

Colorado State University

ACQUISITION CARD PROGRAM



CARDHOLDERS HANDBOOK

August 2007

WELCOME TO THE ACARD PROGRAM!

We hope you find this ACARD Program to be helpful in conducting business for the University. Please do not hesitate to ask questions regarding any aspect of the ACARD Program. We welcome your input and suggestions for improvement.

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I. KEY CONTACTS

How to Contact ACARD Administration:

CSU ACARD Help Desk

Purchasing Department
Campus Mail Address: ACARD, 6010 Campus Delivery
Phone: (970) 491-5752
Fax: (970) 491-5523
E-mail: ACARD@purchasing.colostate.edu

Please access the ACARD web page for additional ACARD information and forms:
<http://www.purchasing.colostate.edu/pages/acard.asp>

How to Contact JPMorgan Chase:

JPMorgan Chase Customer Service:

Phone: (800) 316-6056 (**Lost or Stolen Card**)*
Fax: (800) 931-8861

***LOST OR STOLEN CARDS MUST BE REPORTED IMMEDIATELY!**

Cardholders must contact the issuing bank, JPMorgan Chase, at **1-800-316-6056** to report a lost or stolen card. Your department has full liability for all purchases made before a card is reported lost or stolen. A new card will be issued by the bank, and sent to the ACARD office for pick-up by the Cardholder. After contacting JPMorgan Chase about a lost or stolen card, also notify the CSU ACARD Help Desk at (970)491-5752.

REPORT DISPUTED TRANSACTIONS IMMEDIATELY!

The Cardholder is responsible for contacting JPMorgan Chase to initiate the dispute process. A dispute can be processed via phone, mail/fax or email. An attempt should always be made to resolve the dispute with the merchant, if possible, prior to reporting the dispute to the bank.

Phone: **1-800-316-6056**
or 1-888-297-0768
Fax: 847-931-8861
Mail: JPMorgan Chase/ PO Box 2015/Elgin, IL 60121-2015
Email: ccs-disputes@jpmchase.com

II. INTERNET RESOURCES / DOCUMENTATION

ACARD Web Site: www.purchasing.colostate.edu/pages/acard.asp

- Procurement Card Program Information:
www.purchasing.colostate.edu/pages/acintro.asp
- Procurement Card Forms: www.purchasing.colostate.edu/pages/acforms.asp
- ACARD Tips: <http://www.purchasing.colostate.edu/pages/pdf/ACTips.pdf>
- Training: www.ramct.colostate.edu

Business and Financial Services Web Site: www.busfin.colostate.edu

- Financial Policy & Procedure Instructions Manual:
<http://busfin.colostate.edu/fpi.aspx>
- Expenses for University Promotion & Development:
[BFS FPI Expenses for University Promotion and Development Quick Guide](#)
- Propriety of Expenditures:
[BFS FPI D-2 Propriety of Expenditures](#)
- Reporting of Fiscal Misconduct:
[BFS FPI J-3 Reporting of Fiscal Misconduct](#)

III. Acquisition Card (ACARD) Introduction

DEFINITION:

The Acquisition Card Program (ACARD) is a purchasing method whereby Colorado State University staff, faculty and students are issued a MasterCard through JPMorgan Chase (formerly Bank One) to make small, non-recurring purchases under \$3000.00 for University use. The authorized cardholder is able to purchase directly on behalf of CSU, thereby allowing tax-exempt use. Transactions are paid by CSU to the bank.

BENEFITS:

- Like any MasterCard, it is accepted by most merchants – worldwide!
- Great for phone orders, rush orders
- No waiting for prepayment checks
- Eliminates vendors calling about payment (vendors receive payment in a day or two)
- Cardholders shop for best pricing
- Reduction in number of checks written

OVERVIEW OF PROGRAM:

- Each MasterCard has CSU name/logo plus the name of the cardholder (faculty/staff)
Cardholder buys something with the card and gets a receipt
- Merchant sends transaction to bank (electronically) for collection
- Bank sends transaction data to CSU daily
- Transactions are fed into ACARD system (with default account/subcode)
- ACARD system sends email notification of each transaction to the cardholder, his/her approver, and assigned “reallocator”.
- Meanwhile, cardholder notes accounting info on receipt and gives it to the assigned reallocator.
- Reallocator reviews transactions on ACARD system and receipt information to change account number/subcode if necessary
- Reallocated transactions are fed to FRS nightly
- Transactions not reallocated will feed to FRS in default account/subcode at 10 days old
- Cardholders receive monthly statements, review, and sign
- Reallocators review statements and attach receipts
- Approvers review and sign statements
- Statements are filed in department

Acquisition Card ACARD Administration provides support to campus departments participating in the ACARD Program through:

- Assistance in the establishment and maintenance of the departmental ACARD Acquisition Card program
- Provision of management information regarding the program
- Dissemination and interpretation of applicable Purchasing Rules, University policies and State of Colorado policies
- Taking appropriate action for ACARD violations and application of consistent consequences for such violations.

IV. ACQUISITION CARD (ACARD) TIPS

1. Effective 03/06

Per University requirement and through JPMorgan Chase Bank, Colorado State University has changed Cardholder Social Security Numbers over to CSU Employee ID numbers. The CSU Employee ID number is a nine digit number that will fit in the field of the SSN. Whenever you contact JPMorgan Chase, they will ask you for the last four digits of your Social Security Number, instead you will use the last four digits of your CSU Employee ID number.

If you do not know your CSU Employee ID number, go to the following web site:

<http://rampoint.colostate.edu/cp/home/loginf>

Enter your E-Id Log name and Password, on the next page click on My Account that will take you to your CSU Employee ID number.

