

UMW Finance Card

Required Annual Training for
Cardholders and Approvers



Brought to you by UMW Accounts Payable (AP)



UNIVERSITY OF
MARY WASHINGTON

where great minds get to work

Introduction and Purpose

UMW Finance Cards are credit cards that are separate and distinct from the Commonwealth SPCC (SPCC cards are usually held by office managers) and can be used by members of the UMW community to pay for certain items that are not allowed on the SPCC.

- ▶ Some UMW Finance Cards have individual names; other cards have department names.
- ▶ The UMW Finance Card has been branded with a “UMW Finance” logo to prevent any confusion with the SPCC.

All UMW Finance Cardholders and approvers are required to participate annually in a training course and complete a quiz. The annual renewal training is due each year by May 31st. In addition, individuals requesting a UMW Finance for the first time must complete training prior to receiving the card.

This educational opportunity is meant to explain details surrounding the allowed use of the UMW Finance Cards and to prepare you for the responsibilities of holding this card and to protect you, the University, and the Commonwealth of Virginia from negligent or fraudulent use of the UMW Finance Card.

OVERVIEW

Why does UMW have *UMW Finance Cards*?

- ▶ The SPCC is specifically for State funded items
- ▶ Some goods/services are specifically not allowed on the SPCC
- ▶ The Commonwealth of Virginia strongly discourages cash advances
- ▶ The UMW administration doesn't want employees to have to pay out-of-pocket and seek reimbursement for expenses not allowed on the SPCC

UMW has a special and specific exception from the Department of Accounts (DOA) to hold UMW Finance Cards.

- ▶ The exception has specific language surrounding allowed use, and we must demonstrate that the cards are being used in accordance with the exception
- ▶ Due to the specifics of the exception, an individual with a Card in his/her name might be required to get an additional exception from Accounts Payable for expanded use of the Card outside the normal realm of purchases for which the Card was issued to the individual
 - For example, coaches are generally issued Finance Cards specifically for team travel. If a coach wants to take a job candidate out for a business meal, the coach needs to get written approval from Accounts Payable **PRIOR** to using his/her named UMW Finance Card in that capacity

Cardholders and Approvers can find details regarding card use on the AP website [UMW Finance Card Processes](#).

Contact Information

Accounts Payable oversees the UMW Finance Card program. Presently, these are Bank of America cards.

Accounts Payable (AP)

Contact AP with any questions.

- ▶ Debra Cash - Program Administrator
dcash@umw.edu
(540) 654-1225
- ▶ Leigh Penn - Backup Program Administrator
lpenn@umw.edu
(540) 654-1226

Bank of America Card Provider

- ▶ Customer Service (888) 449-2273
Contact Bank of America only when transactions are declined or card is lost or stolen. In addition, notify the UMW Program Administrator about the lost or stolen card.
- ▶ Online Reconciliation “Works”
<https://payment2.works.com/works>

