



# ProCard User Manual

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## **Purpose of the Procurement Card**

The Procurement Card (ProCard) Program allows departments the opportunity to use a University credit card to purchase certain goods costing less than \$4,500.00. The University benefits by having a more efficient, cost-effective method of purchasing and payment for small dollar transactions. Expenditures must be reasonable and must be managed in a prudent and fiscally responsible manner. Units are expected to operate within their approved budget and any allowable expense must be funded from within that approved budget. If a department decides it is appropriate for their use and would like to participate, the cardholders shall be expected to follow the established guidelines and shall be held accountable for use of the card.

The program complements the existing purchasing and payment process. Use of the card does not replace current travel or competitive bid regulations, nor does it allow departments to bypass Purchasing policies and procedures.

## **Benefits of the ProCard Program**

- Efficient, timely, and cost-effective method of payment for small dollar transactions (expenses incurred to process a small dollar purchase can run as high as the price of the item itself).
- The card may be used for items that are needed immediately.
- Participating departments will be allowed to procure low dollar items in person, or by mail, phone, or through the Internet.
- Eliminates the need for most requisitions that currently generate an automatic payment. (Registrations, memberships, subscriptions, etc.)
- Vendors will be paid immediately by the credit card company, increasing vendor good will, and at times generating better discounts.
- The university will make one payment per month to PNC Bank, rather than one payment per vendor.
- Eliminates the need for petty cash reimbursements

## **Apply for a ProCard**

### **WHAT DO I NEED TO DO BEFORE APPLYING FOR A PROCARD?**

- Must be an employee of University of Louisville, University of Louisville Athletic Association, or the University of Louisville Research Foundation. Temporary employees are not eligible to receive a ProCard.

- Identify who will be the cardholder, proxy, funding reviewer, approver, and Director/Department Chair or Dean/Vice President associated with the account. The cardholder can be the funding reviewer of the account, but not the approver.
- Make sure all roles have completed the required testing and training as applicable:
  - Cardholder – ProCard Policies/Procedures Test score of 100%.
  - Proxy- ProCard Policies/Procedures Test score of 100%.
  - Funding Reviewer – ProCard Policies/Procedures Test score of 100%
  - Approver – ProCard Policies/Procedures Test score of 100%

### HOW DO I COMPLETE THE PROCARD TEST?

All University employees are automatically registered for both ProCard training/testing.

All [Cardholders](#), [Funding Reviewers](#), [Proxies](#), and [Approvers](#) of ProCards are required to pass the online ProCard Policy/Procedures Test with a score of 100%.

Instructions for OnBase ProCard Reallocation process can be found [here](#).

Step 1	Log into <a href="#">Blackboard</a> with your ULink User ID/Password and complete the ProCard Policies/Procedures Test, if not already taken. Blackboard instructions can be found <a href="#">here</a> . (Skip to step 3 if you've already completed the test.)
Step 2	Complete the test with a score of 100%. Within 1 business day, you will receive an email from the ProCard Office indicating your test/training record is updated to proceed to the next step.
Step 3	Complete the <a href="#">Application</a> with required signatures and send to ProCard Office. Cards cannot be transferred from one cardholder to another.
Step 4	ProCard Office will submit request to the bank.
Step 5	ProCard Office will notify the cardholder, funding reviewer, and approver via email when card has arrived and is ready for pick up.

In person training is available upon request. Contact the ProCard Office at [procard@louisville.edu](mailto:procard@louisville.edu) or 502-852-9058.

## HOW DO I APPLY FOR A PROCARD?

- [Complete the application process](#) in PeopleSoft.
  - If you do not have access to the application in PeopleSoft Financials, please contact the financial administrator or Unit Business Manager (UBM) of your department who can assist.
- Print the application through Power BI (the hard copy application will be available to print immediately upon completing the electronic application in PeopleSoft).
- Review printed application for accuracy, obtain required signatures, add address, and send application to the ProCard Office.

## WHEN CAN I PICK-UP MY PROCARD?

- The new ProCard will arrive within 3-5 business days after the completed application is received and processed.
- The ProCard Office will notify the cardholder when the ProCard is available to be picked up.
- The following information is required when picking up ProCard:
  - Picture ID
  - Certificate of Destruction - for old card if a replacement is being issued
  - Proxy Statement – if another employee is picking up the card on behalf of the cardholder
- The cardholder must sign the back of the ProCard immediately upon receipt and call the telephone number indicated on back of the card to activate the card.

## Card Cancellation or Surrender

### PERMANENT CANCELLATION

To cancel a ProCard:

1. Destroy the card - shred or cut into multiple pieces by or in the presence of the supervisor.
2. Complete the [Certificate of Destruction Form](#). The original copy of this form should be sent to the ProCard Office. Do NOT send the destroyed card(s) to the ProCard Office.

