs), X-Ray Machines
Computers, Laptops, iPads, or Tablet PC's	Office Supplies (must purchase via myFIUmarket)
Construction or Remodeling	Parking Decals (F.I.U.)/ payments to other internal FIU Departments
Contractual Services (the signing of agreement to any terms and conditions by a non-authorized signatory)	Personal/Individual Memberships. (Individual memberships can be purchased with additional support, refer to section 4.15 for membership guidelines)
Contributions, Donations, sponsorships (political and non-political)	Personal Monitoring / Detection Equipment
Decorative Items (Personal)	Plaques/ Trophies/ Tokens of Recognition (exceeding \$100 each)
<p>Per the Florida Board of Governors (BOG) 9.016 Prohibited Expenditures regulation, expenses related to DEI (Diversity, Equity and Inclusion) are unallowable. The regulation became effective in January 2024 and university-wide compliance was effective July 1, 2024.</p> <p>Budget managers must review all expenses before submitting to ensure these do not include unallowable services/deliverables. No purchases of goods or services related to DEI activities made with E&G funds can be approved as these are prohibited.</p> <p>Please use the following tools to determine if an expense is prohibited:</p> <ul style="list-style-type: none"> • PE Decision Tree – tool to determine whether an expenditure is permitted • PE PowerPoint – presentation by the PE Team • PE Justification Form – form to document justification for permitted expenditures <p>If you have any questions on prohibited expenses, please send an email to prohibitexps@fiu.edu.</p>	Portable Air Cleaning Devices
Deposits, Prepayments	Professional Licenses and Certifications (CPA, Medical, Bar)
Drones	Promotional Items (must purchase via myFIUmarket)
eBay, Etsy, Alibaba, TEMU	Purchases from Religious or Political Organizations
Entertainment - Movie Theatres, Parks, etc.	Repair of Equipment (if Off-Campus repairs where certification or

(Only if pre-Authorized by Credit Card Solutions)	cleaning & decontamination are required)
Eyewash Stations, Safety Showers, Kitchen Exhaust Systems	Restaurant Meals
Fines / Late Fees / Penalties/Parking Tickets (Only if pre-Authorized by Credit Card Solutions)	SCUBA: Self-Contained Breathing Apparatus
Fire Suppression Systems, Fume Hoods	Travel – hotel, airfare, car rental, etc. (Allowable w/Dual Use or Travel Use Cards Only)

4.17 CONTRACTUAL AGREEMENTS

Only individuals with delegated signature authority are authorized to sign and/or agree to bind the university to terms and conditions or contractual agreements. Additionally, only such individuals have authority to accept electronic (e.g. click-through) agreements. Please see General Counsel’s Office Signature Authority website at <https://generalcounsel.fiu.edu/signature-authority/> for authorized individuals.

The Pcard can only be used to settle contractual agreements AFTER the terms and conditions have been fully executed through TCM.

When reconciling the transaction in PantherSoft, **the PUR# must be entered into the long description field** and a copy of the executed agreement must be included in the supporting documentation of the purchase, for audit purposes.

4.18 QUOTE REQUIREMENTS & INFORMAL COMPETITIVE PROCESS

A Competitive Solicitation involves openly inviting all interested suppliers to submit a quotation, bid, or proposal to supply the procurement need of the University. Competitive solicitation is a fair and open method of procuring goods and contractual services that serves to ensure transparency, the best value, reduces the appearance and opportunity for favoritism, and inspires public confidence in the entire procurement process.

Once you determine the total amount to be spent on the prospective purchase (initial contract cost with all renewal costs) and that it does not qualify as the exceptional, exempt, sole source or emergency purchases, then you need to determine what type of competitive solicitation must be conducted. You may not split reasonably foreseeable or related purchases into two or more transactions for the purpose of circumventing the competitive solicitation requirement for purchases over \$150,000, which should include initial contract cost with all renewal costs. Appropriate action should be taken to obtain the most economical purchase. Departments must avoid the acquisition of unnecessary or duplicative items. Consideration should be given to consolidating or breaking out different items to obtain a more economical purchase.

Informal Competitive Process

Purchases with a total cost under \$150,000 can be obtained through an informal competitive process by obtaining:

- One quote for micro-purchases under \$25,000,
- Quotes must be obtained from an adequate number of qualified sources, which is a minimum of two quotes for purchases from \$25,000 and under \$150,000.00.

GovSpend’s quotes module is mandatory for purchases between \$25,000 to \$149,999.99 unless the purchase is exempt, a sole source, or you are piggybacking off an existing contract.

For help with your account, visit the GovSpend support website. GovSpend customer support is also available via Live Chat, Monday-Friday, during normal business hours. For training or assistance with registration, contact ssmith@govspend.com.

- To view the GovSpend Powerpoint Presentation, please [click here](#).
- To access the GovSpend Application as a new user, please send an email to suppliers@fiu.edu.

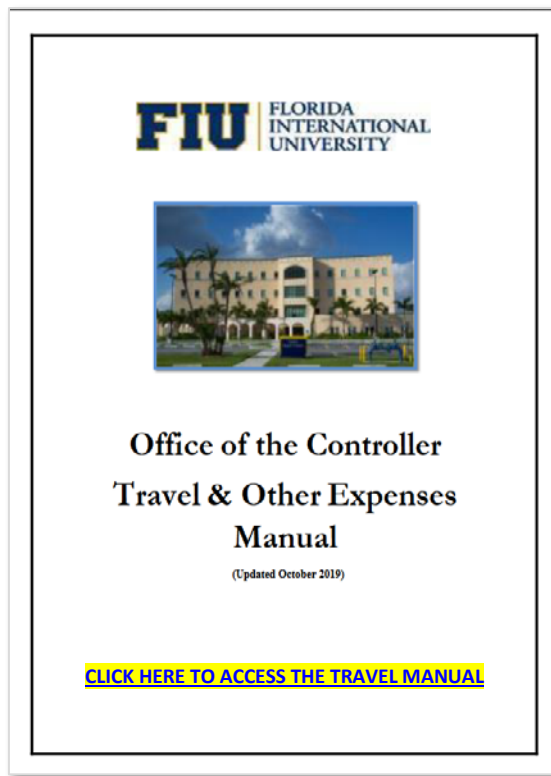
5. TRAVEL SPECIFIC PURCHASES

5.1 INTRODUCTION TO TRAVEL USE (APPLIES TO DUAL OR TRAVEL USE CARDS ONLY)

The Dual or Travel Use Departmental Cards are to be used to facilitate 3rd party travel related expenses and are issued in the name of a university staff member in a department or area who will become the Departmental Travel Liaison.

While the FIU Departmental Card is only to be used for facilitating 3rd party travel expenses, it may also be issued to an individual faculty or staff member that will be traveling with students who will be responsible for making the travel arrangements for these team/groups.

This individual should be responsible for the processing of all travel related documentation including the filing of Travel Authorization Forms and Expense Reports, making airline and hotel reservations, and processing the payment for all registration fees. This individual will be responsible for adherence to the University Travel Policy and Procedures when using the Departmental Card (Dual or Travel Use).



5.2 ROLE OF THE DEPARTMENTAL CARDHOLDER (DUAL OR TRAVEL USE ONLY)

The Departmental Cardholder (Dual or Travel Use) acts as the Travel Liaison for their unit, responsible for making all travel arrangements for individual and/or group travel including:

- Students or Student Group traveling on University Business.
- University staff who do not have a Travel & Entertainment Card.
- Non-University employees (including candidates for a position, speakers, guest lecturers and other individuals authorized by the University).
- Advance Travel transactions for T&E Cardholders (i.e. Airfare and Registration Fee).

5.3 TRAVEL AUTHORIZATIONS

Prior to making any travel arrangements for university staff, students or non-employees, a Travel Authorization must be created and approved.

All individuals traveling on university business must comply with the University's Travel Policies and Procedures. For instructions on the Travel Authorization preparation, refer to the [Travel Department Policy and Procedures](#).

5.4 ALLOWABLE PURCHASES

The requirements for the following allowable travel expenses and restrictions will apply to university staff, students, and non-employees traveling for the University.

Travel Arrangements for non-employees must follow the same procedures and restrictions as university staff when using the Departmental Card (Dual/Travel Use) for their travel transactions.

Allowable travel expenses include:

- **Airfare (Domestic and Foreign):** Airfare may be ordered through an on-line travel website (Travelocity, Expedia, etc.), directly through the airline website or a travel agency. The Cardholder should select coach/economy class airline travel.
- **Registration Fees (Domestic and Foreign):** Fees for workshops, conferences, seminars, and conventions may be paid with the Departmental Card (Dual/Travel Use). The Cardholder must include the registration form and/or conference brochure stating the amount of the registration fee and what is included (meals, lodging, etc.) as part of the documentation for the transaction. A copy of the conference, convention, workshop, and seminar or meeting agenda must be submitted with the Expense Report.
- **Car Rental:** Car rentals can be made by the traveler by using their T&E Card, a personal credit card or the traveler may request a cash advance.

