



**WESTERN  
ILLINOIS  
UNIVERSITY**

# Procurement Card Procedures Manual

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**Purchasing Office  
Sherman Hall 227  
309/298-1819  
309/298-1927 fax**

# CONTACTS

Questions about enrollment, reporting, general purchasing card questions, etc. should be directed to:

Purchasing Card Administrator: Lora Lidaywa  
Purchasing Office  
Sherman Hall 227  
Macomb, IL 61455  
309/298-1819  
309/298-1927 fax  
[Pcard@wiu.edu](mailto:Pcard@wiu.edu)

Questions about account allocation, payment information, etc. should be directed to:

Nancy Keithley  
Accounts Payable Supervisor  
Sherman Hall 216  
Macomb, IL 61455  
309/298-1811  
309/298-2811 fax  
[NL-Keithley@wiu.edu](mailto:NL-Keithley@wiu.edu)

Emergency Services or Lost/Stolen Card: 1-800-307-7309

Theresa Roegge  
Director of Purchases  
Sherman Hall 227  
Macomb, IL 61455  
309/298-1819  
309/298-1927 fax  
[TD-Roegge@wiu.edu](mailto:TD-Roegge@wiu.edu)

## 1 OVERVIEW OF PROCUREMENT CARD PROGRAM

### 1.1 PURPOSE

This program is designed to improve efficiency in purchasing low dollar (under \$3,000) goods and services.

**NOTE:** The procurement card cannot be used for personal purchases under any circumstances.

### 1.2 BENEFITS

The use of the procurement card will

- 1.2.1 Provide improved customer relations by allowing employees to obtain certain goods and services faster and easier.
- 1.2.2 Enable employees to be more efficient and to focus on the primary aspects of their jobs.
- 1.2.3 Reduce paperwork and processing time at the department level as well as in Purchasing and Accounts Payable.
- 1.2.4 Provide cost savings through consolidated payment. The University will issue a monthly check to the credit card provider instead of multiple supplier payments.

### 1.3 THE CREDIT CARD COMPANY

The program will be provided by JP Morgan Chase which offers a web based software solution called PaymentNet that simplifies and accelerates the reconciliation process.

## 2 WHERE TO GET HELP

### 2.1 DISPUTES

Before a transaction is disputed, you must first attempt to resolve the issue directly with the merchant. If the merchant fails to resolve the issue, an online dispute can be initiated in PaymentNet. Instructions are listed on the back of the “cheat sheet”, a copy can be found in Exhibits, and on page 11 of the PaymentNet User Manual.

JP Morgan  
P.O. Box 2017  
Elgin, IL 60121  
Disputes: 888-297-0768

### 2.2 SUPPORT AND ASSISTANCE

Purchasing Card Administrator: Lora Lidaywa, 298-1819, 298-1927 fax, [Pcard@wiu.edu](mailto:Pcard@wiu.edu)

Provides support and assistance to cardholders, distributes and processes new card applications, processes changes in cardholder information (name, mailing address, increase or decrease in limits, etc.), schedules training, updates Users' Guide and distributes specialized reports.

### 3 **PROCUREMENT CARD**

#### 3.1 **ISSUANCE**

The procurement card is issued by Western Illinois University in coordination with JP Morgan.

The Procurement Card Application is filled out using the web based program PaymentNet. A Cardholder's Agreement must be completed, signed and returned to Purchasing before the procurement card will be issued.

The procurement card will include the Cardholder's, Institution's and Department's name.

All purchases are exempt from sales tax. The University's tax exempt number is included within the credit card case.

Cardholder must attend training before a procurement card will be issued.

Cardholder must pick up the procurement card in person in the Purchasing Office, Sherman Hall 227.

Cardholder must sign the back of the procurement card in the presence of Purchasing personnel.

Cardholder must be a Western Illinois University faculty or staff member (students are not eligible to receive a card).

Cardholder's Manager (Approving Official) must have internet access to PaymentNet in order to review and approve monthly cardholder's transactions.

#### 3.2 **PROCUREMENT CARD LIMITS AND RESTRICTIONS**

##### 3.2.1 **Limits**

- 3.2.1.1 10 purchases a day, typically (more than 10 purchases a day may be reviewed more closely by the PCard staff)
- 3.2.1.2 Dollar limit shall not exceed your single specified limit per transaction - \$3,000 normally
- 3.2.1.3 Monthly spending limit is usually \$15,000
- 3.2.1.4 Limits may be negotiated between the department and Purchasing

##### 3.2.2 **Excluded Charges**

- 3.2.2.1 Purchases requiring an agreement. Contracts are to be approved by the appropriate Vice Presidents. This restriction includes software agreements.
- 3.2.2.2 Alcoholic Beverages (exception for Foundation accounts)
- 3.2.2.3 Automotive Repairs (exceptions for Garage only)
- 3.2.2.4 Printing including Business Cards - must be purchased through Document & Publication Services (DPS)
- 3.2.2.5 Furniture - Requires State of Illinois Central Management Services approval. Departments can only obtain furniture through the Purchasing Office.
- 3.2.2.6 Flooring
- 3.2.2.7 Draperies
- 3.2.2.8 Cash Advances
- 3.2.2.9 Cash Refunds
- 3.2.2.10 Charter Airplane - must be arranged through the Purchasing (exception - Athletics)
- 3.2.2.11 Charter Bus - must be arranged through the Purchasing (exception - Athletics)
- 3.2.2.12 Construction Services including Remodeling
- 3.2.2.13 Controlled and Prescription Drugs - appropriate departments only (Health Center)
- 3.2.2.14 Donations
- 3.2.2.15 Ethyl Alcohol (alcohol permit required)