2. If the ACARD declines during a transaction, the cardholder must call the 800 number located on the back of the card. Cardholders will be asked to give the last 4 digits of the cardholder's EID number (See above) to speak with a customer service representative. The cardholder will be notified as to why the transaction was denied. The ACARD office cannot produce this information

3. Purchases on the card are subject to our *tax-exempt status*. This applies to any sales tax within the State of Colorado. Other states may also honor our tax-exempt status either as an entity of the government (of Colorado) or as a public and/or educational entity. Feel free to contact the ACARD Help Desk if you feel our tax status is being wrongfully denied Merchants wishing to obtain more information may view our tax exemption certificate at the following website:

<http://busfin.colostate.edu/tax/taxw9ltr.pdf>

4. ALWAYS GET A RECEIPT. The receipt documents the purchase and protects both you and the University. Be sure to get a receipt or some form of independent verification from the vendor **AND** be sure it provides an accurate detail of the items purchased!

5. If you use your card for **Promotion and Development** expenses (official functions, training, awards, recruiting, or other promotion and development) **AND** regardless if your card has standard capabilities or full Official Function status (restaurants and hotel catering allowed), you **MUST** be aware of all documentation and approval requirements. Review all University policies surrounding these activities at the following website:

[BFS FPI Expenses for University Promotion and Development Quick Guide](#)

6. ACARD cannot be used for the purchase of alcohol, according to the University's policy (and will be declined at liquor stores). However, ACARD users with full official function status (granted via memo from a Dean or VP to the ACARD Program Administrator) are permitted to purchase alcohol at restaurants and catered events such as "drinks with dinner" situations.

7. ACARD may never be used to book or pay for employee travel expenses, due to conflicting State travel regulations! Although cardholders with full official function status may use their cards at hotels for meetings and other catering events, charges must never include lodging, meals (related to per diem) or other travel-related expenses

8. 5-3 accounts cannot be used as a default for ACARD. Use another departmental account and reallocate back to the 5-3 account.

Exception: A 5-3 account MAY be approved as a default for a PI who has ONLY a 5-3 to charge Requests for this exception will be reviewed by Sponsored Programs on a case- by-case basis. Please complete the [ACARD Approval Request for 5-3 Account as Default Form](#) and forward it to: Office of Sponsored Programs, Dept #2002. One form per cardholder please.

9. Due to the stringent University requirements, use of ACARD for non-employee hotel lodging and meal expenses (for visitors, recruits, etc.) is highly discouraged. However, at this time, it is not officially disallowed provided the following criteria is **FULLY** met:

- a. A proper, fully itemized receipt ("folio") is obtained for the charges.
- b. All charges comply with University policy (i.e. no movie, gift shop, valet, phone, alcoholic beverages, personal phone calls, etc.).
- c. The State of Colorado tax exemption is applied.
- d. Proper documentation ("who, what, why, when, where, how") and approval (physical signature from an official function approver) is provided.

[Documentation for Expenses Related to Official Functions](#)

10. Furniture Purchases and ACARD

Cardholders are authorized to use their ACARD on-line for furniture purchases with Colorado Correctional Industries (formerly Juniper Valley Products), for their entire line of furniture, ALL other furniture purchases must be procured via Purchase Order (PO) after a waiver has been granted. There is a statutory requirement, Colorado Revised Statute 17-24-111(1)(a), for state agencies to procure all office furniture from Colorado Correctional Industries (CCi). If CCi cannot provide the furniture you require, then you will need complete a waiver process in order to qualify to purchase furniture elsewhere. A formal waiver request form must then be submitted to Purchasing for review. The waiver will then be forwarded to CCi for their determination. Please see the Purchasing web-site's waiver instructions:

http://www.purchasing.colostate.edu/pages/furniture_waiver.asp

Any furniture purchases made on ACARD outside of these guidelines will be subject to immediate return to the vendor for full credit to the ACARD or will be subject to personal reimbursement to the university.

11. Only use your card within the current policies of the University and to meet the required needs of your operation! Built-in controls help prevent misuse (such as transaction limits and the exclusion of ATMs, gas stations, airlines, liquor stores, etc.), but only **YOU** can ensure proper use at all times.

V. CARD ROLES AND RESPONSIBILITIES

Cardholder:

The role of a Cardholder is to make purchases in accordance with the regulations established by Colorado State University, as well as all Federal and State rules to ensure accountability to the public and fairness to vendors.

Cardholders are responsible for:

- Completing required ACARD Cardholder Training Certification course, including review of all course materials, lecture presentation, and successful completion of quiz.
- Knowing and applying all of the rules related to the ACARD program as stated in this handbook and contained in the on-line training course.
- Reporting a lost or stolen card IMMEDIATELY to **JPMorgan Chase at 1-800-316-6056**. Your department has full liability for all purchases made before a card is reported lost or stolen. Cardholder is also responsible for disputing any charges that are not theirs.
- Making purchases for your department within the most current policies of the ACARD program as well as State Fiscal Rules, State and University procurement rules, and the University's Financial Policy and Procedure Instructions (FPIs).
- Review e-mail notifications for unauthorized transactions.
- Ensuring merchant documentation is complete and available for every transaction and giving that documentation to the Reallocator immediately, or if the documentation is not immediately forthcoming, the Cardholder must provide transaction documentation within 30 days of the purchase.
- Signing the Cardholder Statement of Account, by the 15th of the following month, for each cycle that had transactions.
- Protecting the card at all times to prevent unauthorized use, and not sharing or authorizing others to use the card.
- Turning in your ACARD to the department Approving Official upon termination of employment with either the department or CSU, OR upon request of the department authority.

Reallocator

The Reallocator is the person assigned to each Cardholder in order to determine and assign financial (accounting) information for the Cardholder's transactions. A Cardholder *may* function as his or her own Reallocator.

