YOUR MTSU P-CARD
A BUSINESS TOOL FOR TODAY’S FAST-PACED UNIVERSITY

An On-line Tutorial covering the guidelines and policies to help put you on the right track for gaining the most benefit from your MTSU University Purchasing Card.
P-Card Quick View Tutorial - Table of Contents

Topic 1 Who Issues and Services the P-Card Slide 5

Topic 2 The Application & Training Process
- Applying for a P-Card Slide 6
- Training Requirements Slide 7

Topic 3 Actions for Employment Status Changes
- The 4 Changes that Require Action Slide 8
- The Specific Actions Spell Out Slides 9-10

Topic 4 File Management Requirements
- Approver Duties & Requirements Slide 11
- Cardholder Duties & Requirements Slides 12-13

Topic 5 Card and Transaction Issues
- Fraudulent Charges & Lost / Stolen Cards Slide 14
- Lost & Missing Receipts Slide 15
<table>
<thead>
<tr>
<th>Topic</th>
<th>Title</th>
<th>Slide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topic 6</td>
<td>Helpful Purchasing Tips and Common Mistakes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- General Purchasing Quick Tips</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>- Purchasing &gt;&gt; Specific Help from A-Z</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Advertising, Amazon</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Computers, Contracts</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Foreign Transactions, Fringe Benefits</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>Food Purchases</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Memberships/Subscriptions, Printing, Travel</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Sam’s Club</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>- Pitfalls to Avoid</td>
<td>23</td>
</tr>
<tr>
<td>Topic 7</td>
<td>P-Card Compliance Review Procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- How to Prepare for a Review</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>- Each Different Review and How It Works:</td>
<td>25-27</td>
</tr>
<tr>
<td></td>
<td>* Monthly Transaction Reviews</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Cardholder Compliance Reviews</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* New Cardholder Overviews</td>
<td></td>
</tr>
</tbody>
</table>
### Table of Contents, Continued

<table>
<thead>
<tr>
<th>Topic 8</th>
<th>P-Cards &amp; Non-Compliance Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Violations and Possible Consequences</td>
<td>Slide 28</td>
</tr>
<tr>
<td>- No Sales Tax</td>
<td>Slide 29</td>
</tr>
<tr>
<td>- Steps to Reimburse an Unallowable Charge</td>
<td>Slide 30</td>
</tr>
<tr>
<td>- A Safe P-Card Community: Reporting Issues</td>
<td>Slide 31</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Topic 9</th>
<th>Resources: Forms, Directory, Other Helpful Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Slides 32-34</td>
</tr>
</tbody>
</table>
ISSUING AND SERVICING CARDS

THE THREE DEPARTMENTS THAT SERVICE THE P-CARDS ON CAMPUS

1. Procurement Services:
   - Process applications
   - Issue/cancel cards
   - Initial training & refresher course
   - Daily P-Card operations

2. P-Card Compliance, Business and Finance
   - Program compliance through various review methods
   - Additional training and education
   - General ledger set up
   - User account credential setup for software access
   - Policy amendments

3. Audit and Consulting Services
   - Conduct audits of individual P-Cards or departmental programs as needed or requested
The application process is spelled out in Appendix A of the P-Card Policy. It requires 3 forms to be completed and submitted.

1. **P-Card Application Form**
   
   *Complete & submit to Business and Finance*

2. Approver Agreement Form

3. Cardholder Agreement Form

   Forms #2-3 will be completed & signed at the conclusion of the initial training session with Procurement
An initial training session is required to activate each new P-Card and is completed with Procurement Services.

A refresher training course is required every 3 years. Cardholders should use the P-Card expiration date printed on their card as the date reminder for this refresher training. Contact Procurement for this training information.

*The Training requirements include each cardholder, approver, and any support staff.*
Cardholder Status Changes

Any cardholder employment change or a change in card usage will require an online form to be completed, the Change In Cardholder Status Form.

4 Reasons to Complete a Change In Cardholder Status Dynamic Form:

1. Departmental Transfer
2. Leave of Absence
3. Terminating Employment
4. Discontinued Use of P-Card
Actions For

1. Departmental Transfer
2. Leave of Absence of more than 2 Weeks

- Notify the approver asap of any change in status
- Initiate the online Change in Cardholder Status Form
- The card is temporarily suspended until the new activation date or until the employee returns to campus
- P-Card Compliance will notify the cardholder of any other requirements
Actions For >

3. Terminating Employment
4. Discontinued Use of P-Card

- Notify the approver 2-4 weeks prior to change in P-Card status
- Initiate the online Change in Cardholder Status Form
- Return the P-Card to P-Card Compliance, CAB 106
- P-Card Compliance will notify the cardholder of any other requirements