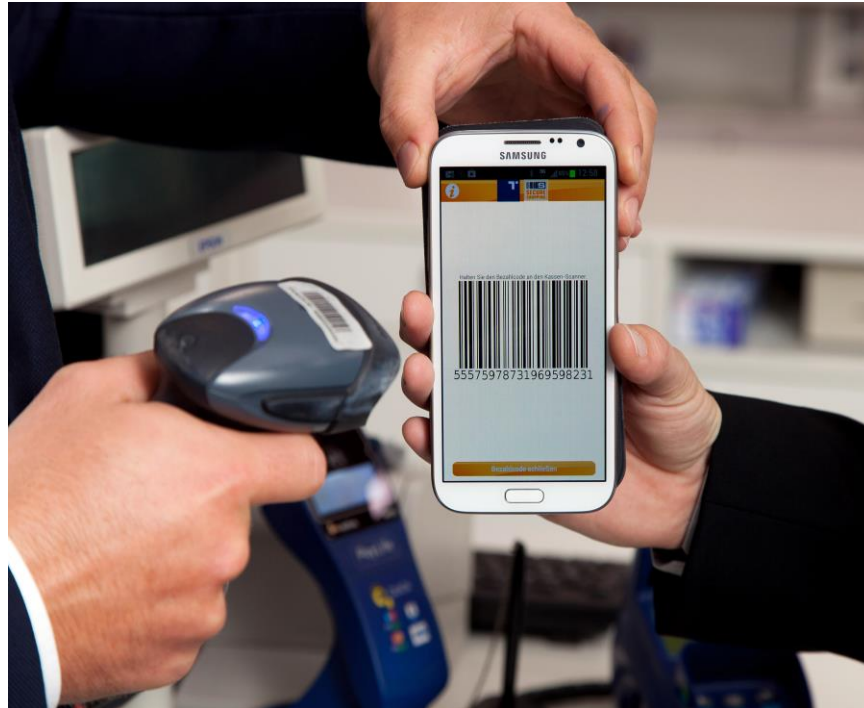
Chip and PIN Cards

- All UMW Finance Cards now include Chip and PIN technology.
- When you get your UMW Finance Card, you need to create a personalized, unique 4-digit PIN for your card.
- Your 4-digit PIN may be necessary to complete a transaction at chip-enabled merchants.
- ONLY YOU have access to your PIN
 - **NOTE: Program Administrators do NOT know and cannot access your PIN number.**
 - Access your PIN by visiting the secure *Online PIN Check* website at baml.com/PINCheck.

If an email or website asks for your PIN, decline and report to your Program Administrator and Bank of America.

Mobile Payments

While the number of mobile devices that store card information steadily grows, the Commonwealth has established that Cardholders are NOT allowed to store their card number on any mobile device - personal or business - nor utilize any type of mobile payment or digital wallet service such as Apple Pay, Google Pay, Samsung Pay, etc.



Cardholder Responsibilities

Cardholder responsibilities include, but are not limited to:

- ▶ Ensuring purchases comply with **UMW Policies and Procedures**
- ▶ Ensuring purchases comply with State Procurement Regulations (when applicable, as detailed later)
- ▶ Ensuring transactions are within your set limits
- ▶ Processing proper reconciliation on time as indicated in procedures by purpose of card type
 - For example, if team travel, online by billing cycle and if Study Abroad, meeting with UMW Program Administrator by set deadlines
- ▶ Having **ALL** paperwork **IN TRANSACTION DATE ORDER** to Accounts Payable by required date

Securing Your UMW Finance Card

Keeping your card electronically and physically secure is important in mitigating risk of fraud, loss, or theft.

- ✓ Keep your card secure at all times!
- ✓ Do not let others use your card
Card sharing will result in revocation of your card
- ✓ Do not share your PIN with anyone (EXCEPTION: Cardholders of un-named cards)
- ✓ Never write, fax, mail, print, or email your full card number, PIN, CVV Code, and expiration date
- ✓ Never make a photocopy of your card
- ✓ When purchasing via the Internet, ensure you are using a Secured Socket Layer (SSL) site. This is the standard technology establishing an encrypted link between the web server and the browsers.
- ✓ Never allow a website or vendor store your card information.

Using your Card Securely

When is it ok to give out your full card number?

Online/Web (for a one-time purchase)

Over the Phone

In-Person/OTC



Fax

Email

Mail



You should NEVER write down and fax, email, or mail your full card number to anyone!

Card Spending Limits

Card spending limits are determined based on how the card will be used and for what purpose.

If the credit limit (CL) or the single transaction limit (STL) needs to be increased, the cardholder needs to send an email to the Program Administrator (PA) or Back Program Administrator (BPA) with the following information:

- ▶ Reason for the increase
- ▶ Amount needed
- ▶ FOAP
- ▶ Cardholder's Supervisor's Approver



Sales and Use Tax

- ▶ UMW is exempt from Virginia Sales Tax (except travel, such as lodging, gas, and car rental taxes).
- ▶ It is the Cardholder's responsibility to be aware of a merchant's tax exempt policy/procedure prior to processing an order.
- ▶ Provide the vendor with the tax exempt number and form. The University's Tax Exempt Certificate can be found on the [UMW Finance Page](#).
- ▶ If VA sales tax is charged, you must make every effort to obtain a refund from the vendor for the taxes OR you must payback UMW for the taxes.