Reallocators are responsible for:

- Reallocating each transaction from the default account and sub-code (as necessary).
- Printing monthly Cardholder Statements from the ACARD system and forwarding the cycle packet to the Cardholder prior to the 15th of the following month. Reallocators will be prompted via email to print the monthly Cardholder Statements.
- Attaching the documentation for each transaction (received from the Cardholder) to the monthly Statement, and giving those statements to the Approving Official for final review.
- Notifying ACARD Administration immediately and informing the Department Approving Official of transfers or terminations.
- Assisting Approving Officials, as needed, to ensure the integrity of the ACARD program.
- Ensuring all source documentation is filed within the department for a minimum of seven years. If a grant is being used, check with the campus Sponsored Programs Department to verify the requirement specific to the grant.

Approving Official

The Approving Official (AO) is the individual assigned to a Cardholder to ensure compliance with ACARD policies and State and university fiscal and procurement rules by reviewing the transactions on no less than a monthly basis. A Cardholder *cannot* function as his or her own Approving Official.

The Approving Official plays a critical role in ensuring the integrity of the ACARD program at the departmental level.

Approving Officials are responsible for:

- Completing required ACARD Approver Training Certification course, including review of all course materials, lecture presentation, and successful completion of quiz.
- Knowing and enforcing compliance of the rules of the ACARD program as stated in the Approving Official, Reallocator, and Cardholder Handbooks.
- Reviewing e-mail notifications and questioning unusual transactions appearing on these e-mail notifications.
- Ensuring there is complete documentation for every transaction, including explanation of business purpose for unusual purchases.
- Ensuring that every Statement of Account is reviewed and signed, by the 15th of the following month, for each cycle that had transactions.
- Determining if there were ACARD violations and ensuring appropriate action is taken by the Department if violations are found.
- Ensuring, if applicable, that purchases are allowable under the terms of the sponsored program account for which the purchase was made.
- Notifying the ACARD Program Administrator immediately should any Cardholder under his/her approving authority leave the employment of the department or the University, or for any other reason regarding loss of cardholder status. In addition, the Approving Official must collect and destroy all cards from such cardholders.

VI. ROUTINE ACARD TRANSACTION PROCESS

A. Obtaining Authorization to Purchase

1. **Departmental Rules.** Your Approving Official or department head sets departmental guidelines for your card use (such as potential requirements for prior approvals, special forms, etc.). Your department also has set a single transaction ceiling somewhere within \$3000 per purchase. In addition, they have set limits on the dollar amount you can purchase within a cycle, PLUS the number of transactions you can do per day and per cycle (these were established when your card was ordered). All cycles end on the 24th day of each month.
2. **Sharing your card or card account number is strictly prohibited!**
3. **Promotion and Development use**, such as official functions: see the following web-site to recognize and understand the requirements and restrictions for any expenses related to these activities:
 - a. Three status levels exist for official function use:
 - i. **No official function status:** purchases may be prohibited by department rules and/or discretion.
 - ii. **Limited official function status:** purchases can be made as departmental rules allow, using those limited merchants where the card is not blocked -- such as grocery and department stores.
 - iii. **Full official function status:** purchases can be opened up to restaurants and hotels for promotion and development use such as official functions and recruiting (NOT travel). This status is obtained via the Official Function Request Form, submitted to the ACARD Program Administrator on behalf of a specific cardholder. (NOTE: liquor store purchases are not included with this or any ACARD status.)
 - b. Any such purchases must comply with University rules (see the web-site referenced above). Specifically, the following must be provided and kept with the receipt to document:
 - i. A full description of “who, what, why, when, where and how”, and
 - ii. Signature approval from an authorized official function approver.

Ideally, please use the form found at the following web site:

[Documentation for Expenses Related to Official Functions](#)

[BFS FPI Expenses for University Promotion and Development Quick Guide](#)

4. If you are making purchases against a sponsored program account, it is your responsibility to make purchases that are allowable under the terms of the sponsored program award.

B. Selecting the Merchant

Ask the following questions when selecting the merchant for each transaction:

1. Is there a mandatory State price agreement or University contract? If yes, you need to use the State price agreement or University contract merchant. (For example, you must use the mandatory State price agreement for office supplies.) Information is available on the Purchasing Department web page at <http://www.purchasing.colostate.edu/pages/pricing.asp>.
2. Is there a minority or women-owned business that could supply your goods?
3. The use of MBE/WBE vendors is encouraged.
4. Are there vendors that offer discounts to the University? Always ask the vendor or contact a Purchasing Agent.
5. Does the vendor accept MasterCard? If not, you will need to:
 - choose a different vendor, or
 - choose another purchase method (AFE or PO).

If you frequently do business with this vendor, contact the ACARD Program Administrator.

State MANDATORY Price Agreements

The State of Colorado Division of Purchasing establishes contracts, through the bidding process, with vendors to furnish goods and services commonly used by state agencies. The University is required to use these contracts when purchasing the designated commodities. For more information please visit the following website:

<http://www.purchasing.colostate.edu/pages/pricing.asp>

State PERMISSIVE Price Agreements

The State Purchasing Division also establishes price agreements with vendors to furnish goods and services used by state agencies. These agreements may be initiated through bidding or negotiation with sole source vendors. State agencies are urged to use these price agreements. For more information please visit the following website:

<http://www.purchasing.colostate.edu/pages/pricing.asp>

C. Placing the Order

You may place your order in person, by phone, fax, mail or internet. You should use caution sending your card number over the internet or fax to place an order. Use “secured connections” on the internet and be familiar with the vendor’s reputation.