*For immediate terminations: Approvers are responsible for collecting P-Card files and notifying Procurement Services and the Office of Business and Finance*
FILE MANAGEMENT REQUIREMENTS -APPROVERS-

- Spot check receipts and monthly reconciliations on a routine basis
- Document the spot checking with approver’s initials and date
- Review Banner Finance index and accounting coding for correctness prior to approval.
- Approve purchases no later than 10 calendar days after the end of the billing cycle. (Billing cycle ends on the 27th of each month)
FILE MANAGEMENT REQUIREMENTS
-CARDHOLDERS-

- All purchases must have original itemized receipts (packing slips, invoices, required forms)
- All items must be shipped to an MTSU Address
- Lost receipts must be replaced with a Replacement Receipt Form
- Original receipt tapes should be copied before final file retention due to paper fading issues
- Redact all sensitive card information from statements and files
FILE MANAGEMENT REQUIREMENTS

- CARDHOLDERS continued -

- Required support documents must be filed with original receipts (i.e. Policy approval forms & exception memos)

- SIGN & DATE each monthly bank statement

- Code purchases to correct Banner Finance budget index and expense accounts

- All documents are retained for 5 years, not including the current year

*** Document in writing all emergency or pre-approved non-procedural purchases that were communicated with and approved by Procurement or P-Card Compliance. Place this documentation with the receipts for future review purposes.
Steps to Take for Fraudulent Charges & Lost or Stolen Cards

1. Contact the Business & Finance Office, 615-898-5218
2. Notify your approver
3. Notify SunTrust Bank using the number on the back of your P-Card
Lost and Missing Receipts

Policy requires that every purchase must have an itemized receipt on file. The cardholder should follow the steps below to obtain a replacement.

1. Contact the vendor for a duplicate receipt. If a duplicate cannot be obtained, move to step #2.

2. Complete the online dynamic P-Card Replacement Receipt Form. (Be very detailed on the form when describing your purchase.)

3. This form will now be used as the official receipt for your purchase. Attach it to your monthly bank statement for any future audits.
1. All card purchases are limited to a single transaction limit of $4,999.9
   *No splitting the transaction into 2 or more separate transactions to
   make the purchase fit the limit!

2. Contact Procurement Services if the card is declined at vendor checkout,
   615-898-5437

3. All card purchases must be paid with institutional or grant/restricted funding
   *No foundation or agency account purchases.

4. All card purchases must utilize contracted vendors when available

5. Card purchases should be made through MT$ource when possible

6. If your name is on the P-Card, YOU are the responsible party for the card
   *If another person in your area is in charge of reconciliation,
   that does not remove you from responsibility.
Advertising

- All employment ads must be approved by HR and listed on the recruitment plan.
- All other advertising must be approved by the Marketing and Communications Department.

Amazon

- MTSU has an Amazon Business Account for P-Card purchases. Contact Carol Rozell, Director of Financial Systems at Carol.Rozell@mtsu.edu for an invitation to join the Amazon account.
- Personal credit cards or personal accounts may NOT be used with the Amazon Business Account.
Computers

- **Software**: If the cost is over $1,000, written ITD approval is required with receipt unless purchased from DELL or APPLE through MT$ource.
- **Hardware**: If the cost is over $1,000, written ITD approval is required with receipt unless purchased from DELL or APPLE through MT$ource.
- **iPad & similar Tablets**: ITD will be notified of purchase to allow for the tagging of equipment.

Contracts

- Departments utilizing a single vendor for more than $10,000 per year must contact Procurement Services to pursue a contract.
Fringe Benefits to Employees

- Because fringe benefits exceeding $100 per employee - per year, are taxable; any P-Card purchases that could be determined to be a fringe benefit to an employee will be handled as follows:
  - At the time of the Compliance review, a list of recipients, a description of the items purchased, and dollar value of the items will be requested.
  - The documentation will be forwarded to the Business and Finance Tax Compliance Office for review.

For additional information on Policy 608-Taxability of Employee Benefits, contact Merredith Mooth ex.8328, Assistant Director Tax Compliance Office.
**FOOD PAYMENT AUTHORIZATION FORM**

- Any food or beverage purchase must have a completed Food Payment Auth.
- The form substantiates the IRS business purpose of the food and beverage.
- This includes any transaction with food/drink items listed (including retailers, online vendors, or restaurants).