The University will allow travelers the rental of a compact car or the most economical class available for rental if a compact car is not available. With supervisory approval prior to the travel taking place, the University will allow travelers the rental of a larger size car when:

- The automobile is shared with other travelers, resulting in savings for the University.
- The circumstances would necessitate a larger size vehicle, such as a physical or medical condition, extra equipment, or baggage; or
- The nature of the travel is such that it would be reasonable to expect additional passengers, such as travel for development and fundraising purposes.

The State of Florida has a contract with Avis Rent-A-Car / Budget Car Rental and should be the rental agency of first choice. To make a reservation, call the State of FL Reservations & Customer Service Desk at 1-800-338-8211 and reference Account Number B133407 (AVIS) or T417711 (Budget).

- You can also [click here](#) to begin your reservation with Avis.
- You can also [click here](#) to begin your reservation with Budget.

All car rentals must include collision damage insurance. No additional insurance will be paid by the University. The rates offered through this contract include bodily injury and property damage insurance coverage and collision damage and/or loss. The renter will not be required to accept additional Collision Damage insurance. The driver will be required to return the vehicle fully fueled or a refueling service charge will be added to the final bill. Rates should exclude State of Florida sales tax (sales tax in other states will apply).

- **3rd Party Payments with Avis Rent-A-Car / Budget Car Rental (Dual/Travel Use only):**

To make 3rd party arrangements on behalf of an individual traveling for the University, the Cardholder will be required to establish a "Billing ID," to do so, Cardholders will:

 1. To obtain a wizard number, complete the Avis billing agreement form and the Budget billing agreement form, select provider below:
[Avis](#) [Budget](#)
 2. Submit either or both forms via email to floridahelp@avisbudget.com
 3. An Avis/Budget representative will contact you to complete the process and establish an individual billing account.

4. **NOTE: This Billing ID must be kept secure and not shared with others**

- **Hotel (Domestic and Foreign):** When making a reservation for a hotel room, the Cardholder should contact the hotel's business office to verify that they will accept a **third-party charge** for the room cost. This means that the traveler or the group leader will not present the credit card to be charged when they check in, but the cost of the room(s) will be charged to the Departmental Card (Dual/Travel Use) that will be on file with the hotel for this transaction. The Cardholder should inform the hotel that their card should be charged the cost of the room plus sales tax (only if the hotel is outside the State of Florida) and additional costs may be included such as internet or phone transactions. Hotel rates for stays within the State of Florida are exempt from Florida State sales tax and a copy of the University's tax-exempt form must be faxed or e-mailed to the hotel. Any other special taxes or fees or another State's sales tax can be paid on the Departmental Card (Dual/Travel Use).

To confirm this agreement with the hotel, the Cardholder should use the CCS11 form [Vendor Agreement for Hotel Services](#) Form. This form should be completed, signed by the Cardholder, and faxed to the hotel representative for their signature. When signed by the hotel representative, it should be faxed back to the Cardholder. A copy of the signed form should be provided to the traveler or the group leader to present when they check into the hotel.



The form should be retained by the Cardholder and included as supporting documentation for the travel.

The Departmental Cardholder/Travel Liaison should instruct the traveler or group leader that any additional charges to the room such as room service, mini bar, meals, movie rentals, personal phone calls or any other personal services will not be authorized on the Departmental Card (Dual/Travel Use) and must be paid by the traveler when they check out.

It will be the traveler or the group leader's responsibility to present the paid hotel folio to the Cardholder upon their return to the University.

For additional information regarding hotel room rates, refer to the [Travel Department Policy and Procedures](#).

5.5 PROCESSING TRAVEL PURCHASES WITH "CLICK THRU" AGREEMENTS OR TERMS & CONDITIONS

The ordering department is ultimately responsible and accountable for all the activity that occurs on their P-Card. The cardholder should document who in their department is an ordering individual, and confirm with them and document the agreement as to the terms (including the terms and conditions associated with the purchase). If the terms are click-through, the ordering individual may be personally responsible for **any and all** implications that result from such an agreement. Therefore, the cardholder should retain a copy of such individual's consent and attach it as the supporting documentation to the purchase.

Please note, that the terms and conditions associated with a purchase order provide certain legal protection to the university and therefore, there may be instances where the cardholder chooses to request a purchase order rather than utilizing a P-Card.

5.6 RESTRICTED TRAVEL EXPENSES

The following travel expenses should not be charged to the Departmental Card (Dual/Travel Use):

- Hotel Expenses (movies, mini-bar, room service, personal phone calls & other personal services).
- Gas/fuel in a personal vehicle/vessel
- Business Airfare combined with personal travel.
- Individual or Group Meals.
- Car Rental for other than compact cars (unless traveling with a group).
- Additional airfare, hotel,
 - or car rental insurance coverage.
- Mixing business and personal travel.

5.7 CARDHOLDERS RESPONSIBILITY FOR UNAUTHORIZED TRANSACTIONS

The Department Cardholder (Dual/Travel Use) will be responsible for resolving any transactions that are not authorized or not allowed under the guidelines and procedures for the Departmental Card (Dual/Travel Use). When an unauthorized transaction(s) is identified, the Cardholder should resolve these charges by one of the following methods:

- Contact the traveler (employee or non-employee) to request that they reimburse the University with a check in the amount of the unauthorized transaction(s).
- Contact the hotel, car rental agency or the provider of the travel services and request a credit to the Departmental Card (Dual/Travel Use) for the unauthorized charge.
- If the Cardholder has documentation where the hotel, car rental agency or other travel provider agreed not to allow these charges, then the Cardholder can file a Disputed with the JP Morgan Chase through [PaymentNet](#). (Refer to the Disputed Charges Section of this manual).

If the Cardholder receives a check or cash from a traveler for the unauthorized transactions, they must submit it to the Bursar's Office for deposit. These documents should also be submitted with the receipts and the Expense Report, which will then be faxed to the Imaging System at 305-348-1355 as part of the review by the Travel Department. Copies of the check and the Bursar's deposit receipt must be included with the original receipts in the Cardholder's file held in the department.

5.8 NON-EMPLOYEE AND STUDENT TRAVEL

Prior to making any travel arrangements, a Travel Authorization must be created for the **non-employee** (includes candidates, speakers, guest lecturers and other non-employees authorized to travel for the University), **individual students** and **Graduate Assistants and Adjuncts who are not "Active"** in the HR Payroll system. The Cardholder will create a Travel Authorization under their Panther ID#, rather than requesting a new Panther ID# for the non-employee or by utilizing the Student's Panther ID (at the current time, Student Panther IDs are not active in the Financial System). On the Travel Authorization form, indicate on the purpose line the traveler's name and reason for the travel (ex. Speaker for Graduation Ceremony, Candidate for Position title and Job Number or the Student's Panther ID#). Once the TA is in an *approved status*, the travel arrangements can be made by the Cardholder for these individuals.



When expensing these transactions in the PantherSoft Financials System, the same information included on the TA should be included in the comment field and the full TA# should be listed on the description line. All travel transactions paid with the Departmental Card (Dual/Travel Use) for non-employees must comply with the University's Travel Policy and Procedures.

An Expense Report must also be created at the completion of the trip, which will include all expenses paid with the Departmental Card (Dual/Travel Use) to be marked as "non-reimbursable". The Expense Report will include any additional reimbursed expenses and will be processed in accordance with the Travel Department procedures.

5.9 GROUP STUDENT TRAVEL

To create the Travel Authorization for Student Group Travel when accompanied by a faculty or staff member, the TA should be created under the Panther ID# of the faculty or staff member. The student names and Panther ID#s should be listed in the comment section of the TA. All travel transactions paid with the Departmental Card (Dual/Travel Use) for the students and the staff must comply with the University's Travel Policy and Procedures. When the Expense Report is created, it will be processed in accordance with the Travel Department Procedures.

5.10 CANCELLATION OF TRAVEL

When travel arrangements must be cancelled, the Cardholder should notify the hotel to cancel the reservations as soon as possible to avoid being charged a cancellation fee. Airline ticket cancellations should be done according to the policies of the company where the tickets were purchased from. Airline tickets may not be fully refunded, or a partial credit may only be available to the ticket holder for use later. Car rentals must be cancelled as soon as possible. The Cardholder must also contact the organization to cancel any registration and to arrange for a credit to be issued against the original card charged for the cost of the registration fee. An expense report must be completed to record all charges incurred on the cancelled trip (refer to [The FIU Travel and Other Expenses Manual](#)).

5.11 TRAVEL EXPENSE REPORTS-FAX IMAGING

Upon completion of the travel, an Expense Report must be created listing all travel-related expenses including all charges to the Departmental Card (Dual/Travel Use). Once the Expense Report is completed, a copy must be printed and used as the cover sheet to be faxed with all of the receipts and supporting documents to a fax imaging system at **305-348-1355**.