1. Inform the merchant that the purchase is tax exempt. The tax-exempt number (98-02381) is printed on your card. Remind the merchant that this is a Colorado State University purchase and should be accorded any applicable discounts. If the

vendor needs the University's Tax Exempt Certificate, it can be found on the Business and Financial Services web site:

<http://busfin.colostate.edu/tax/taxw9ltr.pdf>

2. Give your name as it appears on the card.
3. Give accurate delivery information, including your department name and four-digit Campus Delivery. (This number is important for Central Receiving to promptly deliver your package to you.)
4. Do not make cash-on-delivery (COD) purchases; Central Receiving will refuse such deliveries.
5. Do not photocopy the credit card (especially the back), due to potential increase of identity theft. If a vendor states that they require a photocopy of the card, an AFE will need to be used to complete the purchase.
6. Request documentation showing description and cost of each item.
7. If the vendor requests a "billing address", the vendor may be attempting to verify your card by matching information on file at the bank with the information you give. Your card may be declined if the exact address is not given.

*****Get the exact billing address information for your card (on file at the bank) from the ACARD system. Select from the main menu, Report and Query, Cardholder Information, and Delivery Address. Your Reallocator can assist you if you do not have access to the ACARD System.**

D. Receiving the Goods

Inspect all goods promptly upon receipt. If there is a problem with the order, the department must contact the merchant immediately.

E. Documenting Each Transaction

Every transaction must have valid and complete documentation from the merchant. Give the transaction documentation to your Reallocator immediately after receiving the goods.

1. Valid source documentation may be:
 - a. A receipt and/or card transaction slip from the merchant.
 - b. An order form for dues, subscriptions, registrations, or similar items.
 - c. An invoice showing credit card payment.
 - d. E-mail confirmation from the merchant for internet transaction.
 - e. A packing slip from the delivery. (However, a receipt or invoice is best.)

2. All documentation must include the following information (you must hand write if not printed on the documentation):
 - a. Vendor identification (merchant name).
 - b. Date the purchase was made.
 - c. Description and quantity of each item purchased (write in if not apparent on receipt).
 - d. Per item cost, if available from the merchant.
 - e. Total cost of the order.
 - f. Cardholder name and/or card number.

Note: If you have lost the original documentation or if the merchant did not provide documentation, contact the merchant directly to obtain it. If suitable documentation is not obtainable, you must complete an Unavailable Transaction Documentation Form and your Approving Official must sign this form.

<http://www.purchasing.colostate.edu/pages/pdf/aclost.pdf>

Lack of original documentation due to willful or negligent default is a cardholder violation, and a Violation Warning Form must also be completed.

F. Reviewing E-mail Communications

You (the Cardholder) will receive a daily e-mail message listing any new transactions: dollar amount, merchant name, and a system-assigned Transaction ID number. (The e-mail messages are generated upon receipt of transactions into the ACARD system, **generally three-five days after purchase.**) You should review the e-mail message to make sure each transaction listed is yours. If not, begin the Dispute process. The e-mail message is also a reminder to submit documentation to your Reallocator if you haven't already done so. Your Approving Official and Reallocator will also receive an e-mail notification for informational purposes.

G. Reallocating in the ACARD System

Details for reallocating are contained in the ACARD Reallocator Handbook. The following is an overview for Cardholders:

1. Transactions are downloaded daily to the ACARD system.
2. Transactions must be reallocated within 10 working days after receiving the transaction in the ACARD system (if reallocation is necessary).
3. Transactions may be reallocated to multiple accounts and/or subcodes.
4. The ACARD system allows reallocation to valid and appropriate FRS accounts and subcodes. (Please note: designated departmental individuals are responsible for monitoring compliance and appropriateness for all transactions against each account, as represented by FRS reporting screens and reports.)

5. Certain accounts and subcodes are blocked for reallocation.
6. Reallocated transactions are fed nightly to FRS.
7. Transactions, which have not been reallocated within 10 working days from the transmission date, will feed to FRS with the default account and subcode.
8. Transactions within the previous cycle period, which have not been reallocated, will feed to FRS at the end of the month.
9. Transactions may not be reallocated after the close of the fiscal year.

H. Processing the monthly Cardholder Statement of Account

1. The Reallocator will receive an email that will prompt him/her to print a Statement of Account for each Cardholder who had transactions posted to the ACARD system during the cycle period (25th day of previous month through the 24th day of the current month). The Reallocator attaches receipts to the Statement of Account and forwards the packet to the Cardholder.
2. The Cardholder reviews the Statement of Account and supporting documentation for each transaction. There must be suitable documentation for every transaction (Cardholders are responsible for resolving any missing receipts). Once the Statement of Account is complete, the Cardholder signs and dates it and forwards the entire packet to the Approving Official.
3. The Approving Official reviews and signs the statement. Each Statement of Account, with the supporting documentation for every transaction listed on the statement, is to be completed by the 15th of the following month. Statements should be filed by month, by cardholder. Remember: ACARD transactions are subject to periodic random audit. Complete documentation must be available for audit.

VII. PROBLEM ACARD TRANSACTIONS

A. Prohibited Transactions

The following are prohibited transactions and are Cardholder violations. (See Section F for violation consequences.)

1. Personal Purchases – Personal purchases are **never** permissible. A personal purchase must be reported immediately upon discovery to your Approving Official and the ACARD Program Administrator. You must immediately reimburse the University or arrange for an immediate credit transaction from the merchant. A personal purchase is an ACARD Violation and may be suspected fiscal misconduct (see FPI J-3 [BFS FPI J-3 Reporting of Fiscal Misconduct](#)). A personal purchase may be cause for cancellation of the ACARD and may result in termination and possible prosecution. Any suspected fiscal misconduct or abuse of the card for personal purchases must be reported immediately to both ACARD Administration.
2. Cash or Cash-Type Transactions – Examples are additional cash with purchase, cash refunds, travelers' checks, gift certificates, money orders and gift certificates. A cash or cash type transaction is an ACARD Violation and may be suspected fiscal misconduct (see FPI J-3).
3. Sharing the Card – **Cardholders should not share their cards or card numbers with other individuals for use. Only the designated Cardholder is allowed to use his or her ACARD.**
4. Unallowable Sponsored Projects Purchases – Cardholders are not to use the ACARD to purchase any items that will be charged to a sponsored project unless those items are in accordance with the terms of the specific grant or contract.
5. Split Purchases – It is illegal under the State of Colorado Procurement Rules and the State of Colorado Fiscal Rules to split a single purchase to circumvent limits.
 - a. A split purchase occurs when a Cardholder's transactions exceed \$3,000 (or their single purchase limit) for a single purchase (including shipping).
 - b. A single purchase over \$3,000 must be purchased through the Purchasing Department using a purchase requisition. You should use good judgement when determining your purchase needs. Contact Purchasing if there is any question in defining a single purchase.