The ProCard must be cancelled for the following reasons:

- The cardholder's termination of employment with the university.  
The cardholder's transfer to another department within the university.

- The card is revoked by the cardholder's supervisor or ProCard Office due to policy violations or fraudulent activity/misuse.
- The person responsible for a departmental card changes for any reason.

### **TWELVE (12) MONTHS OF NO ACTIVITY**

All cards that have had no activity for twelve (12) continuous months will be monitored and cancelled as appropriate. The cardholder, funding reviewer, and approver will receive notification when a card has had 12 months of inactivity.

### **CARD SURRENDER: ACTIVE LEAVE OF ABSENCE STATUS**

The ProCard must be temporarily surrendered to the employee's supervisor at the beginning of a leave of absence. The card will be deactivated by the ProCard Office and cannot be used for purchases. The supervisor must appropriately secure the card, as stated in the [Cardholder Responsibilities](#) section. Examples of a Leave of Absence can include:

- Furlough
- Sabbatical
- FMLA

The ProCard may be kept open on a case-by-case basis (ex: it is the only card within the department). The department must provide justification for keeping the card open and who would have temporary responsibility over the card. This would require approval from the Director of Card Operations.

If the ProCard is released back to the employee upon their return authorizing continued use, the supervisor should contact the ProCard Office requesting that the card be reactivated. If the employee will not be returning to work, the supervisor must destroy the card, complete and submit the [Certificate of Destruction Form](#).

### **Card Renewal**

A renewal ProCard will automatically be mailed to the ProCard Office three years after the issue date. Cardholders will be notified when their ProCard(s) is/are available for pick-up. Renewal cards must be picked-up by the cardholder or another person with a properly completed [Proxy Statement for Card Pick-Up form](#). A valid UofL ID is required and new cardholder agreement must be completed and signed.

A [Grant Renewal Form](#) will be required from the department when a grant is extended. (Please note: The Office of Grants Management must update the grant end date in PeopleSoft before we can extend the date on the ProCard.)

Once the ProCard Office has received this form, the grant expiration date will be extended, and the card re-activated for use. Any ProCard will be cancelled ninety (90) days following the expiration of a grant unless a Renewal Form for Grants is received by the ProCard Office.

## **Role Responsibilities**

### **CARDHOLDER RESPONSIBILITIES**

Must be an employee of University of Louisville, University of Louisville Athletic Association, or the University of Louisville Research Foundation. Temporary employees are not eligible to receive a ProCard. The cardholder can be the funding reviewer on their account, but never the approver.

- Monitor the ProCard web site for any changes to the program's policies and procedures.
- Refer to the [ProCard-Card Security/Possession](#) page on the ProCard website for details on card security and the process for allowing other employees to utilize the ProCard.
- Complete the Monthly Activity Report (MAR) monthly in OnBase. This process is mandatory.
- OnBase will retain electronically filed receipts and monthly activity report (MAR) for the current fiscal year plus 3 prior years. (Refer to the [Controller's Office Retention of Records Policy](#) for the archival period associated with grants and contracts.)
- Verify all transactions on the MAR. Any charges that need to be [disputed](#) must be reported to PNC **and** the ProCard Office within 60 days of the transaction date.
- Complete the [ProCard Missing Receipt Form](#) when no receipt is available.  
**Related information for Missing Receipt:** When an original, itemized receipt is lost or otherwise unavailable and all measures to obtain a copy have been exhausted, the ProCard Missing Receipt Form should be completed. It must be signed by the cardholder/responsible party and his/her supervisor. This form should be retained with all other receipts, bank statements, and the monthly MAR. The ProCard Missing Receipt Form should be used on rare occasions and may not be used on a routine basis. Excessive use of the ProCard Missing Receipt Form may result in the revocation of your ProCard.
- Ensure receipt of materials and services. Contact the vendor to resolve any delivery problems, discrepancies and damaged goods claims.

### **Cardholder Verification - Bank Statements and Monthly Activity Report (MAR)**

Each cardholder will receive a detailed statement from PNC Bank for each card that had transaction activity during the billing cycle. (A statement will not be generated for a card with



no activity.) This statement will list the transactions that PNC Bank has transmitted to the University for the month and should match your records. A verification of the PNC statement to actual charges should be performed by the 15th of the following month. In more detail:

- Throughout the [monthly billing cycle](#), the cardholder must record transaction activity, including the business purpose and receipt, on the OnBase form as purchases are made. This includes any item(s) returned and any credits issued.
- Transactions occurring after the 21st of the month will not appear on your statement. These items should be carried forward to the next month.
- Reconcile all monthly ProCard documentation consisting of the PNC bank statement, MAR, and itemized receipts. This review must be completed by the 15th of the month following the end of the billing cycle.
- Electronically sign and date the Monthly Activity Report (MAR) in OnBase confirming: (1) a reconciliation was performed, and (2) all purchases are legitimate business expenses and the appropriate documentation is on file for each transaction.