- 3.2.2.16 Fines, Late Fees or Penalties, Interest and Finance charges
- 3.2.2.17 Hazardous Chemicals and Materials (including radioactive material)
- 3.2.2.18 Current Master Order/Purchase Order Contracts - must be purchased from the awarded (Prime) vendor
- 3.2.2.19 Labor
- 3.2.2.20 Logo/Licensing
- 3.2.2.21 Real Property Leases
- 3.2.2.22 Personal Items
- 3.2.2.23 Postage - must be purchased through DPS/Mail Services
- 3.2.2.24 Professional and Artistic Services - Contractual Services including Consultants and Speakers
- 3.2.2.25 Purchases involving Trade of University Property - must be approved by the Property Control office.
- 3.2.2.26 Telephone Equipment - must be approved by Telecommunications
- 3.2.2.27 Employee expenses while in travel status, except for the purchase of hotel, air, rail and vehicle transportation. Travel status expenses are expenses that can be reimbursed on a travel voucher (such as meals). All expenditures are to be made in accordance with University travel policies and regulations, including the reimbursable rates. Any over expenditure will be deducted from the employee's travel reimbursement or the employee will be required to reimburse the University.
- 3.2.2.28 Utility Payments
- 3.2.2.29 Vehicle Purchases - must be approved by Transportation Services
- 3.2.2.30 Weapons/Ammunition

### 3.2.3 Limited Purchases

- 3.2.3.1 Computer software may be purchased if the vendor does not require a signed license agreement or contract.
- 3.2.3.2 Wireless networking equipment must be approved by UTech.
- 3.2.3.3 Light refreshments (coffee, rolls, soft drinks, water, etc.) are permissible when the refreshments are for parent visitations, orientation sessions, receptions for speakers or visiting dignitaries, official committee or planning sessions, or other authorized events. Indicate in the Transaction Notes in PaymentNet the purpose of the refreshments.
- 3.2.3.4 Meals - all requests for purchase of meals must identify the group and provide a business purpose for the meal (indicate in Transaction Notes in PaymentNet). The list of attendees may be in summarized form. (Does not include meals while in travel status, which is excluded)
  - 3.2.3.4.1 Business meals involving University employees only - University funds cannot be used to purchase meals where only University employees are in attendance unless approved by the respective dean, vice president or the President. The amount per person shall be limited to twice the in-state travel meal allowance. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.
  - 3.2.3.4.2 Meals/Refreshments involving Students and Live-In Staff - are permissible for student orientation, student recruitment or when students are being trained for employment. Reasonable faculty/staff involvement is permissible. Indicate in Transaction Notes in PaymentNet the purpose of the refreshments.
  - 3.2.3.4.3 Miscellaneous Meals/Refreshments - for purposes other than those listed above require the approval of the respective vice president or the President. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.
- 3.2.3.5 Personal Memberships in Professional Organizations are permissible with the approval of the respective dean, vice president or President. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.
- 3.2.3.6 Entertainment - from non-appropriated funds only. Tickets for special events are permissible with fiscal agent approval for student, non-employees or organizations. Tickets for University employees for special events sponsored by the University or a community non-

profit organization are permissible from non-appropriated funds with approval by the respective vice president or President. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.

3.2.3.7 Gifts, Contributions, Promotional Items and Prizes - **The purchase of gift certificates is not allowed unless the purchase is from social funds or student activity funds.**

3.2.3.7.1 Gifts to Students/Non-Employees - prohibited unless:

3.2.3.7.1.1 The gift is in the form of a plaque, trophy, sweatshirt, etc. and is inscribed with the name/initials of the University

3.2.3.7.1.2 The gift is to recognize the support or achievement of the individual

3.2.3.7.1.3 The gift has a unit value under \$75 and is approved by the fiscal agent; or the gift has a unit value over \$75 but less than \$100 and is pre-approved by the President or respective vice president. Gifts with a unit value of \$100 or more require pre-approval by the President. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.

3.2.3.7.2 Gifts to Employees - prohibited unless:

3.2.3.7.2.1 The gift is in the form of a plaque, trophy, sweatshirt, etc. and is inscribed with the name/initials of the University

3.2.3.7.2.2 The gift is to recognize the employee for years of service, for initial employment or to recognize the outstanding achievement of an employee

3.2.3.7.2.3 The gift has a unit value under \$75 and is approved by the fiscal agent; or the gift has a unit value over \$75 but less than \$100 and is pre-approved by the President or respective vice president. Gifts with a unit value of \$100 or more require pre-approval by the President. Indicate in Transaction Notes that approval was obtained and attach approval with receipts to monthly statement.

3.2.3.7.2.4 Gifts for outstanding achievement must be less than \$100 and pre-approved by the respective vice president or the President. Indicate in Transaction Notes that approval was obtained and attach approval to the monthly statement.

3.2.3.7.3 Prizes/Awards - permissible from non-appropriated funds when the prize/award is given as the result of a contest or a random drawing. Purchases with a retail unit value less than \$75 require fiscal agent approval. Prizes/awards with retail unit values of \$75 or over but less than \$150 must have the pre-approval of the President, respective vice president or respective dean. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.

3.2.3.7.4 Promotional Items -Tangible Items (cups, pencils, pens, sweatshirts, etc.) and Services (tickets, seasons passes, etc) - are permissible if the retail unit value is less than \$75. Must be approved by the President, respective vice president or dean. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.

3.2.3.7.5 Cards, Flowers, Fruit Baskets, etc. - may only be purchased from non-appropriated funds with the approval of the respective vice president. After approval is obtained, indicate in Transaction Notes and attach approval with receipts to monthly statement.

3.2.4 **VP Approvals**

Transactions that need VP approval must include in the transaction notes when VP approval was received and the VP approval box must be checked by the Vice President. This is required before the transaction can be marked as audited.

3.3 **HOW TO ACTUALLY BUY SOMETHING WITH YOUR PROCUREMENT CARD**

Consider if the procurement card is the best method to make the purchase. Departments should determine that the price quoted is the best price and includes the shipping costs. Tax is not to be charged. It is the responsibility of the purchaser to ensure that tax is not charged, the cardholder is responsible for the payment of taxes if they have failed to do so. Prime vendor contracts are to be utilized whenever possible.