If sales tax is charged from an out-of-state vendor, UMW is allowed to pay that tax.

Card Restrictions - Allowable & Restricted Funding Sources

UMW Finance Card

NON-State Funds AND any Fund when:

- ▶ Traveling with a student
Note that the employee can pay for his/her travel expenses using the Card when traveling with students
- ▶ Paying for a business meal
- ▶ Using a State contract and the purchase is being split between Non-state funds and State funds

*Examples of NON-State Funds = 3556, 8xxxx

SPCC

STATE Funds

NOTE that the SPCC has many restrictions on the types of purchases allowed.

- For example, lodging, car rentals, and restaurants are NOT allowed on the SPCC regardless of funding source.

*Examples of State Funds = 11xx, 1552, 1552AS, 1557, 1557AS, 3111

You can see how the UMW Finance Card provides an option to pay for things NOT allowed on the SPCC.

*The examples above are NOT all inclusive and have exceptions. The [TESS site](#) provides up-to-date details about State and NON-State Funds. Contact [Accounts Payable](#) if you have questions or concerns.

What Constitutes a Receipt?

There are many different kinds of receipts. The state requires an ORIGINAL, ITEMIZED, DETAILED receipt.

The purpose of a receipt is to show the goods and/or services purchased and to serve as “proof” that payment in full was actually made.

- ▶ If a “balance due” appears on a receipt, full payment is not “proven.”
- ▶ A copy of a check does NOT serve as “proof” that payment was made; however, a canceled check may prove that payment was made...but does NOT indicate the items purchased.
- ▶ A credit card statement alone does prove that payment was made, but it does NOT show ITEMS purchased.

If you do not have an actual receipt, you may use some combination of the above-mentioned items to “prove” payment was made for specific goods/services.

Receipts

What is an acceptable receipt?

Acceptable

(Shows Itemization of Purchase)



Unacceptable

(No Itemization of Purchase)



Forms (Paper and/or Electronic)

All forms require approval PRIOR to purchasing or ordering a good/service.

- ▶ For an electronic form such as the **Travel** Pre-Approval in Chrome River, the request **MUST** have the supervisor's approval and preferably be in a fully approved status to document funding approval.
 - ▶ If the destination is outside the 48 contiguous states or if the destination is international, Chrome River will automatically route the request to the Chief of Staff for approval **AFTER** all other approvals (supervisor, budget, etc.) are complete.
- ▶ For Paper forms such as the Business Meal and Food Approval Form, the form **MUST** be **SIGNED** and **DATED** by the approver **PRIOR** to the **ORDER** being placed.



Card Suspension

The UMW Finance Card Program Administrator may suspend a card if:

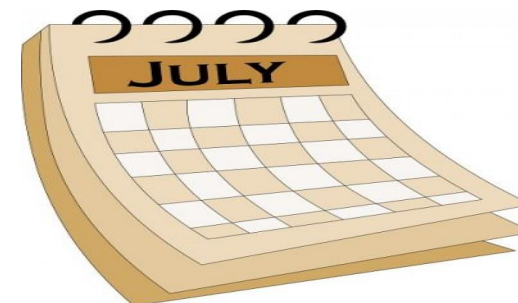
- ▶ There is evidence of non-compliance or fraud



- ▶ Cardholder is on extended leave, such as disability, medical, etc.