All of the travel-related documents will be scanned and included as on-line documentation for the travel and will be available for review by the Travel Department as part of the audit process. Before faxing any documents, the Cardholder must mark out any bar coding on the receipts using a black marker or pen, or fold over the edges to ensure that the documents are scanned properly. The Cardholder must indicate on all receipts which card was used to pay for the transaction (ex. "Departmental Card", "T&E Card", or "personal credit card"). The first seven digits of any full credit card reflected on a receipt should be blacked out prior to submission.



6. SANCTIONS FOR FAILURE TO COMPLY WITH PROGRAM GUIDELINES

Sanctions provide a framework to address program violations. Non-adherence to these guidelines will result in a notification of infraction, revocation of individual Cardholder privileges or permanent revocation of the card. Serious infractions could result in disciplinary action which may include termination, criminal charges, and/or a combination of all.

The Departmental Card must never be used to purchase items for personal use or for non-University purposes even if the Cardholder intends to reimburse the University. If it is found that the transaction was not for university business, the Cardholder will be required to reimburse FIU for the full amount of any inappropriate transaction. If the reimbursement does not occur, this amount may be deducted from the Cardholder's salary via payroll deduction.

Personal use of the Departmental Card may result in permanent revocation of Cardholder privileges.

Examples of failure to comply with program guidelines include but are not limited to the following:

- Failure to properly secure the Departmental Card from theft or unauthorized use.
- Sharing your card or card number to another employee to use
- Failure to maintain documents.
- Failure to review card activity.
- Incomplete documentation: inclusion of erroneous information, missing information, proper description of purchase, etc.
- Use of the Departmental Card for personal gain
- Falsification of records/documentation
- Purchasing from a restricted vendor or purchase of a restricted item without authorization from the Credit Card Solutions Team
- "Splitting" of purchases to circumvent purchasing card limits.
- "Splitting" of purchases to circumvent required bidding requirements.
- Failure to provide requested documentation to the Credit Card Solutions Team, Quality Assurance Team or Internal Audit
- Non-compliance with the Departmental Card Procedures or University Purchasing and/or Travel Policy and Procedures
- Delays in approving transactions
- Failing to submit Departmental Card receipts.
- Bank Statements, Record Retention and Card Security Issues
- Continued and/or overuse of the Replacement Receipt form.
- Failure to resolve any unauthorized charges.

Should an employee know of fraudulent use of a Departmental Card, they should report such to the Office of Internal Audit.

6.1 CARDHOLDER

All alleged infractions will be thoroughly reviewed by The Credit Card Solutions Team. Additional information will be requested from the individual Cardholders and/or the affected departments prior to any enforcement of sanctions. The following sanctions will be enforced, at the discretion of the Controller's Office:

- **First Infraction**

An email notification outlining infraction(s) will be sent to the Cardholder, and may also include the Approver, Departmental Administration (Supervisor or Business Unit Approver) and Quality Assurance Department, as deemed appropriate. The Cardholder may be required to make changes to become compliant.

- **Second Infraction**

An email notification outlining infraction(s) will be sent to the Cardholder and will include the Departmental Administration (Supervisor or Business Unit Approver) and Quality Assurance Department. The Cardholder may be required to make changes to become compliant.

- **Third Infraction**

An email notification outlining infraction(s) will be sent to the Cardholder and will include the Departmental Administration (Supervisor or Business Unit Approver) and Quality Assurance Department, as deemed appropriate. The Cardholder may be required to make changes to become compliant.

Additionally, Cardholder privileges will be suspended for up to thirty (30) days. Reinstatement of the Cardholder privileges will occur at the end of the suspension period and upon successful completion of an online retraining course, including passing an assessment with a score of 80% or better.

- **Fourth Infraction**

An email notification outlining infraction(s) will be sent to the Cardholder and will include the Departmental Administration (Supervisor or Business Unit Approver) and Quality Assurance Department, as deemed appropriate. The Cardholder may be required to make changes to become compliant.

Additionally, Cardholder privileges will be suspended for up to ninety (90) days. Reinstatement of the Cardholder privileges will occur at the end of the suspension period and upon successful completion of a live training session. On a case-by-case basis, the Departmental Card may be cancelled, and the Cardholder will no longer be eligible to obtain a Departmental Card through the University.

Please note, the Credit Card Solutions Team reserves the authority to make changes or modify the above procedures. Based on the severity of the infraction, your card privileges may be revoked regardless of the number of infractions on file.

6.2 DEPARTMENTAL

Departmental failure to maintain transaction documentation, maintain adequate administrative support personnel required to meet program guidelines, and failing to complete the monthly reconciliation process in a timely manner, in addition to other similar departmental infractions could result in **suspension** of all or some cards for the department.

Suspension will occur only when such failure is repeated and will normally not occur with the first departmental infraction. The suspension will be authorized by the Credit Card Solutions Administrator after consultation with the Associate Controller of Payment Services.

Suspension will be revoked upon retraining of the Departmental Cardholders, Approvers and Reconcilers, and with a written plan of compliance submitted to and approved by the Credit Card Solutions Administrator that outlines measures to correct failures.

7. FRAUD AWARENESS

A public university must be good stewards of public funds. We are charged with ensuring that we use these public funds wisely and get the best value. The Cardholder and Approver play an important role in ensuring that we maintain the public trust in the use of our resources.

7.1 WHAT IS THE DIFFERENCE BETWEEN FRAUD AND ABUSE?

Fraud constitutes an act or act of willful deceit, trickery, intentional perversion of the truth to induce another to part with something of value or to surrender a legal right. Fraud is an illegal act.

Abuse behavior that is deficient or improper when compared with behavior that a prudent person would consider a reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate. Abuse does not necessarily involve fraud, violation of laws, regulations, or provisions of a contract or grant agreement. Nevertheless, it represents a corrupt practice.

Appropriate Card Use	Inappropriate Card Use
Pens \$1	Gold Plated Fountain Pen \$88
Fabric Computer Bag \$50	Leather Computer Bag \$250
Airline Ticket (Coach) \$250	Airline Ticket (First Class) \$2,000

7.2 RED FLAGS: IDENTIFYING MISUSE

During the reconciliation of the account summary, the Reconciler and Approver should be aware of potential fraudulent transactions and alert for any indications of irregularity. The fraud indicators below should be considered during the reconciliation process:


- Unusual vendor names
- Products that appear personal in nature
- Same vendor address and employee address
- One employee continues to purchase from a specific vendor.
- Unusual activity for a Cardholder
- Repeated misuse by Cardholder
- Round number purchases
- Transactions with missing receipts or altered documentation.
- Sequential or unnumbered receipts
- Duplicate charges
- Purchases made outside of normal department business hours (weekends, holidays)
- Reluctance to provide additional information for a purchase.

7.3 TAKE ACTION: WAYS TO REPORT FRAUD AND/OR ABUSE

- Immediately notify his or her supervisor and the Office of the Controller if you suspect fraud or abuse.
- Additionally, you may also contact the Office of the Internal Audit, the Office of the General Counsel, the University Compliance & integrity Office or the Division of Human Resources.
- Report suspected fraud, waste, abuse or other improper behavior anonymously through the University's ethics and compliance hotline, Convercent, or the State of Florida's Get Lean hotline.

Contact Information

- **Ethical Panther Hotline**
<https://fiu.i-sight.com/portal> or call 1-888-520-0570.
- **Office of University Compliance & Integrity** <https://compliance.fiu.edu/>
- **State of Florida's Get Lean Hotline** Call 1-800-GET LEAN



Panthers Are

Proactive
Accountable
Non-Retaliatory
Transparent
Honesty and Integrity
Ethics and Compliance
Respectful
Stewardship

8. ACCOUNTING ADJUSTMENTS FOR DEPARTMENTAL CARD TRANSACTIONS

To adjust the accounting applied to a Departmental Card after the billing cycle is closed, an approver or the departmental designee will create a Journal Voucher Adjustment in the PantherSoft system. For access to create Journal Vouchers, contact the FSSS Team at 305-348-7200.

The **cost transfer must be accomplished within 90 days of the original transaction**. Transfers not completed within 90 days suggest that ledgers are not being reviewed in a timely manner. Additionally, **transfers that originate in an Activity Nbr will only be processed within the same Fiscal Year that the expense was charged to the general ledger**. Any cost transfers that are not project or grant related, which are submitted to the Controller's Office more than 90 days after the original transaction, will **not** be processed. These include Pcard transactions, AP vouchers, or travel related expenses.

If the transfer is within the 90-day window, please make sure to include all appropriate documentation, in addition to the Trandata that shows the original charge.