### 3.3.1 **In Person**

Take the card with you to the supplier and verify that the supplier accepts MasterCard. Make your selection (nothing on the excluded list) and present the card to the cashier for payment. You will be asked to sign a card authorization slip (same as personal purchases). The supplier will give you a copy of the authorization slip and the cash register tape or paid invoice. Please be sure to get the receipt and your card back! Retain the receipt until the monthly statement is received. Attach all receipts for the month to the statement and forward to the Business Office for scanning.

### 3.3.2 **Via Phone or Fax**

Place your order with the supplier. The supplier will need your card number and expiration date. Give the supplier your name, department, building name, room number and zip code so that they can make delivery to you. Ask the supplier to include an itemized invoice/receipt. It may be a good idea to keep a record of these orders so that you can be sure your order is received. Attach all receipts for the month to the statement and forward to the Business Office for scanning.

### 3.3.3 **Over the Web**

Please only utilize web based ordering with suppliers who encrypt data transmission for security. Ask the supplier to include an invoice/receipt. Make a copy of the order page; many companies provide an on-line invoice that may be printed at the time the order is placed. Remember a receipt is required. Attach all receipts for the month to the statement and forward to the Business Office for scanning.

## 3.4 **TRAVEL**

The procurement card may be used for transportation and lodging expenses while employees are in travel status. Cardholders are responsible for ensuring that the charges are within the allowable rates set by the State of Illinois and the University. Include in the Transaction Notes the name of the person traveling, destination, dates & purpose of travel.

All original receipts are to be attached to the employee's travel voucher. Copies of the receipts should be attached to the monthly credit card statement. The Business Office will calculate the travel voucher amount. Indicate on the travel voucher what was paid on the procurement card. If the charges made on the procurement card exceed the allowable rates, then the traveler's per diem will be reduced accordingly. If the per diem will not cover the overage then the employee is responsible to refund to the University any amount overspent.

## 3.5 **WHAT IF MY CARD IS DECLINED?**

If your card is declined contact the Procurement Card Administrator at 298-1819. You may also contact JPMorgan's customer service at 1-800-270-7760. Their customer service representatives are available 24 hours per day.

The most common reasons for decline are: the merchant entered a wrong expiration date; dollar amount of the transaction exceeds the single transaction limit on the card; or the MCC has been blocked from your card.

## 3.6 **TAX EXEMPTION**

The University is tax exempt and will not pay for sales tax. The Cardholder is responsible for insuring that sales tax is not charged at the time of purchase.

## 3.7 **RECEIPTS**

An original itemized receipt from the vendor must support each and every purchase. Copies or facsimiles are acceptable when the original is not available. The receipt must include:

Vendor information (names, locations, etc.)  
Amount (itemized)  
Date of transaction

If the receipt only includes the total purchase amount, attach the detailed receipt, packing slip with detail information or invoice to the receipt.

Purchases for unusual items which do not have an obvious University purpose must include an explanation in the Notes section on the Transaction screen in PaymentNet .

3.7.1 **Lost Receipts** - Cardholders must contact the vendor to request a copy of the receipt. If the cardholder is unable to obtain the copy, then contact Ms. Lora Lidaywa ([LJ-Lidaywa@wiu.edu](mailto:LJ-Lidaywa@wiu.edu) or 298-1819) in Purchasing for assistance.

3.7.2 **Retention of Receipts** - departments are responsible for documentation for procurement card purchases. Receipts are to be attached to the monthly statement and forwarded to the Business Office for scanning. The Business Office is not responsible to ensure that all receipts are forwarded. However, the Business Office verifies that a receipt is included for every transaction. Failure to submit statements and/or itemized receipts may result in loss of use of the credit card. Auditors will use the scanned images. Missing receipts are the responsibility of the cardholder's department.

3.7.3 **Unacceptable Receipts** - the following are examples of types of receipts that should NOT be submitted with the monthly statement:

- Receipts without itemized detail
- Receipts reduced down in size so much they are no longer legible
- Multiple receipts copies to one page but facing in all different directions
- Receipts for transactions that are not included on the monthly statement (unless they are related to another charge or credit)
- Receipts unrelated to PCard charges (such as Visa receipts)
- Receipts with the edges cut off so not all the detail is viewable

Highlighting on statements and receipts is to be avoided. It does scan well and makes it difficult to read the image.

### 3.8 RECONCILING THE STATEMENT

All transactions are posted to PaymentNet. The transactions are to be reviewed for accuracy. If a transaction appears that you do not recognize or the amount is incorrect, then contact the supplier first. Also notify the Procurement Card Administrator (298-1819) who will assist in the dispute.

You will receive a monthly statement from JPMorgan. Match the transaction documents (receipts/invoices/approvals/etc.) to the transactions listed on the statement. All disputes should have been discovered during the review process in PaymentNet, but if you find a transaction on the statement that you do not recognize, or if the amount is different than shown on the documents you received then first contact the supplier and notify the Procurement Card Administrator to assist in disputing the transaction.

Payment will automatically be made by the University. Your University account will be charged on a weekly basis (usually Tuesday afternoons) based on the PaymentNet transactions that have been approved

by the Card Manager. So, all that needs to be done is to attach the receipts/invoices/approvals/etc. to the statement and forward them to the Business Office for scanning.

In order to **reduce fraud**, cardholders should black out all but the last four digits of their card number, expiration date and/or security code on any of their statements and receipts before submitting them to the Business Office.

### 3.9 RETURNS, DAMAGED GOODS, CREDITS

The Cardholder is responsible for making any necessary returns. The Cardholder should work directly with the supplier. Here are some guidelines:

- 3.9.1 Always retain boxes, containers, special packaging, packing slips, etc., until certain the goods will be kept. Some items such as software or fragile pieces cannot be returned without the original packing materials.
- 3.9.2 Read all enclosed instructions carefully. Often a phone number and other instructions for returning goods are included in the packing slip and/or receipt.
- 3.9.3 Many companies require a "Return Merchandise Authorization" (RMA) number before they will accept a return. If the number is not obtained, the package may be refused and no credit issued.
- 3.9.4 In some cases there may be a restocking fee (usually a percent of the purchase cost). This should only be charged if the vendor is not responsible for the return.