A cardholder's failure to execute his or her responsibilities is a significant violation of policy that can result in revoking authorization to use a ProCard.

**\*Please Note:** A cardholder can assign a "Proxy". This role has the ability to upload receipts/backup documentation and enter in a business purpose in OnBase. The proxy must complete the [ProCard Policies/Procedures Test](#) with a score of 100% before they can be added to a card. The cardholder can be the funding reviewer on their account, but never the approver.

Instructions for OnBase ProCard Reallocation process can be found [here](#).

## **PROXY RESPONSIBILITIES**

The proxy must be an employee of the University of Louisville, the University of Louisville Athletic Association, or the University of Louisville Research Foundation. Assigning a proxy is optional.

If assigned to a card, the proxy responsibilities in OnBase are attaching receipts/backup documentation and adding a business purpose. They may also have the added responsibility of ensuring the charges are allocated to the appropriate speedtype and [account code](#). OnBase reconciliation and reallocation of transactions can be performed daily or weekly, but must be completed by the [monthly cut-off date](#). Any charges not reallocated through OnBase by the cut-off date should be corrected using a Journal Voucher.

The proxy must complete the [ProCard Policies/Procedures Test](#) with a score of 100% before they can be added to a card.

Temporary employees, including student workers, may be allowed Proxy access on a case-by-case basis and would require approval from the Director of Card Operations prior to the submittal of a ProCard Application or a Role Change Form.

Instructions for OnBase ProCard Reallocation process can be found [here](#).

### **FUNDING REVIEWER RESPONSIBILITIES**

The funding reviewer must be an employee of the University of Louisville, the University of Louisville Athletic Association, or the University of Louisville Research Foundation.

The funding reviewer's responsibility is to ensure all charges are allocated to the appropriate speedtype and [account code](#). OnBase reconciliation and reallocation of transactions can be performed daily or weekly, but must be completed by the [monthly cut-off date](#). Any charges not reallocated through OnBase by the cut-off date should be corrected using a Journal Voucher.

The funding reviewer must complete the [ProCard Policies/Procedures Test](#) with a score of 100% before they can be added to a card.

Instructions for OnBase ProCard Reallocation process can be found [here](#).

### **APPROVER RESPONSIBILITIES**

The approver must be an employee of the University of Louisville, the University of Louisville Athletic Association, or the University of Louisville Research Foundation.

The approver's responsibility is to verify that purchases are appropriate for the funding source and are for the benefit of the university. The approver must not be a subordinate in the direct reporting line of the cardholder. Furthermore, the cardholder cannot be an approver of their own card.

The approver is required to review all monthly ProCard documentation in OnBase consisting of the Monthly Activity Report (MAR), itemized receipts, and any backup documentation provided. The approver sees the MAR after the cardholder has certified the report. This review must be completed by the 15th of the month following the end of the billing cycle. The approver's signature and date of the monthly ProCard documentation reviewed will be captured electronically in OnBase.

The approver must first pass the [ProCard Policies/Procedures Test](#) with a score of 100% before they can be added to a card.

Instructions for OnBase ProCard Approver process can be found [here](#).

## **FINANCIAL ADMINISTRATION RESPONSIBILITIES**

Each department's Financial Administrator/Partner is responsible for the following items in terms of ProCard oversight:

1. Be aware of the active cards within the department. The Procurement Card Data by Department report will provide this information. Power BI Reports > FI > Procard > Procurement Card Data by Dept or Empl ID
2. Reconcile the approved Monthly Activity Report(s) to the budget account(s) to ensure all charges were transmitted and reallocated properly. (The PI-03/CONT-03 report links to the ProCard detail. Power BI Reports > FI > Individual > PI-03/CONT-03A/CONT-03B) Spot check the business purposes as indicated on the report. Business purpose should be for the benefit of the department/university/project.
3. Ensure ProCards are canceled upon employee termination or transfer to another department.
4. Work with the unit liaison to address ProCard issues as needed.

## **Using the ProCard**

### **ALCOHOL/ENTERTAINMENT PURCHASES**

The ProCard is the required method of payment for business meals, entertainment, and alcohol expenses. On a limited exception basis, if a ProCard is not available, an employee or student\* may pay out-of-pocket and request reimbursement through the Controller's Office. Alcohol may not be charged to general funds, sponsored programs, or other restricted funding sources. For a detailed listing of permissible funding sources, refer to the [Alcohol Beverage Purchases Policy](#).

As a reminder, the ProCard cannot be used for an employee's meals while traveling unless the employee is entertaining guests or conducting a business meal.

Refer to the full [Entertainment/Business Meal Policy](#) for additional guidance.