Project Related Non-Payroll Transfers must follow the guidelines as established by Division of Research Policy: Cost and Payroll Transfers on Sponsored Projects found in the Compliance Website at <https://policies.fiu.edu/files/266.pdf>

Good Practices	Bad Practices / RED Flags
Plan expenditures as much as possible	Transfers older than 90 days
Double check entries to eliminate errors	Large Number of Cost Transfers
Review / monitor monthly ledgers	Inadequate documentation
Initiate required cost transfers in a timely manner	Transfers with inadequate explanations <ul style="list-style-type: none">▪ "To correct an error"▪ "To transfer to correct project"

9. RECONCILING TRANSACTIONS IN PANTHERSOFT 9.0

Overview

Departmental Card charges are electronically received by the University from the Bank on a monthly basis and posted to the PantherSoft Financials system. These transactions will be available for the Cardholders and Approvers for review on the first business day of the month.

The Approver must have receipts or invoices for all Cardholder transactions prior to reconciling the transactions in the PantherSoft Financials system. All transactions in PantherSoft must be reconciled, posted to the Departmental ID and approved within ten (10) business days of loading into the PantherSoft Financials system. **By approving these charges, the approver is certifying that the individual charges have been reviewed with the cardholder and that the charges comply with the university policies and procedures.**

The Approver must review all the Cardholder's transactions to ensure compliance with the Departmental Card guidelines and policies. If the Approver identifies any problems or issues, they should report this to the Credit Card Solutions Team.

The Cardholder and/or Reconciler have access to review the transactions and reconcile their charges (including entering the purpose and details of the purchase in the comments section and updating the accounting information). Cardholders and/or Reconcilers are not allowed to update the status from Staged to Approved on their own transactions. Only the Approver may update the transaction status to complete the approval process.

9.1 PROCESSING CARD TRANSACTIONS WHEN A CARDHOLDER HAS FAILED TO PROVIDE THE REQUIRED DOCUMENTATION, OR THE CHARGE IS QUESTIONABLE

If a cardholder has failed to provide the proper documentation to their Approver or the instance where the Approver is not comfortable with the nature of the expenditure, the Approver should:

- Update the accounting distribution to the best of their ability based on the available information.
- Make a notation in the description field that the expense is "Under Review" and/or provide any additional details and notify the Credit Card Solutions Team.
- Update the transaction status from "staged" to "verified" and click "save."

As part of the month end closing processes, the Credit Card Solutions Team in the Controller's Office will then review the transaction and update the transaction status to "Approved" status. The transaction will then be subject to 100% and is not eligible for a transfer/adjustment.

9.2 Processing Card Transactions: Basic Navigation, Reconciliation and Approval of Charges

You will use the **Procurement Card Transactions** page to review, manage, and approve the Card transactions loaded by the Load Statement Process.



PERSONALIZATION AND GETTING STARTED

This module allows you the flexibility to customize your page layout to make entering and viewing information easier.

It is highly recommended that you use the *Personalize* link to rearrange and move data entry fields to a more convenient order to avoid tabbing over fields that you do not use.

For approving and reconciling card charges, move the Description field, where you enter the list of items(s) purchased, from the Billing tab to the Transaction tab at the front page on the PCard Reconcile Statements; this will make it easier to find and use.

It is strongly recommended that you use the *Personalize* link on the Accounts Distribution page to move fields you regularly use to the left side of the page to avoid tabbing over fields each time.

Navigation

Click Main Menu > Click Purchasing > Click Procurement Cards > Click Reconcile > Click Reconcile Statement

Search for and retrieve card activity for the Cardholder needed:

1. Click the **Look up Employee ID** button.
2. Click the **Look Up** button to view the cardholders list and click on the link needed to select.
3. Click the **Search** button.

To move the description field to the front page permanently using these steps:

(By default, the **Description** field is under the Billing tab. This customization needs to be done only once.)

1. Click the Customize link to change the positions of the columns and to move this field to the front page under the Transactions tab.

Reconcile Statement

Procurement Card Transactions

Empl ID 1189515 Name Belton,Doreatha

Display Unmasked Card Number
 Run Budget Validation on Save

Bank Statement


Transaction Billing

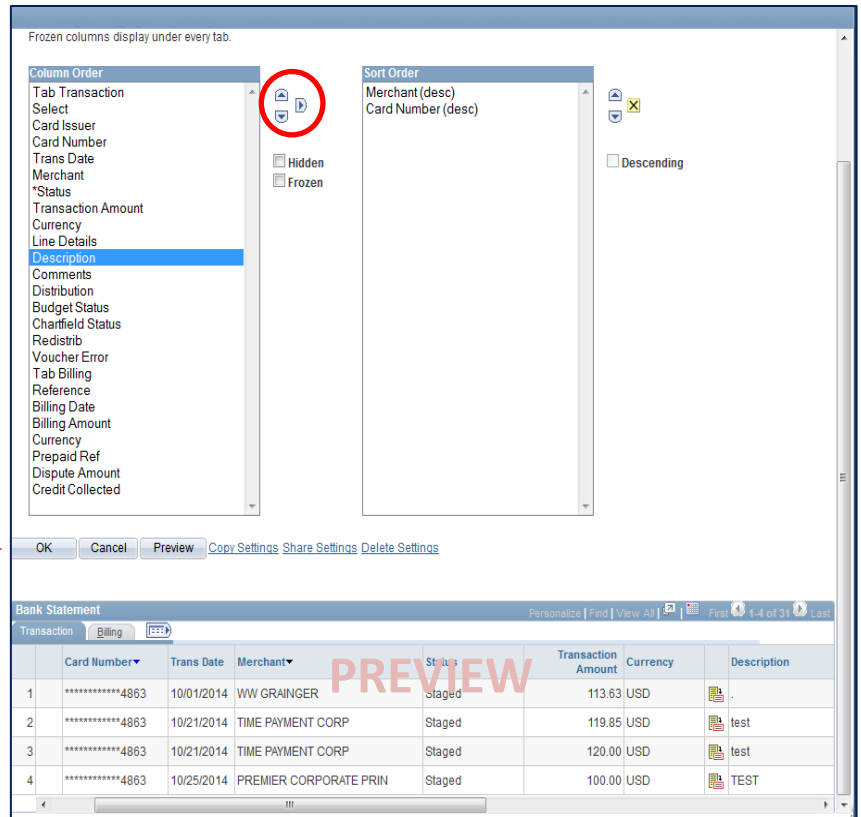
Personalize Find View All First 1-9 of 31 Last

	Card Issuer	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency		
1	CHASE	*****4863	10/01/2014	WW GRAINGER	Staged	113.63	USD		
2	CHASE	*****4863	10/21/2014	TIME PAYMENT CORP	Staged	119.85	USD		

2. Click the **Description** list item to select it.
3. Click the **Move Up** button repeatedly until the Description item is in the 11th position from the top on this list.

You may also prefer to move card issuer and card number lower on the list, as less commonly used data.

4. Click the **Preview** button to see your changes.
5. Click the **OK** button to save changes. 



Frozen columns display under every tab.

Column Order

- Tab Transaction
- Select
- Card Issuer
- Card Number
- Trans Date
- Merchant
- *Status
- Transaction Amount
- Currency
- Line Details
- Description**
- Comments
- Distribution
- Budget Status
- Chartfield Status
- Redistrib
- Voucher Error
- Tab Billing
- Reference
- Billing Date
- Billing Amount
- Currency
- Prepaid Ref
- Dispute Amount
- Credit Collected

Sort Order

- Merchant (desc)
- Card Number (desc)

Buttons: OK, Cancel, Preview, Copy Settings, Share Settings, Delete Settings

Bank Statement

Transaction	Card Number	Trans Date	Merchant	Status	Transaction Amount	Currency	Description
1	*****4863	10/01/2014	WW GRAINGER	Staged	113.63	USD	.
2	*****4863	10/21/2014	TIME PAYMENT CORP	Staged	119.85	USD	test
3	*****4863	10/21/2014	TIME PAYMENT CORP	Staged	120.00	USD	test
4	*****4863	10/25/2014	PREMIER CORPORATE PRIN	Staged	100.00	USD	TEST

The Description column should now be on the front page (Transaction tab) for easy viewing and entering information.

RECONCILIATION AND APPROVING MONTHLY CARD ACTIVITY

Transactions will load into the PantherSoft system on the first business day of the month and must be reconciled and approved within 10 business days.

It is highly recommended that you set a reminder to your outlook calendar to remind you of card deadlines.