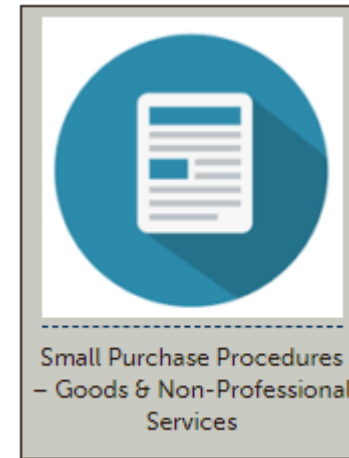
- ▶ Card is only needed for specific time frames (Example = Study Abroad travel)





Entry Requirements

Depending upon funding source or good/services being purchased, an entry might be required in eVA. To determine if an eVA entry is required, go to [Procurement Services](#) and click on this document and scroll down to section VI *Exemptions to Competitive Requirements*. Contact [Procurement Services](#) with questions.



IF eVA entry is required:

- ▶ Transactions must be placed into eVA before service or goods are purchased
- ▶ It is the Cardholder's responsibility to ensure transactions are entered into eVA.
- ▶ If a transaction is made outside of eVA and the good/service is NOT on the exemptions list, a **confirming order** in eVA must still be completed.
- ▶ ALL non-exempt UMW Finance purchases must be entered into eVA as PCOs (Purchase Card Orders).

- ❖ If 8 Funds are fully funding the good/service, then no entry in eVA is required EXCEPT
 - If using a state contract, entry in eVA IS required
 - If the purchase is split-coded between an 8 Fund and state funds, entry in eVA is required
- ❖ If travel-related items, entry in eVA is NOT required, regardless of funding source

Paying Invoices

Prompt Pay - By law, invoices must be paid 30 calendar days from the date UMW receives the goods/services or proper invoice, *whichever is later*, unless there is a contract that states otherwise.

When a card is used to pay an invoice, the invoice is allowed to be paid immediately upon receipt (as long as goods/services have been received) so the vendor does not have to wait 30 days for payment.

What happens when an invoice does not get paid by card within 30 days? It's considered a late payment. How do you pay a late invoice?



- ▶ Cardholder's are **not allowed** to pay a late invoice without **prior permission** from the Program Administrator (PA) or Backup Program Administrator (BPA). To get permission:
 - ▶ The cardholder needs to send an email to the PA or the BPA and include the invoice and an explanation of the situation
- ▶ Payment using the card is allowed **ONLY** when the PA/BPA provides written approval

Credit or Return

If you find an error in your transaction or need to make a return, contact the vendor immediately. The vendor must apply a credit back to your UMW Finance Card. You cannot accept “store credit.” Contact the Program Administrator for guidance if the vendor will not refund your UMW Finance Card or will only authorize a store credit. It is the Cardholder’s responsibility to know the vendor’s return policy PRIOR to making the purchase.

If you and the vendor cannot resolve an issue regarding a credit or return, **contact the Bank of America and file a dispute.** Be sure to document all communication with the vendor including:

- ▶ Name and title of the individual you spoke with
- ▶ The date and time of communications
- ▶ Notes on the discussion
- ▶ The vendor’s suggested course of action



Disputing a Charge

- ▶ Pricing differences between invoice/receipt and card Billing Statement must be documented and resolved.
- ▶ **Dispute unauthorized charges or charges forced by the vendor that you did not approve.**
- ▶ If you are unable to resolve a dispute with the vendor, contact Bank of America. Provided the notification is made within 60 days of the charge, Bank of America will investigate and assist in resolving the dispute on the Cardholder's behalf.
- ▶ If charges appear to be fraudulent, contact Bank of America and the Program Administrator *immediately*.
- ▶ *Sales tax cannot be disputed.*

Disputing a Charge

Situation

Cardholder has disputed a charge that is still being investigated and in the process of being resolved.

Online Action Required

FOAP Allocation: **REQUIRED**
Sign Off: **NOT REQUIRED**

Cardholder made an authorized transaction but a return/credit has been requested.

FOAP Allocation: **REQUIRED**
Sign Off: **REQUIRED**

All disputed transactions should be signed off on immediately, once resolved.

A transaction can be disputed within 60 days of the billing cycle close date.

Canceling a Card

Why would a card be canceled?