*\*If affiliated with a course curriculum or academic performance, the Financial Aid Office must be contacted before arrangements are made and/or the expense is incurred.*

### **AMAZON BUSINESS**

The University's partnership with Amazon will allow you to take advantage of the wide selection and competitive prices of the Amazon marketplace. It should be noted that Amazon is not a contracted vendor.

Through our Amazon Business account, you will have immediate access to:

- Automatic sales tax exemption
- Free Two-Day Shipping on Prime eligible items
- Pricing and quantity discounts
- Separation of personal and Amazon Business accounts
- Access to a specialized Customer Service team - Amazon Business Customer Service at (888) 281-3847
- Warnings on out-of-policy items (such as office supplies)

Using the Amazon Business marketplace is as simple and user-friendly as Amazon.com with the added benefit of business tools and features.

For more information and answers to frequently asked questions see our [FAQs page](#).

Contact the ProCard Office at [procard@louisville.edu](mailto:procard@louisville.edu) or (502) 852-9058 to receive an invitation to join UofL's Amazon Business account.

**Note:** Purchases on items currently under [contract](#) with a UofL Preferred Vendor should not be made through Amazon. Departments should be utilizing the contracted vendors that purchasing has identified first. Amazon should be used as a last resort if the item(s) needed are not available through a contracted vendor. Questions about purchasing an item not on contract should be directed to purchasing at [purchase@louisville.edu](mailto:purchase@louisville.edu) or 502-852-6247.

No personal purchases may be made using your official [userID@louisville.edu](mailto:userID@louisville.edu) email address once it is registered with our University of Louisville's Amazon Business account.

## **CARD SHARING**

It is permissible for a Cardholder to occasionally share their card with another individual for the purpose of picking up ordered items locally and/or placing orders verbally or electronically. In granting this secondary use authorization, the Cardholder remains directly responsible for the proper use of the card in accordance with established procedures. Therefore, the Cardholder must take great care in explaining the proper use of the Purchasing Card to the secondary user and insist that itemized receipts are returned.

The [Employee Usage Agreement](#) is provided for use when sharing the Purchasing Card, it serves to introduce the secondary user to the ProCard Program and authorizes the use of the card by this individual. The [Sign In-Out Log](#) must be utilized when someone other than the cardholder utilizes the card.

## **DELIVERY OF GOODS**

Goods purchased with the ProCard may be shipped for "desktop delivery" to the designated department or to Central Receiving. Vendors should be given a complete ship-to address (must be a university address), including the name of the individual who should receive the order.

Exception: If there is a valid business need/purpose to have items shipped to a non-University address, the ProCard Office must be contacted for approval prior to making the purchase.

## **EQUIPMENT PURCHASES**

The ProCard may be used to pay for equipment valued less than \$5,000.

**However, capital assets (items valued at \$5,000 or greater) cannot be purchased using a ProCard. In order to properly track the University's capital assets, all purchases of capital assets, including computers, furniture, and equipment with a unit or system cost of \$5,000 or greater will need to be procured using a Purchase Order.**

When a single piece of equipment is purchased or assembled from parts resulting in a value of \$1,000 or greater, it must be tagged/tracked for insurance purposes. This includes items acquired as a gift/donation or transferred from another institution.

When submitting a Purchase Order for capital assets, Inventory Control will be notified through PeopleSoft that the item needs to be tagged. If you purchased a non-capital asset using the ProCard, the person responsible for acquiring these items should complete the [Inventory Control online form](#) to have these items inventoried and tagged. If you have any questions about what should be tagged or about the online form, please contact [Inventory Control](#) at 852-2986.

Failure to submit the form to Inventory Control will result in the piece of equipment not being covered by the University's insurance policy and is a significant violation of policy that could lead to revocation of ProCard privileges.

## **INTERNET PURCHASES**

All current [restrictions](#) to ProCard use also apply to the use of the card for Internet transactions.

On-line purchases must be made with vendors using a Secure Sockets Layer (SSL) browser session. There are several ways to confirm that a secure area has been accessed. All SSL capable browsers have a symbol to indicate secure mode, but the secure mode may not appear until going further into the web site.

To find out if your transaction is guarded by SSL, look for the picture of the unbroken key or closed lock in your browser window. Either indicator means SSL is activated. If you don't see

either sign, or if you see a broken key or an open lock, the SSL is not working to protect your transaction.

Another quick way to see if SSL is guarding your transaction is to check the URL of the site you are visiting. It should change from "http" to "https" when processing secure transactions.

Receipt documentation must be maintained to support the Internet order.