A single purchase need identifies a group of items that are similar enough in nature to be purchased from a single source and that are all known to be needed at the time of the first purchase transaction. Purchases cannot be split based on different project or program numbers, different recipients, different delivery locations, differing functionality of the items, etc. For example, a Cardholder shall not purchase two \$2000 printers from a single source using

two separate transactions if both computers are known to be needed at the time of the purchase (and, therefore, the total purchase *need* is known to be \$4000).

- c. You must not split purchases over time or over sources with the intent to circumvent the \$3,000 single purchase limit (or your single purchase limit).

6. Inappropriate Purchases (that constitute a Violation Warning Form)

- a. Items that violate the terms of a sponsor agreement that is the funding source for a transaction.
- b. Items that require a signed contract for purchase.
- c. Travel and travel-related expenses – examples are airfare, vehicle rental (including the rental of moving trucks), meals, employee lodging and parking.

Exceptions:

- Cardholders may use the ACARD to pay for Conference/event registration fees. Registrations that include a lodging deposit as part of the registration may be purchased on the ACARD. Separate charges for lodging – that is, lodging that is not included on the conference registration form, cannot be paid on the ACARD.
 - Cardholders may use the ACARD to purchase ground transportation for groups or for individual **non-employees**. This includes shuttle services or other transportation services.
- d. Vehicle expenses – examples are vehicle rental, parking, fuel, and repairs.
 - e. Furniture, unless the purchase is made with CCI or other state/university contracts.
 - f. Phone cards, long distance, internet charges and pay-phone calls.
 - g. Drug Enforcement Agency licensed substances, medical drugs, narcotics.
 - h. Radioactive materials and restricted chemicals.
 - i. Materials to construct or remodel a University owned or leased facility.
 - j. Construction Contractors to construct or remodel a University owned or leased facility.
 - k. Tax free alcohol for research.
 - l. Guns and ammunition.
 - m. Ebay, Paypal or online auction transactions
 - n. Shipping or mailing packages other than through Central Receiving (Includes purchases of postage stamps)
 - o. Printing services without a waiver from Communication and Creative Services. Exceptions would be Copy Rite located on campus.
 - p. Cell-Phone air time charges. Please contact Telecommunications.

All purchases on the ACARD must follow the Business and Financial Services Financial Policies and Procedures. Departments contemplating purchases of gifts, flowers, alcohol, memberships, and/or other official functions should refer to those policies for clarification.

<http://busfin.colostate.edu/fpi.aspx>

B. Excluded Merchant Types

All MasterCard merchants have chosen a four-digit Merchant Category Code (MCC) that identifies the types of goods or services that they provide. CSU has elected to block purchases from merchants with MCCs related to prohibited transactions. An attempt to purchase anything from these types of merchants will be declined.

Excluded merchants include:

1. Banks, ATMs, financial institutions, insurance companies.
2. Travel related merchants – airlines, railroads, bus lines, taxis, cruise lines, car rental companies, hotels, motels, travel agencies.
3. Automotive merchants – automobile dealers, gas stations, and repair shops.
4. Eating places (except full official function status) – restaurants, bars, cocktail lounges, nightclubs, and fast-food restaurants.
5. Packaged liquor stores, duty free stores, tobacco stores.
6. Furniture merchants – furniture stores repair shops, and part stores.
7. Dating and escort services, counseling services, massage parlors, health and beauty spas, computer-dating services, and gambling establishments.

C. Declined Transactions

*****Contact JPMorgan Chase Customer Service at 1-800-316-6056 for information on why a transaction was declined.**

Possible reasons for a declined transaction include:

1. Incorrect card number and/or expiration date on a phone order. Check the numbers with the merchant.
2. The transaction exceeds your daily or billing cycle transaction limits. Your department established your limits when your card was ordered. Check the number of transactions you have made to determine if you have exceeded your limits.
3. The billing address you gave to the merchant does not match what is on file at the bank. (See Section III.C.6)
4. The merchant's four-digit MCC is one of the University's excluded codes. Ask the merchant for their MCC. Merchants may sign up with a code that does not reflect their actual business. Please notify the merchant with MCC code as they be unaware.
5. The transmission is down between the merchant and its bank. Ask the vendor to try later. However, if the vendor makes 10 tries, and is declined each time, the card will then decline at all vendors for the remainder of the day.

D. Returns or Exchanges

If you discover an error in your order, promptly contact the merchant.

1. Make arrangements with the merchant before shipping an item for return or exchange.
2. The merchant must credit an exchange and charge a new transaction. (Exchange of like items, for example different colors, may not require a credit transaction.)
3. Do not permit a cash refund. It is a merchant violation to refund cash and a Cardholder violation to accept cash.
4. Document all returns and exchanges. This information may be needed for a formal dispute. (See section E - Disputes.)

E. Disputes

1. Process for disputes – See your Reallocator to formally dispute a transaction so he/she can properly code the transaction to Disputed Status in the ACARD system. **The Cardholder is responsible for contacting JPMorgan Chase to initiate the dispute process.** A dispute can be processed via phone, mail/fax or email. An attempt should always be made to resolve the dispute with the merchant, if possible, prior to reporting the dispute to the bank.