Always make sure the return is properly credited to your account. The credit must be credited to the same account number and detail object code as the original charge.

### 3.10 REIMBURSEMENTS TO THE UNIVERSITY

Individual cardholders must reimburse the University for unapproved or improper expenditures placed on their Pcard, including the payment of taxes from which the University is exempt. A copy of the check deposited must be included with the statement along with a written statement of why the deposit was necessary.

- **FINANCIAL ACCOUNTING SYSTEM (FRS)**

Transactions from PaymentNet will be charged against your University account on a weekly basis. Only transactions that have been reviewed and then approved by the Card Manager will be entered into FRS. Credit card transactions appear with the transaction ID number followed by the vendor name. Details of the transaction can be traced to PaymentNet using the transaction number.

### 5 WHAT IS AN MCC CODE?

An MCC or Merchant Commodity Code is a four-digit code assigned to every supplier that accepts MasterCard. The bank that processes the supplier's charges assigns the MCC to that supplier. WIU has no control over what MCCs are assigned to suppliers. Each vendor is assigned only one MCC.

For every purchase transaction, the supplier's MCC is compared to the list of authorized MCCs for the procurement card being used. If a supplier has an MCC that is not included as an authorized code, the transaction will be refused. The MCC and the card limits provide the University and the Cardholder with additional security that the procurement card will not be misused.

Procurement card users are assigned the MCC Group that best relates to their needs as a purchaser.

### 6 REPORTING LOST OR STOLEN CARDS

Immediately call JPMorgan and report the lost or stolen procurement card. JPMorgan representatives are

available 24 hours per day, seven days per week. Advise them that the card is a WIU procurement card. This notification must be made immediately as the University is responsible for all charges until the notification is made. The JPMorgan number is:

**Lost or Stolen Card: (800) 270-7760**

Also, notify the Procurement Card Administrator at 298-1819 or by e-mail to Lora Lidaywa at [LJ-Lidaywa@wiu.edu](mailto:LJ-Lidaywa@wiu.edu) or [Pcard@wiu.edu](mailto:Pcard@wiu.edu).

**7 SPLITTING OR STRINGING PURCHASES**

Splitting or stringing purchases is the practice of making multiple charges to obtain like items or services, with the wilful intent to circumvent the purchasing policy of soliciting bids. Splitting or stringing is prohibited. Repeated occurrences may result in cancellation of the card.

**8 PAYMENTNET RECONCILIATION**

8.1 Procurement card transactions are available for review and approval by Cardholders and Managers (Approvers) on a daily basis as they are received from the bank, through PaymentNet at <https://www.paymentnet.com>. Approvers should review the transactions on a daily basis as charges will not be deducted from the University Account (FRS) until approved. A weekly reminder will be e-mailed on Mondays to Cardholders and Managers who have unapproved items. The e-mail comes from Postmaster @mail2.paymentnet.com and the subject line states "PaymentNet Transactions Available for Review".

8.2 Card Managers (Approvers) must reconcile the individual receipts to the on-line transaction file.

8.3 Any discrepancies in billing must be marked as disputed charges using the on-line system. Departments should initially dispute with the supplier then if unresolved follow the dispute procedure in PaymentNet. Information is automatically forwarded to JPMorgan through PaymentNet.

8.4 Cardholder Statement of Account will be available either by mail or downloaded through PaymentNet. Statements are issued to each Cardholder. Billing cycles run from the 20th of one month to the 19th of the next. The exception is if the 20th falls on a weekend or holiday. Statements are available for download for up to 18 months.

8.5 Cardholder Statement of Account along with all itemized receipts must be forwarded by the Cardholder or Card Manager to the University's Business Office **no later than the twentieth (20<sup>th</sup>) of each month.**

8.6 The Statement of Account along with all receipts will be scanned by the Business Office for record retention purposes. It is the department's responsibility to forward all itemized receipts to the Business Office. The Business Office verifies that a receipt is included for every transaction. Statements that are not complete are subject to a review by the Purchasing Office. Failure to properly account for expenditures may result in loss of credit card privileges. Departments remain responsible for receipts and are subject to audit.

8.7 Missing receipts. Cardholders must contact the vendor to request a copy of the receipt. If the cardholder is unable to obtain the copy, then contact Ms. Lora Lidaywa ([LJ-Lidaywa@wiu.edu](mailto:LJ-Lidaywa@wiu.edu) or 298-1819) in Purchasing for assistance.

**9 REVIEW OF TRANSACTIONS**

The Procurement Card Administrators will periodically review transactions made by departments. They will review expenditures for the following:

- 9.1 Purchase of restricted items
- 9.2 Split ordering
- 9.3 Personal purchases
- 9.4 Spending in excess of transaction limit
- 9.5 Appropriateness of items purchased
- 9.6 Appropriate use of non-prime vendor suppliers
- 9.7 Forwarding of documents to the Business Office
- 9.8 Return authorization for returned goods
- 9.9 Credit receipts for returned goods
- 9.10 Accuracy of transaction records
- 9.11 Timely reconciliation in PaymentNet
- 9.12 Funds available to cover charges
- 9.13 Verification of tax exemption on purchases
- 9.14 Disputes identified and settled in a timely manner

The Business Office/Foundation staff will review transactions on a daily basis. Transaction notes must include enough information to be audited, otherwise the reviewed and approved boxes will be unchecked and a message added to the transaction notes stating what additional information is needed. Travel transactions must include who traveled, where, when and why. Expenditures will be checked for appropriateness, correct subcoding, appropriate approvals and appropriateness of the expense to the account charged. They will then check the audit box in PaymentNet.

## 10 RESPONSIBILITIES:

### 10.1 DIRECTOR OF PURCHASES

- 10.1.1 Approves exceptions for higher single purchase dollar limits and higher monthly spending limits.
- 10.1.2 Responsible for contracting with an issuing bank to support the Procurement Card program.
- 10.1.3 Recommends to appropriate management for card suspension/revocation or other appropriate disciplinary action.