- Websites that present an on-line receipt, reflecting the billing amount and a company logo or name will serve as proper documentation. Simply print the on-screen document.
- Websites that reflect the billing amount only will serve as proper documentation by printing the on-screen receipt and then writing the company name on the document.
- Websites that do not present an on-line receipt can still be utilized. The customer should print screens that reflect the items being purchased and the amount, and then ensuring that transaction date, vendor, and other pertinent information is recorded on the printed documentation.

### **LABORATORY CHEMICALS**

Each department is responsible for obtaining a Material Safety Data Sheet for every chemical ordered.

Each department is responsible for updating their file of Material Safety Data Sheets when a new chemical is ordered.

Departments must make their chemical inventories available to [Environmental Health & Safety](#) and emergency response agencies during a fire or other emergency, or upon request from the ProCard Office.

### **RECEIPT AND RECORDKEEPING REQUIREMENTS**

Each cardholder should maintain files by billing cycle. Included in each electronic file should be itemized receipts/invoices/backup documentation, and the completed, electronically signed monthly activity report (MAR).

For each purchase, the cardholder must request a receipt or confirmation of the order and provide a detailed business purpose for the transaction. The business purpose is a statement that adequately describes why the expense is a necessary, reasonable, and appropriate business expense. When using University funds, documentation of a clear business purpose is required so that an approver, reviewer and/or auditor may reasonably conclude and agree that the expenditure supports or advances the goals, objectives, and mission of the University.

The business purpose should include:

- who the purchase is for or a list of attendees for an event/business meal
- what was purchased
- when the event occurred (if an entertainment/business meal)
- where the business activity took place
- why the expenses are reasonable and appropriate for the university

Receipts are required as an internal control that helps substantiate transactions, are evidence that transactions are legitimate, and help prevent abusive practices. All receipts/invoices must include:

- the date of purchase
- vendor name and address
- detail listing of purchase, including item description, quantity and price
- the total amount of the order
- [shipping address](#)

Examples of acceptable supporting documentation include, but are not limited to:

- Original sales receipt
- Original packing slip
- Original cash register receipt
- Copy of order form or application
- Email confirmation of internet order

The cardholder should add all shipping documentation to the transaction in OnBase as part of the backup documentation. Receipts for business meals or entertainment expenditures must be reasonable and must be managed in a prudent and fiscally responsible manner. Units are expected to operate within their approved budget and any allowable expense must be funded from within that approved budget. See [Entertainment/Business Meal Policy](#) for more details.

**Policy for Missing Receipt:** When an original, itemized receipt is lost or otherwise unavailable and all measures to obtain a copy have been exhausted, the [ProCard Missing Receipt Form](#) should be completed. It must be signed by the cardholder/responsible party and his/her supervisor. This form should be retained with all other receipts, bank statements, and the transaction summary log in the monthly ProCard reconciliation file. The ProCard Missing Receipt Form should be used on rare occasions and may not be used on a routine basis. Excessive use of the ProCard Missing Receipt Form may result in the revocation of your ProCard. A pattern of missing receipts could be an indicator of fraud.

OnBase will retain electronically filed receipts and monthly activity report (MAR) for the current fiscal year plus 3 prior years. (Refer to the [Controller's Office Retention of Records Policy](#) for the archival period associated with grants and contracts.)

## **RETURNS & EXCHANGES**

- Make arrangements with the merchant before shipping an item for return.
- A credit to the same PNC account may be issued by the merchant for returned good(s) OR you may exchange the item. If the exchange is not an even transaction, i.e. dollar amounts are not the same, it's best to ask the vendor to credit the full amount of the item you are returning and complete a new transaction for the new item.
- Do not allow merchants to refund cash for a credit card return. In the unlikely event that a vendor will only provide a cash refund, please notify the ProCard Office immediately.
- Document all returns and exchanges. This information may be needed for a formal dispute of the charge.

## **SALES TAX EXEMPTION**

University purchases are exempt from Kentucky Sales Tax. Advise the seller/cashier/clerk that your purchase is tax exempt before the sale/transaction is completed. If tax is added in error, the cardholder should request a credit from the vendor.

[UofL Sales Tax Exemption Certificate](#)  
[Amazon.com sales tax refund process](#)

## **ProCard Compliance**

### **INFORMATION & PROCEDURES**

ProCard activity shall be analyzed and monitored by the University of Louisville ProCard Office. The ProCard Office will perform regular compliance reviews (audits) of ProCard account files. Such reviews will be designed to verify the completion of the Monthly Activity Report (MAR), and other obligations and restrictions in reference to the ProCard policies and procedures. The types of reviews include: individual cardholder, departmental, and daily review of transactions in OnBase. The following sanctions may be imposed following a review, depending on the severity of the findings:

- Surrender, suspension and/or cancellation of the ProCard.
- Improper or fraudulent use of the ProCard may result in disciplinary action, up to and including prosecution and/or termination of employment.