The Dispute Department can be contacted via the methods below:

Phone: 888-297-0768

Fax: 847-931-8861

Mail: JPMorgan Chase/ PO Box 2015/Elgin, IL 60121-2015

Email: ccs-disputes@jpmchase.com

The bank immediately issues a credit for the dispute, pending correspondence with the merchant. Both the charge and the credit need to be reallocated in the ACARD System.

2. Reasons for Disputes – The following may be formally disputed with JPMorgan Chase.
 - a. Unauthorized charges and unrecognized charges, including phone or mail order charges.
 - b. Difference between dollar amount authorized and dollar amount charged.
 - c. Duplicate charges.
 - d. Returned merchandise. Your account has not yet been credited in the ACARD system, but you have received a credit voucher from the merchant or have been told by the merchant that they will issue a credit.
 - e. Un-received goods.
 - f. Defective merchandise.
 - g. Altered Charges.

F. Violations

A Violation Warning Form must be completed by the Cardholder and signed by his/her Approving Official for any of the following violations. The Approving Official will determine the future status of the card, requirements for additional training, or other possible consequences of ACARD violations.

1. Personal purchases.
2. Cash or cash type transactions.
3. Split purchases.
4. Sharing the ACARD.
5. Travel and Related Expenses.
6. Inappropriate purchases (as listed under Prohibited Transactions).
7. Failure to provide original documentation (due to willful or negligent default).
8. Non-compliance with current ACARD program policies as stated in this Handbook, State Fiscal Rules, State and University Purchasing Rules and University Financial Policy and Procedure Instructions (FPIs).

Chronic abuse and/or willful or negligent default will be investigated and may result in cancellation of the ACARD. The ACARD Administrator will work with the Cardholder's Approver to cancel the card if necessary. The University shall take any recovery action deemed appropriate, which is permitted by law. Suspected fiscal misconduct must be reported as outlined in FPI J-3.

After the 3rd violation, the ACARD administrator or Approver Official reserves the right to cancel the card and require the cardholder to seek additional training for compliance of the ACARD program rules or internal Department rules that are not being followed

VIII. SERVICE, MAINTENANCE, AND RENTAL

A. Authorization to Purchase

Effective January 15, 2001, service, maintenance, and rental may be purchased with the University's ACARD provided the following four requirements are met:

1. The service, maintenance, or rental CANNOT exceed a total of \$3,000.00/year. This includes yearly maintenance for equipment such as fax machines, printers, etc.
2. Rentals must be less than three months in duration and non-recurring.
3. There is no written agreement requiring the University's signature.
4. The transaction is reallocated to a proper service (4000 series) subcode.
5. Departments are responsible for determining the level of risk to the University when using the ACARD for the purchase of services. If applicable, the department must obtain a Certificate of Insurance from the service provider.

B. Master Agreements

Colorado State University establishes master agreements with certain vendors for commonly purchased maintenance and rental. The ACARD may be used with these specific vendors. Only the master agreement is applicable to purchases of maintenance and rental from these vendors – individual contracts are not required. A list of master agreements is available on the Purchasing Department's web site (<http://www.purchasing.colostate.edu/pages/pricing.asp>).

C. Authorized Signature

Any University signature that is required on an agreement is provided on the Colorado State University Contract Acceptance form. Departmental personnel are never authorized to sign written vendor agreements. Any agreement requiring the University's signature must be processed through the Purchasing Department, regardless of dollar amount.

D. Service, Maintenance, and Rental > \$3,000.00

Any service, maintenance, or rental agreement over \$3,000.00 and lease agreements (in any amount) can only be purchased via a University Purchase Order (prepared from a purchase requisition).

E. Publications & Printing Policy

University Communications Policy (including, but not limited to: publications, printing, graphic design, and freelance writing): The State of Colorado currently considers the purchase of Graphic Design Services, Printing and Photocopying as the purchase of services, not commodities. In accordance, the procedure for procuring these services is subject to the following general guidelines.

1. The following University policy applies to all University communications purchases made with AFEs, POs, or ACARD. Purchasing will assist with the implementation of this new policy by monitoring purchase request for printing services and referring all such requests to CCS for policy compliance. CCS will contact each user and will assist in as expeditious a manner as possible. This will include random audits by the ACARD office and findings will be forwarded to CCS.

POLICY

*University Communications Policy (originally approved July 2, 2002 by EBC) This policy requires a review by Communications and Creative Services (CCS) of all communications as defined above, regardless of amount, **before** they are produced. This includes communications to both internal and external audiences. Elements of this review include: 1) adherence to University graphic standards; 2) proper use of copyright, logo, and branding; 3) consistency with University marketing goals; 4) production quality improvement recommendations; and 5) cost effective pricing. Contact CCS, 1-6432 for additional questions and requirements.*

CCS operations, including on-campus Print Shop, Fast Print, CopyRite, and prepress services will have first right of refusal of all communication work – as defined above - that is purchased with University funds.

Any purchase of these services must be pre approved by CCS, 1-6432, according to CRS 24-50-504(2)(C) and CSU Waiver Condition #2 which allows the purchase if they are ... “Services including printing, collating, and binding for which the University does not have the expertise or equipment. When such services are unavailable on an immediate basis, the University does not have staff qualified to perform these specialized services, or the University does not have the equipment necessary to perform these services as required.”

F. Logo Licensing Information

Information for ordering departments:

To produce items bearing the University name, trademarks, or logos, vendors must be officially licensed. Unlicensed vendors that produce Colorado State items are in violation of state and federal trademark law.

T-shirts, novelties and other specialty items produced by or on behalf of University entities for events, identification, marketing, or fund-raising purposes must display the official "Colorado State University" logo, in addition to any other logos or designs.