### 10.2 PURCHASING STAFF

- 10.2.1 Updates the University's information with the issuing bank (such as approved limit increases, new applications, changes in cardholder information, etc.).
- 10.2.2 Trains cardholders, departmental card managers, approvers and other users of the procurement card software system.
- 10.2.3 Obtains and verifies appropriate authorization signatures and completed application form for each requested Procurement Card.
- 10.2.4 Recommends to Director of Purchases updates to the Procurement Card User's Guide as necessary. Obtains appropriate approvals for all changes from any entity affected such as Accounting, Internal Audits, etc.
- 10.2.5 Assists cardholders, departmental card managers, approvers, suppliers and others when necessary for problem resolution.
- 10.2.6 Serves as the primary liaison for the issuing bank, suppliers, using departments and any other party that is necessary to the program.
- 10.2.7 Notifies Director of Purchases and appropriate line management of cardholder violations or fraudulent card use.
- 10.2.8 Maintains cardholder files which contain the following documents:
  - 10.2.8.1 Properly signed Cardholder Agreements
  - 10.2.8.2 Memos listing approved exceptions to any spending limitations signed by the Director of Purchases
  - 10.2.8.3 Copies of forms submitted to the issuing bank

10.2.9 Periodic review of departmental procedures, including visits to review transactions.

### 10.3 BUSINESS OFFICE/FOUNDATION STAFF

10.3.1 Responsible for ensuring that the monthly electronic payment to the issuing bank balances with the daily transaction records (which are reviewed by the departmental card managers).

10.3.2 Performs daily review of transaction.

10.3.3 Ensures that JPMorgan is paid in a timely manner.

### 10.4 FISCAL AGENT (or designee) for the default account assigned to a procurement card

10.4.1 Serves as the approver for the cards issued within their area of responsibility; **or**

10.4.2 Selects a departmental card manager (approver) for their area of responsibility to reconcile transactions against credit card receipts

10.4.3 Selects appropriate individuals within their department to receive procurement cards (those who have the responsibility for making purchases). The department head must also approve each person selected to be a cardholder.

10.4.4 Modifies the process within their department or area to support approval of purchases to include an option for using the procurement card.

10.4.5 Notifies the procurement card administrator promptly of any known or suspected inappropriate or fraudulent use of a card.

10.4.6 Takes appropriate disciplinary measures with any cardholder under them who inappropriately or fraudulently uses their procurement card and informs department head and other appropriate individuals.

10.4.7 Never requests or directs a cardholder to make a purchase which violates any portion of the policy and procedures, the User's Guide or any other relevant rules, regulations or guidelines.

### 10.5 DEPARTMENTAL CARD MANAGER responsible for each Cardholder transactions they are to reconcile

10.5.1 Responsible for documentation. Ensures that all Statements and Receipts are forwarded to the Business Office for scanning. Documentation includes:

10.5.1.1 Itemized receipts

10.5.1.2 Monthly cardholder statements

10.5.2 Reviews monthly transactions on a regular basis using the on-line reallocation system and reallocates the charges to appropriate, allowable accounts and subcodes as necessary.

10.5.3 Notifies the procurement card administrator promptly of any known or suspected inappropriate or fraudulent use of a procurement card.

10.5.4 Acts as liaison between the procurement card administrator and each cardholder within their area by forwarding information as requested.

10.5.5 Never requests or directs a cardholder to make a purchase which violates any portion of the policy and procedures or any other relevant rules, regulations or guidelines.

### 10.6 CARDHOLDER (cannot be their own Card Manager)

10.6.1 Uses the procurement card in accordance with all pertinent policies, procedures, guidelines, etc. and in the best interest of the University.

10.6.2 Submits supporting documentation for each purchase, such as receipts, telephone order records and any known reallocation information, promptly to the departmental card manager and reviews their own transactions within PaymentNet for accuracy.

10.6.3 Ensures that sales tax is not charged at the time of purchase, or requests credit promptly from the supplier if sales tax is included in error.

10.6.4 Surrenders their card willingly upon termination of employment, change of department or upon change in duties that no longer includes the purchasing function, or upon request from the procurement card administrator, internal auditor or their line management.

- 10.6.5 Notifies the procurement card administrator promptly of any known or suspected inappropriate or fraudulent use of their procurement card.
- 10.6.6 Reports to the procurement card administrator promptly (confidentially if necessary) any request or direction by his/her supervisor(s) or any other person to use the procurement card in an inappropriate or fraudulent manner.
- 10.6.7 Does not allow another employee, student or any other individual to use their procurement card.

## 11 CREDIT CARD ABUSE

Process to follow in the event of suspected credit card abuse:

- 11.1 Upon the first notice of suspected credit card abuse, the department should immediately advise Purchasing or Internal Auditing.
- 11.2 Purchasing will review the transactions. If abuse is still suspected, Purchasing will notify the appropriate personnel, including the Vice President for Administrative Services and the Internal Auditor.
- 11.3 The employee shall be given an opportunity to respond to the allegations described in the preliminary report.
- 11.4 University policy and procedures will be followed in any investigation of abuse and fraud.

## 12 CARDHOLDER EMPLOYMENT CHANGES

### 12.1 Transfer

The Card Manager or Cardholder must notify the Purchasing Office. If the Cardholder will retain procurement card privileges, then the Procurement Card Administrator will make the changes in PaymentNet to reflect the new approvals, account defaults, etc. If the Cardholder will no longer use the card, then the card will be cancelled and must be surrendered to the Procurement Card Administrator. The Cardholder should come to the Purchasing Office to make the appropriate changes or to turn in the card. In no case, should the Cardholder continuing purchasing items as the incorrect accounts will be charged.

### 12.2 Termination of Employment

Should a Cardholder terminate employment, the Card Manager or the Cardholder must return the Procurement Card to the Purchasing Office. Card Managers should notify the Procurement Card Administrator as soon as possible of terminating employees holding credit cards.