Departments should periodically conduct their own internal review of ProCards. The ProCard [Audit Checklist](#) can be used as a tool to facilitate internal reviews. Fraudulent purchases



originating from outside the university should be reported to PNC and the ProCard Office. Any policy violations should be reported immediately to the Director of Procurement Systems and Card Operations, at 502-852-5280 or anonymously through the [Compliance Hotline](#).

For any fraudulent purchases suspected to have been made by an employee that is discovered during an internal review, please see the section [Reporting Fraud, Waste and Abuse](#) within this manual for information on how to report those findings.

## **REVIEW PROCESS & PROCEDURES**

- The cardholder or departmental liaison (if it's a departmental review) will be contacted by the ProCard Compliance Analyst with a notification that an electronic review will be conducted.
- Compliance reviews will be conducted within the ProCard Office since most transaction records are now electronic. The Compliance Analyst may request copies of ProCard documentation that occurred prior to the start of the OnBase reallocation process. Copies of Sign in/out logs, and user agreements will be requested as needed.
- A draft report will be sent to the cardholder and/or department liaison for their review and comments. A meeting with the Compliance Analyst and/or training with the relevant parties may also be required. The relevant parties will be determined by the ProCard Office and will be dependent on the review findings. A final report will be issued, with a copy sent to the department head/chair and VP/Dean, at the conclusion of the review.
- The required parties must sign the final page of the report and return this page (with original signatures) to the Compliance Analyst by the date given in the notification. Required parties will be identified by the ProCard Office based on the review findings and may differ from the relevant parties noted above.

## **EMPLOYEE USAGE AGREEMENT**

Anyone who uses a ProCard, as authorized by the cardholder, must complete an [Employee Usage Agreement](#). This agreement serves as verification that the card will be used for business-related purchases only. Each form should be sent to the ProCard Office, Houchens LL05, or emailed to our service account, [procard@louisville.edu](mailto:procard@louisville.edu).

The cardholder/responsible party does not need to complete this form. That person's signature on the ProCard application certifies their acceptance of the Employee Usage Agreement.

## NUMBER OF CARDS

The ProCard Office will limit one (1) card per individual\*.

\*Exemption: All cardholders with ProCards that are attached to an externally sponsored activity are exempt from the policy related to the number of cards that an individual may hold. However, you are only allowed one (1) card per externally sponsored program number. This amendment does not apply to individuals holding cards that are not attached to an externally sponsored activity. Refer to the [Definition of Sponsored Activities](#).

Multiple cards with each having a different speedtype is not an exemption. This is considered a violation of policy and could lead to sanctions. Department Heads/Directors who have special needs for an individual to have more than one card should submit a letter to the Director of Procurement Systems and Card Operations. The letter should address the reason for multiple cards, describe how the cards will be secured, and confirm that fiscal accountability within the department will be ensured by timely reconciliations. Requests for exceptions will be reviewed and approved/disapproved on a case by case basis.

## RESTRICTED PURCHASES

For guidance on approved ProCard purchases, refer to the [Procure-to-Pay grid](#). For guidance on whether to utilize a PO or Payment Request, refer to the [PO vs Payment Request Flowchart](#).

For guidance on payments to individuals, refer to the [Payment Matrix](#).

The ProCard cannot be used for the following:

- Airfare - airline tickets should be booked through the Controller's Office's travel agency and charged to the central billing card.
- Amazon Prime Memberships (new and renewal). Refer to the [Amazon Business page](#)
- Car Care Services
- Cardinal Card deposits - Cardinal Cash or Meal Plans (ProCards can be used to purchase Departmental Copy Cards.)
- Cell Phones and Service Plans as of September 1, 2018- see [Cellular/Mobile Device and Service Plan Policy](#)
- Contributions/donations (See VP for Finance's [policy for donations](#), [memorial gifts](#).)
- Controlled substances/narcotics
- **Faculty, staff and student travel:** includes passports, lodging, meals, gasoline, airfare, immunizations, etc. (Employees must continue to follow the Controller's Office procedures and request reimbursement using a travel voucher. The ProCard must not be used to reserve or pay for travel expenses. For travel related policies, visit the [Controller's Office website](#).)