Items intended for internal use (e.g. uniform shirts, giveaways or organization/club T-shirts) are exempt from royalties. Items intended to be sold externally (e.g. T-shirts for fund raising) are subject to royalties. All external ("for sale") items must be produced by an existing licensee. You can obtain a list of licensees from either the Purchasing Department or Logo Licensing Department. See www.graphicstandards.colostate.edu for more information.

IX. FORMS

The instructions and forms listed below appear on the following pages.

- A. Unavailable Transaction Documentation Instructions
- B. Unavailable Transaction Documentation Form
- C. Violation Warning Form Instructions
- D. Violation Warning Form



ACQUISITION CARD CERTIFICATION OF LOST OR UNAVAILABLE TRANSACTION DOCUMENTATION INSTRUCTIONS

This form is required for any ACARD transaction that is not accompanied by documentation from the merchant.

WARNING: Repeated use of this form as substitute documentation could result in revocation of your University credit card.

Documentation from the merchant is required for **EVERY** ACARD transaction. Valid source documentation may be:

- 1 A receipt and/or card transaction slip from the merchant.
- 2 An order form for dues, subscriptions, registrations, or similar items.
- 3 An invoice showing credit card payment.
- 4 E-mail confirmation received for an Internet transaction.
- 5 A packing slip from the delivery. (However, a receipt or invoice is best.)

CARDHOLDER INSTRUCTIONS:

If you do not have documentation from the merchant, contact the merchant to provide the documentation. Complete this form whenever you are unable to provide documentation from the merchant for an ACARD transaction.

Fill out all fields through the Cardholder Certification Signature.
Give the completed and signed form to your Approver.

APPROVER DETERMINATION INSTRUCTIONS:

Determine the **STATUS** for the transaction based on the following guidelines.

- 1 **NO ACARD VIOLATION** - There is no violation if the approving official determines there has been no willful or negligent default on the part of the Cardholder and the charges appear appropriate for University business. Some factors in determining willful or negligent default are:

- ♦ The Cardholder has tried and, through no fault of his/her own, been unable to obtain documentation from the merchant, and the Cardholder is normally responsible and consistent with providing acceptable documentation.

ACTION: A copy of this completed form is to be kept with the Cardholder's ACARD statement which lists this transaction.

- 2 **ACARD VIOLATION** - A transaction where the Cardholder has failed to provide documentation for a charge that appears appropriate for University business but the Cardholder is a chronic violator.

- ♦ The status of a chronic violator is determined by the Approver and/or Purchasing. He/She will investigate the number and nature of the Cardholder's violations and their impact on the department and the University. The Approver and/or Purchasing will use sound judgement to arrive at a conclusion.

ACTION: A copy of this completed form is to be kept with the Cardholder's ACARD statement which lists this transaction. A violation warning form is to be completed and sent to the Purchasing Department.

- 3 **ACARD VIOLATION AND SUSPECTED FISCAL MISCONDUCT** - A transaction for which the Cardholder has failed to provide documentation from the merchant and the charge does NOT appear to be appropriate for University business.

ACTION: A copy of this completed form is to be kept with the Cardholder's ACARD statement which lists this transaction. A violation warning form is to be completed and sent to the Purchasing Department. Suspected fiscal misconduct is to be reported as outlined in the Financial Policy and Procedure Instruction J-3, Reporting of Fiscal Misconduct. This policy statement can be found at <http://www.colostate.edu/Depts/BusFin/FPIMAN/mscndct.htm>



ACQUISITION CARD CERTIFICATION OF LOST OR UNAVAILABLE TRANSACTION DOCUMENTATION

This form is required for any ACARD transaction that does NOT have documentation from the merchant.
Warning: Repeated use of this form as substitute documentation could result in revocation of your University credit card.
See instructions on prior page.

INFORMATION:

ACARD TRANSACTION ID #	CARDHOLDER NAME
_____	_____
DATE OF PURCHASE	APPROVER NAME
_____	_____
MERCHANT NAME	DEPARTMENT NAME
_____	_____

DESCRIPTION, QUANTITY, COST OF EACH ITEM PURCHASED

DESCRIPTION	QUANTITY	PER ITEM COST	TOTAL COST
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Add additional sheet if necessary

REASON ORIGINAL DOCUMENTATION IS NOT AVAILABLE:

Attach any additional information, correspondence or justification about this transactio

CARDHOLDER CERTIFICATION SIGNATURE I HEREBY CERTIFY THE FOLLOWING:

All items purchased on this ACARD transaction were for University use and no personal purchases were made.
I will not seek reimbursement in any other manner for this transaction.
Original documentation is not in my possession for the reasons stated above.
I acknowledge that repeated lack of documentation could result in revocation of my University credit card.

CARDHOLDER SIGNATURE	DATE
_____	_____

APPROVER DETERMINATION, CERTIFICATION SIGNATURE, AND ACTION

Mark the appropriate category below and take the action shown. Instructions for making the determination are on the next p

- _____ This transaction **IS NOT** considered to be an ACARD violation.
ACTION - A copy of this form is to be kept with the cardholder's ACARD statement which lists this transaction
- _____ This transaction **IS** considered to be an ACARD violation.
ACTION - A copy of this form is to be kept with the cardholder's ACARD statement which lists this transaction
Complete a violation warning form.
- _____ This transaction **IS** considered an ACARD violation and suspected fiscal misconduct.
ACTION - A copy of this form is to be kept with the cardholder's ACARD statement which lists this transaction
Complete a violation warning form.
Report this transaction and situation to the Purchasing Department. See FPI J-3.

APPROVER SIGNATURE	DATE
_____	_____



ACQUISITION CARD VIOLATION WARNING FORM INSTRUCTIONS

The Approver must make a determination if a transaction is an ACARD violation or not. Once the determination has been made that a transaction is an ACARD violation, the Approver should follow the instructions below.