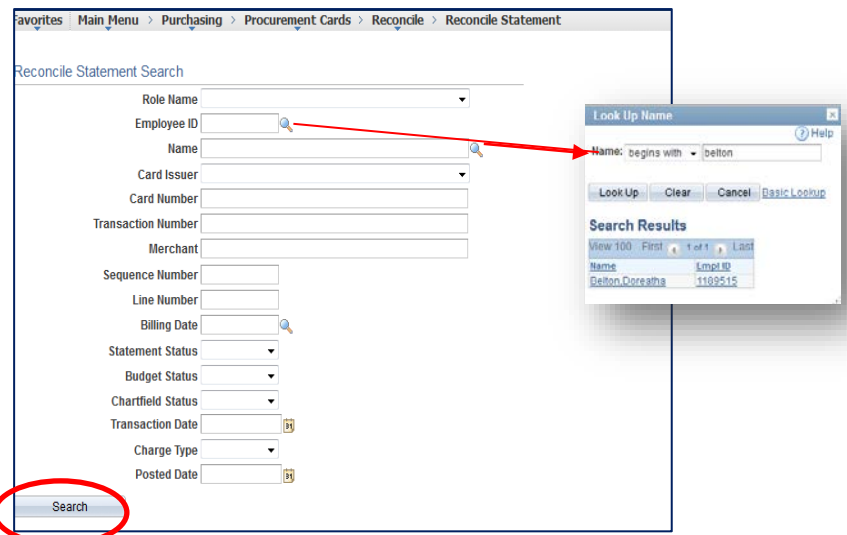
Navigation

Click Main Menu > Click Purchasing > Click Procurement Cards > Click Reconcile > Click Reconcile Statement

Search for and retrieve card activity for the Cardholder needed:

1. Click the **Look up Employee ID** button.
2. Click the **Look Up** button to view the cardholders list and click on the link needed to select.
3. Click the **Search** button.

NOTE: You will only have access to those Cardholders in which you have been assigned.



favorites Main Menu > Purchasing > Procurement Cards > Reconcile > Reconcile Statement

Reconcile Statement Search

Role Name

Employee ID

Name

Card Issuer

Card Number

Transaction Number

Merchant

Sequence Number

Line Number

Billing Date

Statement Status

Budget Status

Chartfield Status

Transaction Date

Charge Type

Posted Date

Search

Look Up Name

Name: begins with belton

Look Up Clear Cancel Basic Lookup

Search Results

View 100 First 1 of 1 Last

Name	EmpID
Belton,Coreasha	1189515

1. The first nine (9) changes will be reflected on the screen.
2. Click “View All” to review all pending charges.

Reconcile Statement

Procurement Card Transactions

Empl ID 1189515 Name Belton,Doreatha S

Display Unmasked Card Number
 Run Budget Validation on Save

Bank Statement Personalize Find View All First 1-9 of 23 Last

Transaction	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency	Description
1	*****4863	02/12/2015	AVIS RENT-A-CAR 1	Staged	360.74	USD	
2	*****4863	02/27/2015	OFFICEMAX CT	Staged	1,803.29	USD	0000000000000
3	*****4863	03/01/2015	GREEN EARTH BEVERAGE S	Staged	39.95	USD	VRCABD0845B
4	*****4863	03/02/2015	OFFICEMAX CT	Staged	210.58	USD	0000000000000
5	*****4863	03/03/2015	SOUTHERN FLORIDA MINORIT	Staged	1,500.00	USD	
6	*****4863	03/06/2015	DB*SMALL BUSINESS	Staged	151.99	USD	
7	*****4863	03/06/2015	OFFICE DEPOT #1165	Staged	-4.41	USD	
8	*****4863	03/09/2015	PREMIER CORPORATE PRIN	Staged	420.00	USD	
9	*****4863	03/09/2015	DB*SMALL BUSINESS	Staged	136.79	USD	

Select All Clear All Stage Verify Approve Validate Budget

Search Purchase Details Split Line Distribution Template

By approving these charges, the approver is certifying that the individual charges have been reviewed with the cardholder and that the charges comply with the university policies and procedures.

Save Notify Refresh

3. To review additional information for each transaction, click on the “Line Details” icon. Click on the “show all columns” icon to expand the column information to review additional transaction details, including (when available): Additional Merchant contact information, transaction detail and quantity as well as other 3rd tier information. Traveler name and destination will reflect airline purchases. After reviewing the transaction details, click the “Return” button to proceed with the verification process.

Reconcile Statement

Procurement Card Transactions

Empl ID 1189515 Name Belton,Doreatha S

Display Unmasked Card Number
 Run Budget Validation on Save

Bank Statement Personalize Find View All First 1-9 of 23 Last

Transaction	Trans Date	Merchant	*Status	Transaction Amount	Currency	Description
1	02/12/2015	AVIS RENT-A-CAR 1	Staged	360.74	USD	TA0000012345

4. Begin with entering the business purpose in the **Description** field, there is a there is a 60-character limit in this field:
 - **For travel transactions:**
 - Enter TA#XXXXXX, Travelers Name X=the TA number
 - If the travel charge has no TA, enter NO TA, Travelers Name
 - If the travel is a webinar/online workshop, enter Webinar/online, Travelers Name
 - **For non-travel transactions-** enter the business purpose or other explanation

If this field populates automatically with other data (such as 0000000, etc.) you should delete this and enter the required description in the field. Entering the business purpose in the description

field is mandatory; if left blank, the box will turn red, and the system will not allow the status of the transaction to be updated from *Staged* to *Approved*.

Reconcile Statement

Procurement Card Transactions

Empl ID 1189515 Name Belton,Doreatha S

Display Unmasked Card Number
 Run Budget Validation on Save

Bank Statement Personalize Find View All First 1-9 of 23 Last

Transaction	Trans Date	Merchant	*Status	Transaction Amount	Currency	Description
13	02/12/2015	AVIS RENT-A-CAR 1	Staged	360.74	USD	TA0000012345
23	02/27/2015	OFFICEMAX CT	Staged	1,803.29	USD	Supplies for Bursar Team
33	03/01/2015	GREEN EARTH BEVERAGE S	Staged	39.95	USD	
43	03/02/2015	OFFICEMAX CT	Staged	210.58	USD	000000000000000000

- Next, update and verify the accounting distribution. Click on the distribution icon for each transaction and update accordingly.

Reconcile Statement

Procurement Card Transactions

Empl ID 1189515 Name Belton,Doreatha S

Display Unmasked Card Number
 Run Budget Validation on Save

Bank Statement Personalize Find View All First 1-9 of 23 Last

Transaction	Trans Date	Merchant	*Status	Transaction Amount	Currency	Description
13	02/12/2015	AVIS RENT-A-CAR 1	Staged	360.74	USD	TA0000012345
23	02/27/2015	OFFICEMAX CT	Staged	1,803.29	USD	Supplies for Bursar Team

A. All transactions default to 711999 when loading into the PantherSoft System, you must update this account to reflect the appropriate account per the transaction. A list of appropriate transactions can be found online at: <https://controller.fiu.edu/wp-content/uploads/sites/24/2020/08/ExpenseAccountReferenceSheet.pdf>

B. All transactions will load to the default Activity Nbr on file. During the reconciliation process, transactions can be allocated to a different Activity Nbr or split among multiple FIU01 funding sources.

*Status Transaction Amount Currency Description

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Staged 360.74 USD TA0000012345

Stage

ProCard Account Distribution

Line 3 PO Qty 1.0000 UOM EA

Billing Date 03/31/2015 Billing Amount 360.74 USD Unit Price 360.74000

SpeedChart Transaction Unit Price 360.74000 *Distribute By Amount

Distributions Personalize Find View All First 4 of 4 Last

Dist	Percent	Amount	Currency	*GL Unit	*Account	Alt Acct	Fund	Dept	Program	Site	Bud Ref	Task
1	100.0000	360.74	USD	FIU01	711999	71100	210	110401000	61	01		

OK Cancel Refresh

#A #B

USING THE TEMPLATE TOOL TO UPDATE CHARTFIELD INFORMATION FOR MULTIPLE CARD TRANSACTIONS

When processing card transactions, you may enter Chart Fields for several transactions at one time using the **Distribution Template** link at the bottom of the Reconcile Statements.

This helpful tool will allow you to update the accounting string for numerous transactions that share the same accounting distribution in two easy steps.