- Firearms/Ammunition
- Gasoline, unless purchased in conjunction with a one-day car rental or group van rental. A [Fuel Card](#) must be used to purchase gasoline for university-owned vehicles.
- Gift cards (See [VP for Finance's policy for purchasing gift cards.](#))
- Insurance (commercial). Risk Management administers the commercial insurance for the University, including property and casual insurance. However, medical malpractice insurance is allowable on the ProCard.
- Intra- and inter-departmental charges for U of L departments. These types of payments must always be taken care of using [Journal Vouchers](#)
- Legal Services
- Movement of household goods/relocation expenses - see [Moving Expense Procedure](#)
- Office/Facilities Improvements – please contact [Facilities Management](#) for assistance
- Parking permits (UofL permits)
- [Personal Use](#)
- Printing - see the [printing policy](#) for additional details
- Products available through [University Stockroom](#)
- Radioactive material
- Rental cars/vans - see [Controller's Office website](#) for more information
- Renovations/Construction – please contact [Facilities Management](#) for assistance
- Scooter Rentals
- Services subject to [Personal Services Contracts](#); i.e. consultants, legal services, etc.
- Shipment of hazardous materials - contact [Environmental Health & Safety](#) regarding the appropriate method for shipping hazardous materials
- Subcontracts on grants

ProCard [blocked MCC's \(Merchant Category Codes\)](#):

The ProCard office has researched transaction activity to determine what MCC's (Merchant Category Codes) are being used and/or what codes are in compliance with policy and procedures. We have analyzed a series of data which determined what codes would be blocked. As of December 16, 2016, these MCC codes were officially blocked on all ProCard accounts.

If you find that your ProCard has been declined due to one of the blocked codes when attempting a purchase, the option to unblock the specific MCC code can be granted upon

approval from the Director of Procurement Systems and Card Operations and Department LFO. Unblocking of an MCC can take up to one business day.

### **SPENDING LIMITS AND GUIDELINES**

- \$4,500.00 is the default limit per transaction. The default monthly limit per card is \$15,000.00.
- Single purchases cannot be divided to circumvent the \$4,500 limit per transaction. This type of process is called a “split transaction” and could lead to sanctions.
- Purchasing will periodically monitor spending patterns with vendors to determine where contracts need to be established.
- Monthly and transaction limits may be increased either on a temporary or permanent basis. Limits must be approved by the [Department LFO](#) based on budget considerations.

[Spending Limit Increase Request Form](#)

[Department LFO Listing](#)

### **SUGGESTED USES**

For guidance as to the appropriate payment method based on the type of commodity or service you are procuring, refer to the [Procure-to-Pay Grid](#). For guidance on whether to utilize a PO or Payment Request, refer to the [PO vs Payment Request Flowchart](#).

For guidance on payments to individuals, refer to the [Payment Matrix](#).

If payment is being made for a category not listed, please contact the Controller's Office, Purchasing, or the ProCard Office.

### **Fraud & Misuse**

#### **DISPUTED TRANSACTIONS**

The cardholder is responsible for contacting the vendor about any erroneous charges, returns or disputed items. If the cardholder is unable to reach out to the vendor to resolve the charge, please contact the ProCard Office during normal business hours at 852-9058. If the charge occurred after business hours or over the weekend, the cardholder may contact PNC Bank directly at 1-800-685-4039. Disputed billing can result from:

- failure to receive goods or services charged
- fraud or misuse

- altered charges
- defective merchandise
- incorrect amounts
- duplicate charges
- credits not processed

Contact the vendor first to resolve any questionable charges. If agreement cannot be reached with the vendor, notification to PNC Bank should be made by use of the [ProCard Disputed Items Form](#). PNC must receive this form no later than the 60 days after receipt of the first bill on which the error or problem appeared. A completed copy of the dispute form should be emailed to PNC Bank ([billinginquiries@pnc.com](mailto:billinginquiries@pnc.com)) and the ProCard Service Account ([procard@louisville.edu](mailto:procard@louisville.edu)) should be copied on this email. The form can also be mailed or faxed (852-7628) to the ProCard Office. If you have a routine question, PNC Bank Customer Services Department may be able to provide information at 1-800-685-4039.

After PNC has completed its investigation, the cardholder will be notified of the resolution. If the dispute is settled in the favor of the cardholder, the account will be credited for the disputed amount.

If a new card is issued due to the transaction dispute, it will be sent to the attention of the ProCard Office at the corporate address on file with PNC Bank via FedEx delivery for tracking purposes. Once the ProCard Office has received the new card, the cardholder will be notified.

### **LOST OR STOLEN CARDS**

If a ProCard is lost or stolen, during working hours, immediately notify the ProCard Office at 852-9058 who will then contact PNC Bank. During non-business and weekend hours, immediately notify PNC Bank at 1-800-685-4039. If deemed necessary by the cardholder, notify the University Police, 24 hours a day, at 852-6111. University Police may write a report, depending on the circumstances.

When contacting PNC Bank, cardholders should not request that a reissued card be sent to their office. All reissued card requests must be sent to the attention of the ProCard Office at the corporate address on file with PNC Bank via FedEx delivery for tracking purposes. Once the ProCard Office has received the new card, the cardholder will be notified.

Submit the electronic [Lost or Stolen Card Notification Form](#) to the ProCard Office.

### **REPORTING FRAUD, WASTE AND ABUSE**

All employees should report suspicious acts to their supervisor, or directly to a higher level if the supervisor is involved.