**APPLICATION TO BRING FOOD ON CAMPUS**

- Any catered food must have this additional form completed.
- Aramark must approve this form if catered type food is purchased.
- This includes any purchases such as box lunches from off-site vendors, catered meals, delivered meals, or carryout meals purchased & served on campus.
- This form must also be on file with the purchase receipt and the Food Payment Authorization Form.
- Original copy of this form must be routed and approved five (5) days prior to the event.
Memberships and Subscriptions
- Only Renewals may be purchased on the P-card. **NO first-time application payments**
- A copy of the original approved Subscription/Membership Application Form must be on file with the renewal transaction receipt.

Printing Services
- All publications should be produced on campus when economically feasible or unless Printing Services is unable to produce the job.
- For each printing purchase, documentation should be retained supporting the use of off-campus printing.
- Policy 154 Publications and Policy 631 Procurement Standards.

Travel Regulations
- Only conference registrations and coach airfare are allowed on the P-Card.
- A Travel Authorization or written approval is needed PRIOR to travel purchases
- Seat upgrades and early check-ins are unallowable P-Card travel purchases.
- Hotels and car rentals are unallowable P-Card travel purchases.
SAM’s Club Purchases

- RSVP and pick up the Sam’s business membership card from Procurement. Kym Stricklyn, ext. 2944.
- Employees shopping at Sam’s must have their own university P-Card for payment, as you are not allowed to give your P-Card to another person to use. (i.e. no grad students or student officers).
- For Sam’s purchases, remember that the P-card cannot be used for purchases from a Foundation account or with funding held in an agency (08XXXX) account.
- All Sam’s P-Card purchases will be part of the P-Card Compliance monthly review processes. Therefore be sure and retain all itemized receipts.
Purchasing Pitfalls

Unallowable Purchases & Vendors

**Items:**
- Gift Cards
- Business Meals
- Taxi/Uber—no employees, University Guest are permitted
- Car rentals, bus service, parking fees, tolls
- Donations or sponsorships—any form
- Foundation or agency purchases
- Mobile Apps for iPad, iPhone, or similar device
- Professional Services (Questions contact: Contract Services)
- Employee gifts, cards, flowers, (all occasions included)
- Food & Drink for staff/employee meetings
- Office and or break room appliances

**Locations:**
- Gasoline & Fuel, Service Stations
- Hotels
- Medical Service Operators
- Card & Souvenir Shops
- Restaurants including Fast Food venues

*This is not an exhaustive list. Please refer to Policy 632, or with the P-Card Compliance office if you have purchasing questions.*
P-Card Review Procedures
CARDHOLDER STEPS TO PREPARE FOR A REVIEW

Step 1: Relax - Everyone's P-Card transactions and accounts are reviewed.

Step 2: Cardholders - Keep all your itemized receipts, invoices, packing list, and any documentation related to the purchase stapled to that month's bank statement. If in doubt, keep it. You will be in good shape if you keep your purchases documented and organized.

     Approvers - Make sure that your area's procedures for spot-checking and all approver oversight is documented and up-to-date. Spot-Checking is the approver's responsibility and must be documented!

Step 3: Please take time to refer to the P-Card Policy for a list of all the exact Cardholder responsibilities. Also for all approvers, the policy contains a detailed list of your responsibilities as well.
Monthly Transaction Reviews

Summary: Each month the P-Card Compliance Office reviews ALL of the P-Card transactions from the previous month using models with various filters and screening processes making sure purchases are in alignment with MTSU policies and procedures. This usually covers anywhere from 1,800 to 3,000 transactions per month. When a purchase transaction is selected for additional review, an automated email is sent to the cardholder requesting that copies of receipts and all other supporting documentation be sent for further review. Once the review is complete, an email receipt closing the review is returned to the cardholder.

Step 1: The P-Card Compliance Office reviews all of the university’s previous month’s transactions.

Step 2: An Automated email is sent to each cardholder that has a purchase transaction requesting documentation for additional review. **RESPONSES SHOULD BE TIMELY**

Step 3: The P-Card Compliance Office will review the additional information. A receipt will be sent to the cardholder upon completion of each transaction review.

**PLEASE NOTE:** Cardholders should expect these requests at varying frequencies, rate, and number. If you ever have a question, we are always available for help!
Summary: A staff member of the P-Card Compliance Office may come to a cardholder’s office to review all of the P-Card transactions during a specific time period on an account. As always, this is done to make certain purchases are in alignment with State and MTSU policies and procedures. When the review is completed any outstanding issues are discussed and a compliance report is issued to the cardholder and approver. If any corrective action needs to be taken, an action plan and any action items are submitted by the approver and cardholder.

Step 1: P-Card Compliance may conduct a Cardholder Account Review at any time.

Step 2: Upon completion of the review, P-Card Compliance will issue a summary report to the cardholder and the approver.

Step 3: Action items should be submitted by the cardholder and if required, an action plan for improvement submitted by the approver.