All departing employees must have their separation papers (clearance form) signed by the Procurement Card Administrator to indicate return of the card.

## 13 CANCELLATION OF CARD

- 13.1 Immediately notify the Procurement Card Administrator.
- 13.2 Return card to the Purchasing Office.
- 13.3 Purchasing will notify JPMorgan and the account will be closed.
- 13.4 Card Managers should ensure that all final documentation (invoices/receipts) have been reconciled and forwarded to the Business Office with the final statement.

## 14 CHANGING CARD LIMITS

Contact the Procurement Card Administrator. Changes require fiscal agent, Dean/VP and the Director of Purchases approval.

## 15 CARD EXPIRATION

Cards expire every three years. A cardholder will be sent an e-mail when their new card arrives. The card is to be picked up by the cardholder in the Purchasing Office. The old card is to be turned in to the Purchasing Office. A cardholder is to sign an updated Cardholder Agreement before the new card will be released to them.

# EXHIBITS

# PROCUREMENT CARD CARDHOLDER AGREEMENT



WESTERN  
ILLINOIS  
UNIVERSITY

As a Cardholder, I agree to comply with the terms and conditions of this agreement. I further understand that attendance at training is mandatory prior to a Procurement Card being released to me.

As a Cardholder, I agree to accept responsibility and accountability for the protection and proper use of the Card. I understand that the Procurement Card is intended for the purchase of items for University-related business. I further understand that the University will review the use of the Card and it is my responsibility to verify the accuracy of the monthly statements from the bank. I understand that I am accountable for all charges made to the Card.

If the Card is lost, stolen or misplaced, I understand that it is my responsibility to immediately notify the Bank and the Procurement Card Administrator.

I agree to the following responsibilities:

1. Not to use the Procurement Card for personal purchases
2. Not to use the Card for purchasing items on the Prohibited and Restricted Purchases list
3. To purchase from the University's Prime Vendor Contracts.
4. To purchase ethically, fairly and without conflict of interest; to seek the best value, and to support the development of businesses which are woman-owned, minority-owned or owned by persons with disabilities.
5. Not to loan my Procurement Card to any person.
6. To obtain an itemized receipt for every transaction and submit along with the monthly statement to Business Services.

I certify that the materials/services that will be purchased with the Procurement Card will be verified for receipt; that the purchase of these services or materials will be in accordance with all applicable laws, rules and regulations of the State of Illinois, the Board of Trustees of Western Illinois University and any other applicable jurisdiction; and the amount authorized will be correct.

I understand that the University may terminate my privilege to use the Procurement Card at any time and for any reason. I will return the Card to the University immediately upon request or termination of employment or transfer between departments.

Non-adherence to any of the above procedures will result in revocation of the individual Cardholder's privileges and may result in revocation of all departmental procurement cards. I understand that improper or fraudulent use of the online reallocation system is a violation of University Policy and will be handled in accordance with the rules and regulations dealing with disciplinary action. Should I fail to use the Procurement Card properly, I authorize Western Illinois University to deduct from my salary or from any other amounts payable to me, an amount equal to the total of the improper purchases. If Western Illinois University initiates legal proceedings to recover amounts owed by me under this Agreement, I agree to pay legal fees incurred by the University in such proceedings.

	X	
Cardholder's Printed/Typed Name	Cardholder Signature	Date

As Fiscal Officer, department/division head, I approve issuance of a Procurement Card to the above staff/faculty employee and assume overall responsibility for the Card.

	X	
Fiscal Officer's Name	Fiscal Officer's Signature	Date

	X	
Department/Division Head's Name (if different from Fiscal Agent)	Department/Division Head's Signature	Date

Purchasing Approval:	X	
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# PROCUREMENT CARD

## HIGHER TRANSACTION & MONTHLY LIMIT REQUEST



WESTERN  
ILLINOIS  
UNIVERSITY

Cardholder Name:

---

Department

---

Requested Amount per Transaction

---

Requested Amount per Month

---

Provide the date when the limit should be reset to  
original amount

---

Reason for Higher Transaction/Monthly Limit

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Cardholder

---

Signature

Date

Fiscal Officer

---

Signature

Date

Department Head

---

Signature

Date

Vice President

---

Signature

Date

Director of Purchases

---

Signature

Date

Return to the Procurement Card Administrator, Purchasing Office, Sherman Hall 227

# Procurement Card Application

## For PaymentNet Access Only - Non-Cardholder



WESTERN  
ILLINOIS  
UNIVERSITY

### Applicant Information

Applicant's Name:			
	(First Name)	(Middle Initial)	(Last Name)
Department Name:			
Department Address:			
Department Phone Number:			
Applicant's E:Mail Address:			
PaymentNet Password	wiu		
PaymentNet User ID: (For Purchasing Use Only)			

### PaymentNet Information

Cardholder Access Level (Please Check One)

- 0 - Cardholder access (Cardholder views only his/her transactions)
- 1 - Manager access (Employee views all Cardholders' transactions within their department)
- 2 - Division access (Employee views all Cardholders' transactions within their department and all departments beneath their department)

### Approval Signatures

\_\_\_\_\_  
Applicant Signature & Date

\_\_\_\_\_  
Applicant Name (Printed)

\_\_\_\_\_  
Fiscal Agent Signature & Date

\_\_\_\_\_  
Fiscal Agent Name (Printed)

\_\_\_\_\_  
Purchasing Signature & Date

\_\_\_\_\_  
Purchasing Official Name (Printed)

# PROCUREMENT CARD INTERNAL REVIEW CHECK LIST



WESTERN  
ILLINOIS  
UNIVERSITY

Cardholder's Name: \_\_\_\_\_  
Department Name: \_\_\_\_\_ Account No. \_\_\_\_\_  
Billing Cycle Reviewed: \_\_\_\_\_ Amount \$ \_\_\_\_\_

The following items have been reviewed for compliance with the Procurement Card Program Policies and Guidelines:

1. Purchase of restricted items \_\_\_\_\_
2. Split ordering \_\_\_\_\_
3. Personal purchases \_\_\_\_\_
4. Spending in excess of transaction limit \_\_\_\_\_
5. Appropriateness of items purchased \_\_\_\_\_
6. Appropriate use of non-prime vendor suppliers \_\_\_\_\_
7. Forwarding of transaction documents to the Business Office \_\_\_\_\_
8. Return authorization for returned goods \_\_\_\_\_
9. Credit receipts for returned goods \_\_\_\_\_
10. Accuracy of transaction records \_\_\_\_\_
11. Timely reconciliation in PaymentNet \_\_\_\_\_
12. Funds available to cover charges \_\_\_\_\_
13. Verifies tax exemptions on purchases \_\_\_\_\_
14. Disputes identified and settled in a timely manner \_\_\_\_\_

Findings:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Recommendations:

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Response:

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Department Administrator:	×	Date:	_____
Individual Card Holder	×	Date:	_____
Review completed by:	×	Date:	_____

# TAX EXEMPT LETTER



Illinois Department of Revenue  
Office of Local Government Services  
Sales Tax Exemption Section, 3-520  
101 W. Jefferson Street  
Springfield, Illinois 62702  
217 782-8881

January 2, 2010

WESTERN ILLINOIS UNIVERSITY  
BUSINESS SERVICES SH 216  
1 UNIVERSITY CIRCLE  
MACOMB IL 61455-1390

Effective January 1, 2010, we have renewed your governmental exemption from payment of the Retailers' Occupation Tax, the Service Occupation Tax (both state and local), the Use Tax, and the Service Use Tax, as required by Illinois law.

We have issued the following new tax exemption identification number:

E9989-9612-06  
to  
WESTERN ILLINOIS UNIVERSITY  
of  
MACOMB, IL

The terms and conditions governing use of your exemption number remain unchanged.

Office of Local Government Services  
Illinois Department of Revenue

STS-70 (R-2/98)  
IL-492-3524  
11-0004215

# WIU Procurement Card Reference Sheet

**WIU P-Card Administrator:** Lora Lidaywa, Purchasing Officer  
Phone: 298-1819  
Fax: 298-1927  
E-mail: [LJ-Lidaywa@wiu.edu](mailto:LJ-Lidaywa@wiu.edu)  
or [Pcard@wiu.edu](mailto:Pcard@wiu.edu)

Purchasing Web Address: [www.wiu.edu/purchasing](http://www.wiu.edu/purchasing)

PaymentNet Web Address: [www.paymentnet.com](http://www.paymentnet.com)

JP Morgan (for disputes, lost or stolen cards, account balances, etc.): 1-800-270-7760

## How It Works

1. Cardholder makes an authorized business-related purchase by charging it on their WIU P-Card. The Cardholder's single transaction limit is \$3,000 and the monthly spending limit is \$15,000. Cardholder must specify our tax exempt status.
2. The vendor submits the credit card transaction to JP Morgan for payment.
3. Transactions are posted on PaymentNet daily as they are received from the bank.
4. Cardholder forwards itemized receipts to their assigned Reviewer. A Cardholder *may* be their own Reviewer.
5. Reviewer audits transactions daily/weekly on PaymentNet and enters appropriate account number, selects subcode and types in a brief description of the purchase in transaction notes. If equipment was purchased, include unit cost in transaction notes.
6. Primary Manager approves the Cardholder's transactions on PaymentNet. In the absence of the Primary Manager, the Secondary Manager assumes responsibility. A Cardholder cannot be their own Manager.
7. An e-mail reminder from [postmaster@mail2.paymentnet.com](mailto:postmaster@mail2.paymentnet.com) will be sent each Monday to the Cardholder and their Manager if there are any transactions that have not been approved.
8. Assigned Reviewer maintains itemized receipts and any supporting documentation and attaches them to the Cardholder's monthly statement. This is then forwarded in the bright blue inter-department envelope to Business Services for scanning. If itemized receipts are missing, the Cardholder must request a copy from the vendor. If unable to obtain a copy, contact the P-Card Administrator to complete an Affidavit for Lost Receipts form.
9. Western Illinois University pays JP Morgan once each billing cycle.

## Splitting or Stringing Purchases

Splitting or stringing purchases is the practice of making multiple charges for purchasing like items or services, with the wilful intent to circumvent the purchasing policy of soliciting bids. Splitting or stringing is prohibited. Repeated occurrences may result in cancellation of the card.

## Declined Cards

During a transaction, a Cardholder's P-Card could be declined due to single transaction or monthly spending limits being exceeded, Merchant Commodity Code (MCC) blocks, etc. If this should occur, call JP Morgan at 1-800-270-7760 before calling Purchasing.

## Lost, Stolen, Misplaced or Damaged Cards

Cardholders are responsible for always keeping the P-Card in a secure place. Immediately upon realizing the P-Card is lost, stolen, misplaced or damaged, the Cardholder must notify all of the following: JP Morgan (1-800-270-7760), Purchasing (298-1819) and their Fiscal Agent.

## Updating Cardholder/Department Information

Changes to update Cardholder or Department information must be submitted to the P-Card Administrator. If any other changes are necessary, contact Purchasing for assistance.