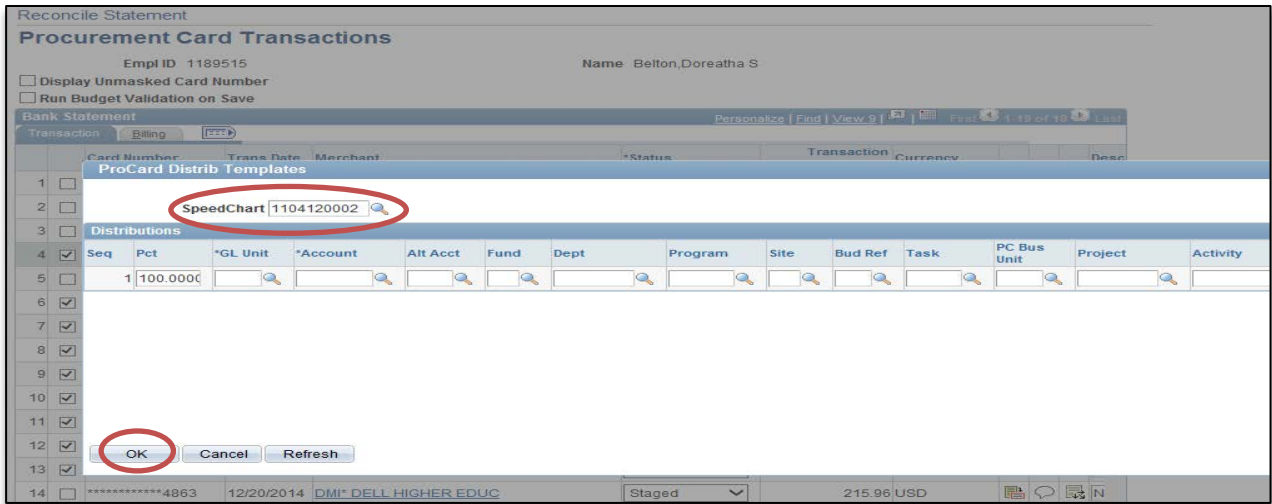
Navigation

Click Main Menu > Click Purchasing > Click Procurement Cards > Click Reconcile > Click Reconcile Statement
From the cardholder Reconcile Statement>Bank Statement page:

- Select the transactions that you would like to modify by clicking on the **check box**.
- Click the **Distribution Template** link.

The screenshot displays the 'Procurement Card Transactions' interface. At the top, there is a breadcrumb trail: Favorites > Main Menu > Purchasing > Procurement Cards > Reconcile > Reconcile Statement. Below this, the title 'Procurement Card Transactions' is shown, along with 'Empl ID 1189515' and 'Name Belton,Doreatha S'. There are two unchecked checkboxes: 'Display Unmasked Card Number' and 'Run Budget Validation on Save'. A 'Bank Statement' tab is active, with 'Transaction' and 'Billing' sub-tabs. The main area is a table with columns: Transaction, Card Number, Trans Date, Merchant, *Status, Transaction Amount, Currency, and Desc. The table contains 15 rows of transactions, all with a status of 'Staged'. A red circle highlights the checkboxes for transactions 4 through 12. At the bottom of the interface, there are buttons for 'Select All', 'Clear All', 'Stage', 'Verify', 'Approve', and 'Validate Budget'. A red circle highlights the 'Distribution Template' link at the bottom center.

Transaction	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency	Desc
1	*****4863	12/12/2014	DOLRTREE 799 00007997	Staged	36.00	USD	
2	*****4863	12/05/2014	THE BIG CHEESE OF MIAMI	Staged	168.90	USD	
3	*****4863	12/10/2014	PRONTO CAR WASH OF FL	Staged	15.00	USD	
4	*****4863	12/17/2014	L&M ENGRAVING & TROPHY	Staged	24.00	USD	
5	*****4863	12/16/2014	SUNPASS*ACC13492996	Staged	50.00	USD	
6	*****4863	12/04/2014	OFFICEMAX CT	Staged	189.12	USD	
7	*****4863	12/04/2014	OFFICE DEPOT #1165	Staged	31.94	USD	
8	*****4863	12/08/2014	OFFICEMAX CT	Staged	140.30	USD	
9	*****4863	12/09/2014	OFFICEMAX CT	Staged	57.59	USD	
10	*****4863	12/09/2014	OFFICEMAX CT	Staged	34.00	USD	
11	*****4863	12/19/2014	OFFICEMAX CT	Staged	789.61	USD	
12	*****4863	12/19/2014	OFFICEMAX CT	Staged	11.04	USD	
13	*****4863	12/09/2014	DB*SMALL BUSINESS	Staged	151.99	USD	
14	*****4863	12/20/2014	DMI* DELL HIGHER EDUC	Staged	215.96	USD	
15	*****4863	12/20/2014	DMI* DELL HIGHER EDUC	Staged	113.99	USD	



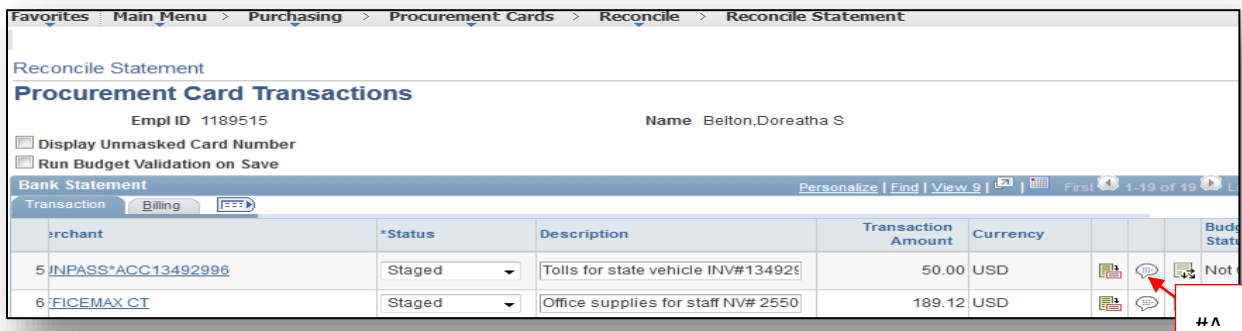
- Enter the Activity or Project ID number into the speedchart, and populate by clicking on the magnifying glass look-up
- Enter in the appropriate expense Account number into the account field.
- When the accounting distribution is complete, click the **OK** button at the bottom of the page.

All the transactions that were previously checked off will now reflect the accounting applied in the template.

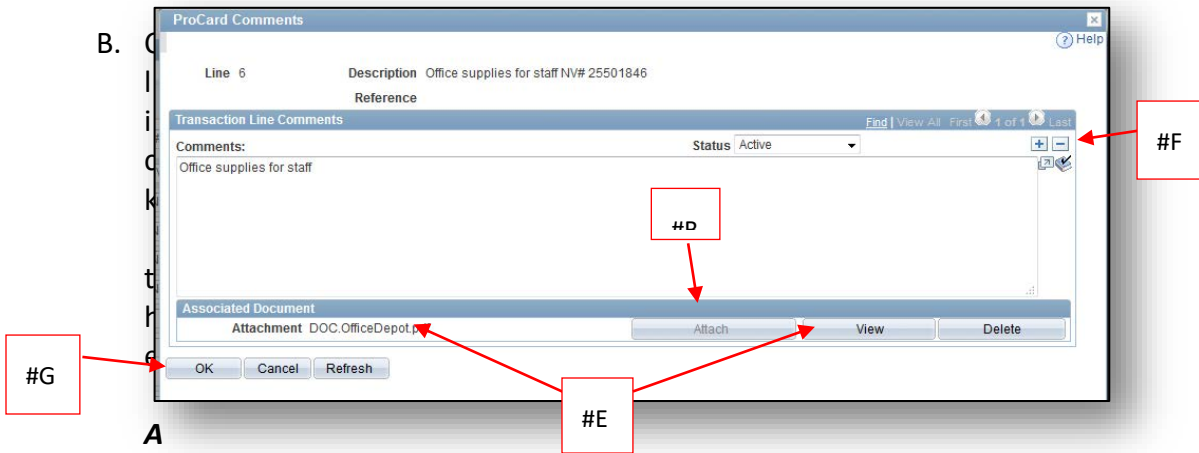
- The budget status of the lines selected should change from *error* to *not checked*.
- Click save.

6. A scanned receipt and supporting backup documentation must be attached to each transaction line; this is a mandatory step during the reconciliation process.

While all charges must still be approved within 10 business days, Approvers will have by the end of the calendar month to complete attaching all documentation if need. To add supporting during reconciliation:



- A. Click on the white *comment bubble icon*, located on the *Reconcile Statement Transaction Tab*.



B.

Attach button located directly under the comments box under *Associated Document*.

- C. Click on the **Browse** button to select the scanned file for attachment.
- D. When document is selected, click **open** and attach, to complete the load process.
- E. When successfully attached, the scanned file name will appear under Attachment in the *Associated Document* box. Click the **View** button to review.
- F. If you need to attach multiple scanned documents for a single transaction line, click the + button located next to the status field. Proceed by clicking on the Attach button, as notated in step #2 and continue the process.
- G. Click **OK**

For procedural information about using your departmental MFD (multi-functional device) printer to create scanned documents, please contact your IT liaison.

- Each receipt must be a separate scan in order to be attached to related transaction line, you can add multiple scanned files per line.
 - Scanned images may be saved to the desktop, a file directory or flash drive.
 - .pdf is the preferred file format.
7. When all charges have been processed, check click on the **"Select All"** button located at the bottom of the page, this will check the select boxes for all expenses on the page.
 8. When all boxes are selected, click **"Validate Budget"** button. The status will update from *Not Chkd* to *Valid* for all charges.