PLEASE NOTE: A department head may call the P-Card Compliance Office and request a Compliance Review of an account at any time.
3 Month, New Cardholder Overview
Welcome to the P-Card Community!!

Summary: Someone from our team will schedule a visit with you after your first few months of P-Card use. We will come to your office for a brief visit, answer any specific questions, and leave you a packet of helpful tips and P-Card info.

Step 1: When you receive an email request to schedule your visit for your 3 Month Overview – JUST RESPOND!!

Step 2: We will see you at your scheduled appointment 😊
P-Card Violations & Non-Compliance

A cardholder or approver mismanaging their card or using it outside the parameters of the policy will result in a notice of non-compliance. Consequences depend on the severity of the violation identified.

Possible Consequences of P-Card Violations:

1. Reimbursement of unallowable purchases
2. Receipt Notice for Non-Compliance
3. VP Signed Exception Notices for unallowable purchases
4. Temporary Suspension of P-Card Usage – This decision will be based on the severity of violations, number of offenses, and the department’s ability to take corrective action.
5. Other Corrective Action: permanent card revocation and/or termination of employment.
NO SALES TAX

MTSU is Sales tax EXEMPT

If you are mistakenly charged sales tax here’s what you need to do!

1. Contact your vendor for reimbursement of taxes paid
2. Accounting Services can provide the sales tax exemption certificate if needed
3. Initiate the dynamic Reimbursement Form for authorization
4. Return (cash or check) reimbursements to the cashier window in the One Stop building. Credit back to the card requires no additional steps
5. If the vendor refuses; make sure to document all correspondences and retain with purchase documents
Steps to Reimburse Unallowable Purchases

1. Initiate the online dynamic P-Card Reimbursement Form.

2. As part of the reimbursement form directions, make the reimbursement payment at the Cashier's window in the OneStop Bldg.


4. Document the reimbursement in the NOTE field of ESP for this transaction.

5. The approver will need to approve the purchases as normally required.
Reporting Fraud & Violations

Administrators, faculty, and staff who know of or suspect violations of University policies have a requirement to report their concerns. Please call or visit the P-Card Compliance Office and make us aware of any concerns or questions regarding this issue. It is a privileged to be a cardholder and misuse hurts the entire university.
Where to Find Common P-Card Forms

  P-Card Application
  P-Card Approver Agreement
  P-Card Cardholder Agreement
  P-Card Change in Cardholder Status (Dynamic Form)
  P-Card Replacement Receipt Form (Dynamic Form)
  P-Card Reimbursement Form (Dynamic Form)
  Food Payment Authorization

Business and Finance Forms Webpage:  http://www.mtsu.edu/boffice/forms.php
  P-Card Dispute Form
  Application to Bring Food on Campus
  Food Payment Authorization
  Subscription/Membership Application
Finding Help with your P-Card Questions

P-Card Contact Information

**Ann Lee Whitefield**
Manager, P-Card Compliance
Phone 615-494-8813
Cope 106
ann.whitefield@mtsu.edu

**Tammie Dye**
P-Card Compliance Coordinator
Phone 615-904-8259
Cope 106
tammie.dye@mtsu.edu

**Carol Rozell**
Director of Financial Systems
Phone 615-898-5218
Cope 103
carol.rozell@mtsu.edu

**Demetra Majors**
Senior Specialist, Procurement
Phone 615-898-5437
WH
demetra.majors@mtsu.edu

**Payton Langlois**
P-Card Compliance GA
Phone 615-904-8323
Cope 103
pcard-ga@mtsu.edu

P-Card general email address: pcard@mtsu.edu
P-Card Compliance web page address: mtsu.edu/boffice/pcard.php
Other Helpful Resources

Memberships/Subscription Information
Susan Harris – Accounts Payable
Phone 615-898-2176
susan.harris@mtsu.edu

Contract & Signed Agreement Information
Contract Services Office
Phone 615-898-2088

Advertising Purchase Information
Marketing & Communication
David Foster
Phone 615-494-7800

Tax Compliance Office
Merredith Mooth – Tax Compliance Assist Dir.
Phone 615-904-8328

Travel Purchase Information
Business Office, Travel Department
Tamala Pincheon, 615-898-2941 or tamala.pincheon@mtsu.edu
Gayla Wilson, 615-898-2172 or gayla.wilson@mtsu.edu

ITD - Computer and Software Purchase Information
Robin Jones – AVP of ITD
Contact: 615-898-2214 or robin.jones@mtsu.edu

General MT$ource and Procurement Information
Procurement Services
Phone 615-898-5442
purchase@mtsu.edu

Construction and Renovation Information
Terri Carlton
Phone 615-898--5382