- ▶ Termination/Separation of Employment
- ▶ Change in job duties or moving to a department where the UMW Finance Card is not needed (Contact the Program Administrator for out-processing and account closeout)
- ▶ Card is not actively utilized
- ▶ As decided by the Program Administrator

What if my card is lost, stolen, or compromised?

- ▶ Immediately contact Bank of America and the Program Administrator



Online Reconciliation

The University uses the Bank of America Works Online Reconciliation Tool for all card transactions. Every transaction must be FOAP-allocated according to the submission to Accounts Payable by the date indicated on the [UMW Finance Card Billing Cycle](#) dates.

- ▶ For those Cardholders who are responsible for doing their own online reconciliations, the Cardholder and Approver must sign-off by the 1st. However, Cardholder and Approver are encouraged to perform regular **weekly** sign-off to ensure all transactions are coded and reconciled on time for payment.
- ▶ For Faculty-led Travel/Study Abroad Cardholders who are required to participate in a post-trip review with the Program Administrator to determine final allocation of all transactions for a trip:
 - ▶ Charges made PRIOR to the trip must be submitted IMMEDIATELY to the PA
 - ▶ Charges made during the trip must be submitted within 10 business days of returning from the trip (during the post-trip review with the PA)
- ▶ For prepayments, enter prepay start and end dates for allowed [prepayment](#) expenditures.



Responsibilities of Approvers

As an Approver, you are responsible for transactions on the card and:

- ▶ Completing the mandatory annual training
- ▶ Monitoring your Cardholder's single transaction and cycle limits for appropriateness
- ▶ Ensuring all state and UMW policies and procedures are followed
- ▶ Signing off on transactions that are valid business expenses while making sure correct FOAP allocation is in place and sufficient documentation is provided
- ▶ Ensuring goods purchased with the card have not been returned for store credit

Report the following to the Program Administrator:

- ▶ Non-Compliance
- ▶ Potential fraud
- ▶ The need for card suspensions/cancellations/destructions

Documentation for Compliance Review

- ▶ Submit the UMW Finance Card and ALL ORIGINAL, DETAILED, ITEMIZED receipts to the appropriate individual in your area.
- ▶ Keep all documentation for each transaction together for the payment card file. Documentation includes any required approvals, certified-business quotes, purchase orders, invoices, original receipts, and any other supporting documentation.
- ▶ Cardholders (people who have a card in their own name or people who are responsible for checking-out departmental cards to others) must turn in all paperwork to Accounts Payable by the due date outlined at <https://adminfinance.umw.edu/ap/umw-finance-card-processes/billing-cycle-dates/>

These records are subject to review by UMW officials and outside auditors and are *subject to public review in accordance with the Freedom of Information Act (FOIA)*.

Beat the Sweep!

- ▶ The “sweep” is when UMW’s Program Administrator prepares all billing cycle transactions to be processed against their proper FOAPs.



- ▶ If transactions have not been signed-off by the 1st of the month*, the Program Administrator will “sweep” those transactions to a default FOAP in order to make payment to Bank of America on time, and you will be responsible for contacting Accounting to make FOAP corrections.
 - ▶ Cardholders and Approvers are considered non-compliant if transactions are swept. If Cardholders and Approvers are swept too many times, cards may be suspended or revoked.

*The sign-off deadline is on or around the 1st or 2nd of each month. Visit the Accounts Payable web page for a list of [Billing Cycle](#) and sign off dates.

Name Changes

- ▶ Whenever a name is changed legally due to marriage, divorce, etc., you must provide legal proof to Human Resources before the Program Administrator can authorize the change on your UMW Finance Card.



Congratulations



- ▶ You have completed the review portion of the online UMW Finance Card Course.
- ▶ Next, please complete the UMW Finance Card quiz
https://forms.office.com/Pages/ResponsePage.aspx?id=E8mlZpm3iEqGBkHQQRdiZ1N_TvjASnhBiqzTaO9wm9JUMEY0TE5GNFhPNEZIMkRIVjVQMjVMU1BVRC4u

Contact the UMW Finance Card Program Administrator or Accounts Payable if you are having trouble accessing the quiz.