As a secondary option to budget check, you may also opt to check the *Run Budget Validation on save* box to run the budget validation process for all items simultaneously. The status will update from *Not Chkd* to *Valid* for all charges.

9. Approvers will update the status to *"Approved"*. Click **Save**.

- The Approver will need to review and complete the final Approval process, including reviewing the accounting distribution and description for accuracy and making modifications/updates as appropriate.
- The approver is also responsible to ensure all supporting documents are complete, accurate, and attached.
- Additionally, by Approving the transactions, the approver is certifying that the charges have been reviewed with the cardholder and that they comply with university policy and procedure.

By approving these charges, the approver is certifying that the individual charges have been reviewed with the cardholder and that the charges comply with the university policies and procedures.

Save Notify Refresh

rsity policy and procedure.

Reconcilers will only have access to update the status to verify; they do not have the ability to update the status to Approved.



TIP: Attaching a Receipt or Viewing Transactions AFTER a Statement Period Has Closed

You have the flexibility to view transactions, accounting, descriptions, or attached documents or to attach additional documentation after the reconciliation period has ended. You may also attach documents for your backup.

Navigation

Click Main Menu > Click Purchasing > Click Procurement Cards > Click Reconcile > Click Reconcile Statement

- Enter the Cardholder's Panther ID or select their name from the **Name** dropdown.
- Select the Statement date from the **Billing Date** dropdown.
 - If the billing date is not available, leave it blank. This will open all activity available.
 - To narrow down your search, you may also select to view transactional information by Posted Date or Transaction Date.
- Select Closed from the **Statement Status** dropdown.
- Click **Search**

10. JP MORGAN CHASE PAYMENTNET SYSTEM

Overview

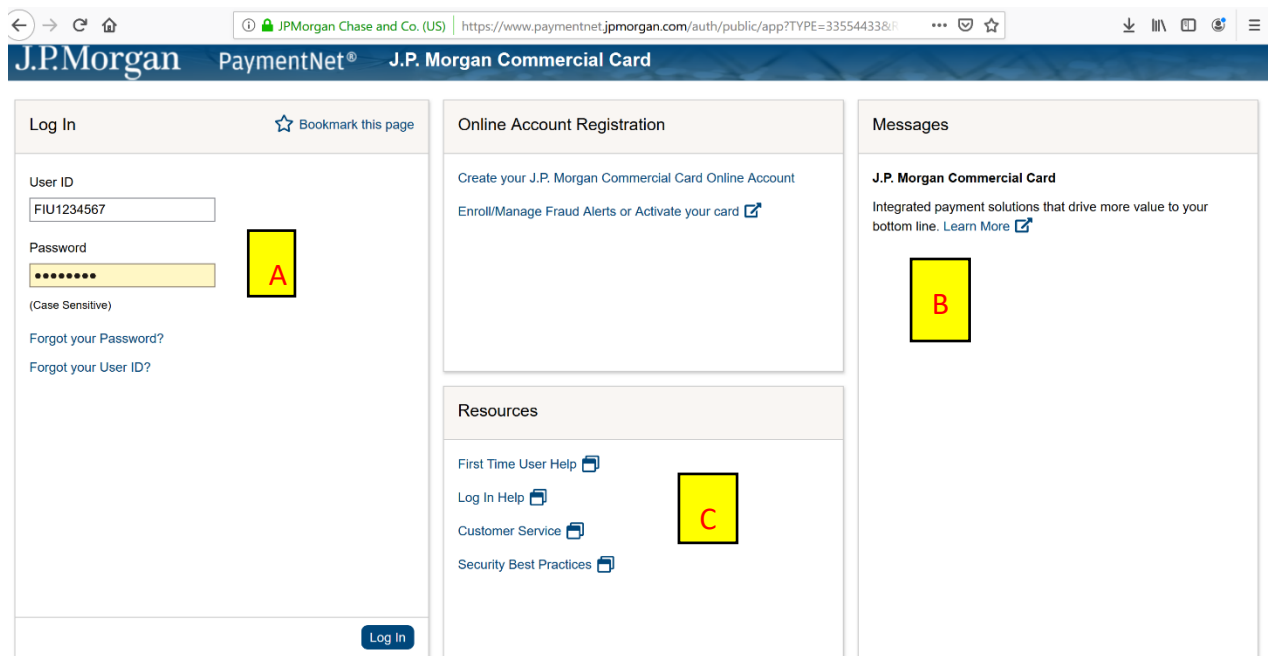
The PaymentNet System is robust software provided to the University by JP Morgan Chase, providing both Cardholders and Approvers with direct, online access to view and monitor card activity, dispute transactions and print billing statements.

10.1 LOGGING INTO PAYMENTNET4

To begin, log in at www.paymentnet.jpmorgan.com

The Log In screen displays each time you access PaymentNet. From here, you can log in to your J.P. Morgan Commercial Card account, review the available resources, and read important messages from J.P. Morgan.

PaymentNet registers your computer for increased security, so the logging in process may change whether you log in from a registered computer, a new computer, or when you log in for the first time.



- A. User ID: FIUxxxxxxx x=Your Panther ID
- B. Messages. The Messages panel displays important messages from J.P. Morgan. This might include an update about PaymentNet availability from J.P. Morgan to all users.
- C. Resources. The links in this panel provide access to help topics and other resources. Click the First Time User Help link to review help topics for first time users. For general log in assistance, click the Log in Help link. To access training resources, click the Training Center link. For customer service contact information, click the Customer Service link.

By default, you are required to change your password every 90 days. PaymentNet prompts you to change your password when it expires, and you cannot log in until the password is changed.

For security purposes, you must log in at least once every 185 days to maintain your status as an active user. If your status becomes inactive, contact your program administrator or J.P. Morgan Customer Service.

First Time Setup

1. Login as directed in step A, above.
2. Click **Log In** button.
3. You will be prompted to change your password. Enter a new password. Optionally, select the Show Password checkbox to view the password characters as you enter them. Passwords are case sensitive and must conform to the password constraints that are displayed on this screen. A green check mark displays as each requirement is met.
4. Click the **Next** button. Your new password is saved and the First Time Log in Setup —
5. Verify that the email address in the Email Address field is correct. Please do not change the email on file. If it is incorrect, please contact the Credit Card Solutions Team to update.
6. Enter the same address in the Confirm Email Address field.
7. Click the **Next** button. Your new password is saved and the First Time Log in Setup — Set Security Questions screen displays.
8. Respond to all five questions that display. Responses must meet these requirements:
 - You can enter up to 30 characters, including spaces, for each response.
 - You can enter spaces; however, when you answer security questions in the future, remember to include spaces. Also, spaces may not be used as the first character in a response.
 - You can enter lowercase and uppercase letters; responses are not case sensitive. Once you respond to three questions, the Save button is activated.
9. Click the **Save** button. The First Time Log in Setup — Set Security Questions screen displays the security questions and your responses. Optionally, to edit your responses, click the Edit button.
10. Click the **Next** button. The First Time Log in Setup — Register Computer screen displays. This screen confirms security requirements and computer registration.
11. Click the **Next** button. The First Time Log in Setup — Setup Complete screen displays.
12. Click the Get Started button.
13. The Welcome screen displays.

The screenshot shows a 'Quick Reference Card' from PaymentNet. The card is titled 'Disputing Transactions' and contains a note and a list of steps. The note states: 'Note: Before disputing a transaction, you must first attempt to resolve the issue directly with the merchant.' The list of steps is as follows:

1. Select Transactions > Manage to display the Transaction List screen.
1. Click the transaction you want to dispute to display the Transaction Detail screen.
2. From the General Information tab, click the Dispute button.
3. Confirm your E-mail Address.
4. Select the Dispute Reason from the drop-down list. The system will refresh and may require additional field input.
5. Enter applicable information in the Additional Information field if needed.
6. Click Submit.

On the right side of the card, there is another note: 'Note: Track the status of your dispute online on the Transaction List screen.' Below this note is a legend:

- Red square = Dispute in Process
- Yellow square = Dispute Submitted
- Green square = Dispute Resolved

Below the legend, it says: 'Click the colored squares and follow the steps to Undo or Resolve your dispute.'

Retain a screen shot of the dispute confirmation to be used as the supporting documentation uploaded into Panthersoft for both the debit and credit.

PaymentNet®

Quick Reference Card

Performing Queries for Transactions

1. Do one of the following:
 - Select Transactions > Query.
 - From the Transaction List screen, click the Advanced link, located at the top right of the screen.

Note: To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

Note: To add additional rows of criteria, click the Plus (+) icon located at the right of the screen in each section. To delete a row of data, click the Trash can icon for the corresponding row.

2. From the Criteria section:
 - Select the criteria for the query from the Field drop-down list.
 - Select the Operation for the query.
 - Enter the desired data in the Value field.
3. From the Order By section:
 - Click the Plus(+) icon in the Order section to display a row.
 - Select the data you want displayed in order from the Field drop-down list.
 - Select the Order Sequence.