If reports involve fiscal misconduct involving university resources, whether by employees, other members of the university community, or by persons outside the university, employees are expected to promptly report the suspected fiscal misconduct to Audit Services.

Audit Services email [auditor@louisville.edu](mailto:auditor@louisville.edu) or call 502-852-8305.

If you are uncomfortable reporting to management, the university has a Compliance Hotline that offers two easy mechanisms to report concerns or activities that may involve misconduct or violations of law or university policy.

You may call the Compliance Hotline toll free at: 1-877-852-1167. A trained risk specialist will document your information and generate a written report to the University Integrity and Compliance Office. Instances of fiscal misconduct will be forwarded to Audit Services.

You may write and submit an electronic report via the Compliance Hotline. Click on the following link to submit a web-based report:

<https://app.mycompliancereport.com/report.aspx?cid=uol>

The Compliance Hotline is provided by a third-party vendor and is available 24 hours a day, seven days a week. Additional information about the hotline can be found at:

<http://louisville.edu/compliance/ico/hotline>

UofL has the following policies and procedures in place to help address fraud, waste, and abuse:

- **Code of Conduct** applies to all university employees and other university community members. The code outlines the standards of conduct and behavior of UofL's employees, which includes the expectation that all employees, in conducting UofL affairs, will comply with applicable laws and regulations and UofL policies and procedures. <https://louisville.edu/compliance/ico/code>
- **Fiscal Misconduct Policy** applies to all university employees. All university employees are responsible for the proper conduct and handling of any university resources or fiscal matters. <https://louisville.edu/policies/policies-and-procedures/pageholder/pol-fiscal-misconduct>
- **Duty to Report and Non-Retaliation Policy** applies to all university employees. The policy outlines the expectation of employees to report knowledge or suspicion of non-compliance and prohibits any form of retaliation or retribution against those employees for reporting such matters. <https://louisville.edu/policies/policies-and-procedures/pageholder/pol-duty-to-report-and-non-retaliation>
- **Reporting and Investigation Procedures** applies to all university employees. The procedure outlines how to report concerns, such as through the compliance hotline, and the

investigation process. <https://louisville.edu/policies/policies-and-procedures/pageholder/pro-reporting-and-investigation>

- **Sanction Check Policy** applies to the university community, including employees and students. The policy states that the university will exercise due diligence in hiring/screening employees, vendors, and affiliates. university employees, vendors, and appropriate affiliated individuals are checked against appropriate governmental exclusion/debarment/suspension lists to ensure eligibility for hire and/or to participate in university programs. <https://louisville.edu/policies/policies-and-procedures/pageholder/pol-sanction-check-screening>
- For more information about reporting fraud, waste, and abuse, see <https://louisville.edu/audit/report-fraud-waste-and-abuse>

## **SUSPENSION/REVOCAION OF PROCARD PRIVILEGES**

### **Reasons to Suspend and/or Revoke ProCard Privileges**

- Failure to adhere to University policies and procedures
- Failure to safeguard the ProCard from unauthorized use
- Use of ProCard for non-University or personal purchases
- Failure to keep all necessary documentation on ProCard transactions
- Failure to reconcile monthly charges

### **Consequences of ProCard Misuse. Possible actions against cardholder include:**

- Surrender ProCard - privileges revoked.
- Improper or fraudulent use of ProCard will result in disciplinary action, up to and including prosecution and termination of employment.
- In all cases of fraudulent use of a ProCard, the University's Audit Services, Human Resources, Public Safety, and respective Dean/Vice President will be notified. See [Fiscal Misconduct Policy](#).

## **Appendix**

### **PROCARD FORMS**

[Audit Checklist](#) - to be used by departments when conducting their own internal reviews of ProCards

[Billing Address Change](#)

[Application for ProCard](#) - once the ProCard Office receives the required paperwork, a new card will arrive within 3-5 business days.

[Certificate of Destruction](#)

[Component Purchases Resulting in Equipment in Excess of \\$1000](#)

[Default Speedtype/Account Change Form](#) - do not use this form for grant renewals

[Disputed Items Form](#)

[Employee Usage Agreement](#)

[Equipment Purchases in Excess of \\$1,000](#)

[Grant Renewal Form](#)

[Hotel Credit Card Authorization Form](#)

[Liaison Monthly Certification Form](#)

[Lost or Stolen Card Notification Form](#)

[Missing Receipt Form](#)

[Proxy Statement for Card Pick-Up](#)

[OnBase Proxy/Funding Reviewer/Approver Change Form](#)

[Reconciliation/approval Cut-Off Dates](#)

[Request for a Compliance Review](#)

[Sales Tax Exemption Form](#)

[Sign In-Out Log](#)

[Spending Limit Change Request](#)

[Transaction Summary & Reconciliation Sheet](#)