### **Acceptable P-Card Use Examples:**

- books
- periodicals
- office & lab supplies
- subscriptions
- small dollar retail purchases
- other small dollar items traditionally purchased on a purchase order or paid by DPA
- registration fees

### **Prohibited P-Card Use**

The P-Card cannot be used for the following transactions or purchases:

- Purchases requiring an agreement. Contracts are to be approved by the appropriate Vice Presidents. This restriction includes software agreements.
- Alcoholic Beverages (exception for Foundation accounts)
- Automotive Repairs - Garage use only
- Printing including Business Cards - must be purchased through DPS
- Furniture - Requires the State of Illinois Central Management Services approval
- Carpet
- Draperies
- Cash Advances
- Cash Refunds
- Charter Airplane - must be arranged through the Business Office (exception - Athletics)
- Charter Bus - must be arranged through the Business Office (exception - Athletics)
- Construction Services including Remodeling
- Controlled and Prescription Drugs - appropriate departments only (Beu Health Center)
- Donations
- Ethyl Alcohol (alcohol permit required)
- Fines, Late Fees or Penalties, Interest and Finance charges
- Gifts
- Hazardous Chemicals and Materials (including radioactive material)
- Current Master Order/Purchase Order Contracts - must be purchased from the awarded (Prime) vendor, procurement card may be used if accepted by the vendor
- Labor
- Logo/Licensing
- Real Property Leases
- Personal Items
- Personal Meals
- Postage - must be purchased through DPS - Mail Services
- Professional and Artistic Services - Contractual Services including Consultants and Speakers
- Purchases involving Trade of University Property - must be approved by Property Control
- Telephone Equipment - must be approved by Telecommunications
- Utility Payments
- Vehicle Purchases - must be approved by Transportation Services
- Weapons/Ammunition

Additional items may be added to this list at the discretion of the individual department head or Purchasing.

# Cardholder/Manager Guide

## Logging In

1. Enter the following in your Internet Browser: [www.paymentnet.com](http://www.paymentnet.com)
2. Enter the following on the PaymentNet Login Screen:

Organization ID

User ID

Pass Phrase:



3. Click  or hit enter.
4. On the left-hand side of the Welcome Screen, select PaymentNet
5. Next to Select A View, click  to view your transactions.

## Viewing Transactions

1. **Cardholders:** You will first see the Transactions screen, displaying all of your transactions.
2. **Managers (w/o card):** You will first see the Transactions screen, displaying all the transactions for the cardholders who report to you.

**Managers (w/card):** You will first see only your current transactions. Select Transaction List from the top middle menu to display both your transactions

and the cardholders who report to you.

## Cardholders: Reviewing Transactions

1. Click on a transaction.
2. Compare the transaction details (e.g., amounts) with your receipts.
3. Review account - modify if needed.
4. Select object code from drop-down box.
5. Add information to the **Transaction Notes** field. Notes are required.
6. Check the **Reviewed** box.
7. Click **Save>**.
8. Receipts are to be obtained - check the **Receipt** box.
9. Receipts are to be forwarded to the Business Office with the monthly statement.

## Managers: Approving Transactions

1. On the Transactions screen, use the horizontal scroll bar to review transactions and allocations.
2. To view Transaction Notes, click on the transaction line and scroll to the bottom of the detail screen.
3. If changes are required, click on the transaction and make the modifications. Check the **Approved** box and click .
4. If changes are not required, check the **Approved** box.
5. Use the page navigation to view more:  
 Go to page  1  of 1

Your session will automatically “time out” after 20 minutes of inactivity.

## Splitting Transactions

1. From the Transactions screen, click on the transaction.
2. Click .
3. Select the number of splits from the drop-down box. The amount will be divided evenly among all rows.
4. Click on the first .
5. Select any changes to that row's allocations. Split by either percentage or dollar amount. Click .

**Two Splits** - the remaining amount will be automatically added to the other row.

**Three or More Splits** - Any changes to the first row, whether adding or subtracting from the amount, will be added to or subtracted from the last row's amount.

**Deleting Rows** - Change the number of splits from the drop-down box. Be aware that this will reset your split and remove any previous changes!

**Canceling a split** - to cancel an entire split, click **Undo/Cancel Split>**.

6. Click  on any other row and follow step 5.
7. When finished, click

## Disputing Transactions

**Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant!**

1. From the Transactions screen, click on the transaction.
2. Click .
3. Confirm your **E-mail Address** is correct and enter the **Merchant State**, if empty.
4. Choose the **Dispute Reason** from the drop-down box. PaymentNet will refresh and may require additional field input.
5. Enter text in **Additional Information** about your dispute.
6. Click .

Track the status of your dispute on the Transactions Screen—

 = Awaiting Documentation

 = Disputes In Process

Click the colored dots and follow steps to Undo or Resolve your dispute.

## Transaction Detail

Extra details on transactions may be available; if icons are displayed in the Trans ID column, such as    , click them to view line item detail.

## Customer Service

JPMorgan Chase's 24-hour Customer Service Team is available for assistance at 1-800-270-7760 with:

- ▶ Reporting Lost/Stolen Cards
- ▶ Balance Inquiry
- ▶ Disputes Assistance
- ▶ Fraud Inquiry
- ▶ Declined Cards
- ▶ Lost Receipts

The Customer Service Team does not provide assistance on PaymentNet - If you experience difficulties, please contact the WIU Procurement Card Program Administrator in the Purchasing Office at 298-1819.

## Additional Resources

If you have additional questions, please contact the WIU Procurement Card Program Administrator.

Lora Lidaywa - 298-1819

Additional documentation on [PaymentNet™](#) is available from the Documents drop-down menu on the PaymentNet Welcome Screen.

## Prohibited Items\*

- ▶ Purchases Requiring an Agreement
  - ▶ Alcoholic Beverages
  - ▶ Automotive Repair - Only Garage Is Authorized
  - ▶ Furniture
  - ▶ Carpet
  - ▶ Draperies
  - ▶ Cash Advances
  - ▶ Cash Refunds
  - ▶ Charter Airplanes and Buses
  - ▶ Construction Services
  - ▶ Controlled and Prescription Drugs
  - ▶ Donations
  - ▶ Ethyl Alcohol (Alcohol Permit Required)
  - ▶ Fines, Late Fees or Penalties, Interest and Finance Charges
  - ▶ Gifts
  - ▶ Hazardous Chemicals and Materials
  - ▶ Items on Prime Contracts
  - ▶ Labor
  - ▶ Logo/Licensing
  - ▶ Personal Items/Meals
  - ▶ Professional & Artistic Services
  - ▶ Real Property Leases
  - ▶ Postage
  - ▶ Purchases Involving Trade of University Property
  - ▶ Telephone Equipment
  - ▶ Utility Payments
  - ▶ Vehicle Purchases
  - ▶ Weapons/Ammunition
- \*see manual for complete list