Note: Ordering information is optional. If an Order By preference is not selected, the results are based on default settings (i.e., most recent post date, alphabetical order).

4. Click Process to run the query. Query results will be displayed on the Transaction List screen.

Viewing Transactions

1. Select Transactions > Manage to display the Transaction List screen.
2. Do one of the following:
 - Click the desired transaction to display the Transaction Detail screen.
 - Locate the desired transaction by doing the following:
 - Perform a query
 - Click the desired transaction. The Transaction Detail screen displays.
3. Select the appropriate tab to view additional information.

Note: The following tabs are available from the Transaction Detail screen:

- General Information
- Addendum

Note: Additional information on transactions may be available if icons (e.g., 📄 📄 📄) are displayed on the Transaction List screen. Click the icon to view the line item detail.

Viewing Statement

1. Select Transactions > Statement to display the Statement Detail screen. The current billing cycle statement is displayed.

Note: To view historical statements, select a date from the Billing Date drop-down list.

Note: If you have more than one account number, use the Account Number drop-down list to view statements for your other accounts.

Downloading and Printing Statements

1. Select Transactions > Statement to display the Statement Detail screen.
2. From the Statement Detail screen, click Download Statement.
3. Once the Adobe PDF file is open, you can save or print the statement.

11. USEFUL QUERIES

- To review the Cardholders that are assigned to a specific Approver/Reconciler, use the query ASSIGNED_CARDHOLDER_BY_PROCESS
- To review the Approvers/Reconcilers that are assigned to a specific cardholder, use ASSIGNED_PROCESSOR_BY_CARDHOLD
- To review transactions paid from a specific Project ID, use ALL_PCARD_TRANS_BY_PROJECT
 - The issuer is Chase.
- To review transactions paid from a specific Activity Nbr, use ALL_PCARD_TRANS_BY_ACTIVITY
 - The issuer is Chase.

12. GLOSSARY OF TERMS

Approver/Back-up Approver – The University staff assigned to review individual charges with each cardholder and to certify that the charges are in compliance with University Policy and Procedures. They are responsible for processing the expense of all transactions in the PantherSoft Financials System. While a Reconciler can assist the Approver in the reconciliation and maintenance duties, only the Approver can update the transaction status from *Staged* to *Approved*. The Approver and Back-up Approver cannot be subordinate to the Cardholder.

Cardholder Profile - Parameters that are established for a designated Cardholder that identify the Cardholder, set default accounting information and provide restrictions or spending limitations in the Card Issuer's system and in the PantherSoft Financial system.

Cardholder - A permanent University employee that is granted the authority to use the Departmental Card to place orders or make financial commitments on behalf of the University as outlined in this manual. They are responsible for reviewing individual charges with their Approver and confirm that the charges are in compliance with University Policy and Procedures.

Card Issuer - The financial institution or bank that provides and supports the Departmental Card Program utilized by Florida International University. Currently, the Card Issuer is JP Morgan Chase.

Commodities – Any goods or services available for purchase.

Credit Card Solutions Administrator – This individual is responsible for administering the Departmental Card Program at Florida International University and for the day-to-day operation of the Departmental Card Program. This individual provides assistance with processing transactions and ensures that the transactions are in accordance with the Departmental Card Guidelines. This individual acts as the liaison between the Cardholder, the vendors and the Card Issuer.

Credit Card Solutions Associate – This individual is responsible for assisting the Program Administrator in the day-to-day operation of the Departmental Card Program. This individual also provides assistance with processing transactions and ensures that the transactions are in accordance with the Departmental Card Guidelines. This individual acts as the liaison between the Cardholder, the vendors and the Card Issuer.

Credit Card Solutions Accountant – This individual provides support for the Departmental Card Approver and along with the Credit Card Solutions Administrator will conduct periodic reviews of the Cardholder's records. They are responsible for reviewing the Card Issuer's master statement of all University Departmental Card transactions and the processing of the electronic payment to the Card Issuer.

Expense Report – Submission entered into the Travel Module after travel occurs. The Expense Report serves the purpose of reporting all Travel Expenses as well as requesting reimbursement to Travelers for out-of-pocket expenses.

Merchant Category Code (MCC) - Code assigned to a merchant/vendor by VISA, which identifies the primary goods or services, provided by the merchant/vendor.

Monthly Billing Cycle - The billing period is defined by the Card Issuer and is from the 1st day of the month, ending on the last day of the month.

Monthly Credit Limit - The maximum dollar limit that can be charged by the Cardholder during a monthly billing cycle.

Reconciler -University staff assigned to each Cardholder to review all transactions for compliance with the Departmental Card procedures, maintain a file of original receipts and support documentation and who is responsible for reconciling the expense of all transactions in the PantherSoft Financials System. The reconciler cannot update the status of the transactions from *Staged* to *Approved*. The Reconciler can be subordinate to the Cardholder.

Single Transaction Limit - The maximum dollar limit per transaction that is allowed on a Departmental Card.

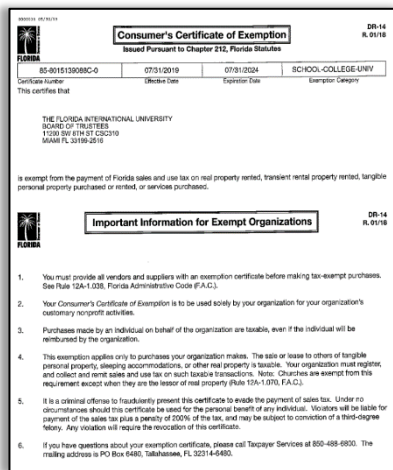
Transaction - A charge, credit or other financial activity associated with the Departmental Card.

Travel Authorization (TA) - The official travel authorization form is required to secure approvals and encumber the funds for any University related business trip.

Vendor/Merchant/Supplier - The business entity from whom a Cardholder is making a purchase.

[Click here](#) to access the forms noted below.

- CCS01 - Departmental Card Application
- CCS02 - Travel & Entertainment Cardholder Application
- CCS03 - Approver Application
- CCS04 - Reconciler Application
- CCS05 - Departmental Cardholder Approver/Reconciler Update Form
- CCS08 - Card Cancellation Form
- CCS09 - Request for Temporary Limit Changes/Merchant Block Override Form
- CCS10 - Replacement Receipt Form
- CCS11 - Hotel Expense Vendor Agreement
- CCS13 - Departmental Card Transfer of Charges Form
- Expense Account Reference Sheet



Other Helpful Program Links – Click on Image to Open

Electronic Billing Agreement

As a condition to the subscribing company's participation and in conjunction with the Corporate Service Agreement dated September 30th, 2015, the subscribing company agrees to pay all charges for rentals entered into under and billed through the described charge card number last four digits _____ expiration date _____ which can only be used through the business account (program number assigned).

"The credit card security program, Electronic Billing will have to credit the person submitting the form with the State of Florida (if given) to obtain the rest of the credit card number. Please provide appropriate verbal identification when submitting."

It is the responsibility of the subscribing agency to maintain the security of its Business Account Program number. The rental agreement shall be deemed conclusive evidence of the fact that the transaction was entered into under the Business Account Program number.

This agreement remains in effect until written notice of cancellation is received by either party. Subscribing company is responsible for all rental charges that occur until the Business Account Program number has been cancelled. Notice should be sent to stator@busbills.com

Notice to the company should be sent to (complete your information below)

Company Name	
Street Address	
City/State/Zip	
Contact Name	
Contact Email	
Company Fax	
Phone Number	

Signature of Cardholder
Printed Name _____
Title _____
Date _____

Billing information

Account #	Yes/No assigned
Billing Account Name	
Email to send invoice	
Print, scan and email completed form to stator@busbills.com	



Purchasing E-Mail



14. KEY PROGRAM CONTACTS

Tracye Eades Mickle (305) 348-2920

Assistant Director, Credit Card Solutions

Office of the Controller

Email: eadesmic@fiu.edu

Tashaun Williams (305) 348-1603

Coordinator of Admin Services, Credit Card Solutions

Car Rental Billing Agreement Form

Master Hotel Agreements

E-mail: tashaun.williams@fiu.edu

Maritriny Espina (305) 348-3150

Professional Accountant 2, Credit Card Solutions

Office of the Controller

Email: mespina@fiu.edu

Danayde Alfonso (305) 348-2419

Accounting Specialist, Credit Card Solutions

Office of the Controller

E-mail: Danayde.alfonso@fiu.edu

Sandra Ocampo (305) 348-4041

Accounting Specialist, Travel Department

Office of the Controller

Email: sandra.ocampo@fiu.edu

JP Morgan Chase, 24-Hour Customer Service 1-800-270-7760

JP Morgan fraud Recovery Team 1-800-895-7074

Credit Card Solutions Website: <https://controller.fiu.edu/departments/procurement/credit-card/>