APPROVER INSTRUCTIONS:

- 1 Obtain an explanation from the Cardholder of why this purchase was made on a University credit card and what has been done to correct the situation.
- 2 Review the Cardholder's ACARD violation history to determine if the Cardholder has repeatedly had ACARD violations. This history will contribute to the decision to warn the Cardholder or to revoke the University credit card.
 - ♦ You may request a Transaction Violation Report from Business & Financial Services, System Management and/or if the department has a separate "Violations File", check it.
- 3 Determine the Card Status based on the following guidelines:

A. FOR THESE VIOLATIONS

SPLIT PURCHASES

INAPPROPRIATE PURCHASES

CHRONIC LACK OF DOCUMENTATION

PERSONAL PURCHASE WHICH WAS IMMEDIATELY REPORTED AND REIMBURSED OR CREDITED BY THE MERCHANT

NON-COMPLIANCE W/CURRENT POLICIES AS STATED IN THE CARDHOLDER/APPROVER HANDBOOKS

The status of a chronic violator is determined by the Approver and/or Purchasing. He/She will investigate the number and nature of the Cardholder's violations and their impact on the department and the University. The Approver and/or Purchasing will use sound judgement to arrive at a conclusion.

CARD STATUS - UNIVERSITY CREDIT CARD WILL NOT BE REVOKED AT THIS TIME.

If the cardholder's ACARD history indicates that the cardholder does not chronically have violations of any type, the Approver may determine that the card will not be revoked at this time. Any second offense is cause to revoke the credit card.

CARD STATUS - UNIVERSITY CREDIT CARD WILL BE REVOKED AT THIS TIME.

If the cardholder's ACARD history indicates that the cardholder has a chronic history of violations of any type, the Approver should revoke the card.

B. FOR THESE VIOLATIONS AND SUSPECTED FISCAL MISCONDUCT

PERSONAL PURCHASE WHICH WAS NOT IMMEDIATELY REPORTED UPON DISCOVERY AND CORRECTED CASH OR CASH TYPE TRANSACTION

CARD STATUS - UNIVERSITY CREDIT CARD WILL BE REVOKED AT THIS TIME.

Suspected Fiscal Misconduct is to be reported as outlined in the Financial Policy and Procedure Instructions, J-3 Reporting of Fiscal Misconduct.

This policy statement can be found on the web at

<http://www.colostate.edu/Depts/BusFin/FPIMAN/mscndct.htm>

Contact Purchasing to inform them of the actions being taken.

- 4 Indicate the appropriate determination in the APPROVER DETERMINATION, CERTIFICATION SIGNATURE, ACTION section on the form.
- 5 Obtain the Cardholder signature in the CARDHOLDER CERTIFICATION SIGNATURE section on the form.
- 6 Take the actions listed for the appropriate category indicated on the form.



ACQUISITION CARD VIOLATION WARNING FORM

This form is required for any ACARD transaction where a violation has occurred. **Note:** Violations could result in revocation of the University credit card.

INFORMATION:

CARDHOLDER NAME

DEPARTMENT NAME

APPROVER NAME

TODAY'S DATE

ACARD TRANSACTION ID #

MERCHANT NAME

TRANSACTION AMOUNT

TRANSACTION DATE

TYPE OF VIOLATION

APPROVER INSTRUCTIONS: Obtain information from the Cardholder about why this purchase was made on his/her University credit card. THE FOLLOWING ACARD VIOLATION HAS BEEN FOUND IN REFERENCE TO THE ABOVE TRANSACTION.

- _____ PERSONAL PURCHASE
- _____ SPLIT PURCHASE
- _____ LACK OF DOCUMENTATION

(Lost or Unavailable Transaction Documentation form must be completed.)

- _____ CASH TRANSACTION
- _____ NON-COMPLIANCE - Please explain below
(See Cardholder and Approver Handbooks)

- _____ INAPPROPRIATE PURCHASE - Please explain below
(For a list of such purchases, see the Cardholders Handbook)

CARDHOLDER EXPLANATION - Explain why this purchase was made on a University credit card and include information on what has been done to correct the situation. Attach additional sheet, if necessary.

APPROVER DETERMINATION, CERTIFICATION SIGNATURE, ACTION - Mark the appropriate category and take the actions listed. (Instructions for making the determination are on the next page)

I HAVE DETERMINED THAT THE ABOVE TRANSACTION IS A VIOLATION OF THE ACARD POLICIES AND I HAVE WARNED THE CARDHOLDER THROUGH THE USE OF THIS FORM.

DO NOT REVOKE CARD

- ACTIONS:**
- 1 Obtain the Cardholder's signature on this form.
 - 2 Send the original of this completed form, along with a copy of the documentation for the above transaction to: Purchasing Department, 355 Aylesworth Hall SE, 6010
 - 3 You or your reallocator must log the transaction as a violation in the ACARD system.
 - 4 Keep a copy of this completed form with the Cardholder's statement and/or in a separate "Violations File" in the department.
 - 5 Give a copy of this form to the Cardholder.

REVOKE CARD

- ACTIONS:**
- 1 Obtain the Cardholder's signature on this form.
 - 2 Send the original of this completed form, along with a copy of the documentation for the above transaction to: Purchasing Department, 355 Aylesworth Hall SE, 6010
 - 3 You or your reallocator must log the transaction as a violation in the ACARD system.
 - 4 Keep a copy of this completed form with the Cardholder's statement and/or in a separate "Violations File" in the department.
 - 5 Give a copy of this form to the Cardholder.
 - 6 Retrieve the card from the Cardholder and destroy it.
 - 7 Notify Purchasing that the card has been revoked to initiate card cancellation with the bank.

APPROVER SIGNATURE

DATE

CARDHOLDER CERTIFICATION SIGNATURE - I acknowledge that the above is in violation of the ACARD policies and that I have received a copy of this form.

CARDHOLDER SIGNATURE

DATE