Small Purchase Charge Card (SPCC) and Gold Card

Required Cardholder and Approver Course

Updated May 2023

University of Mary Washington
Procurement Services

Acronyms

- **AP** = Accounts Payable department
- **BOA** = Bank of America. Card issuer and owner of BOA Works system
- **CL** = Cycle Limit
- **DOA** = Department of Accounts. Virginia state financial and charge card policy administrators
- **ETF** = Equipment Trust Fund. Special funding dispensed from the state to the University for assistance with purchasing technology for strictly academic purposes
- **eVA** = electronic Virginia. The Commonwealth's e-procurement system.
- **EWP** = Employee Work Profile
- **FOAP** = string of numbers indicating where to charge expenses. F "fund" – O "organization" – A "account" – P "program". Generally appears in the form XXXX-XXXXXX-XXXXX-XXXXX
- **GCA** = Global Card Access
- **PA** = Program Administrator/s
- **PIN** = Personal Identification Number
- **SPCC** = Small Purchase Charge Card
- **STL** = Single Transaction Limit
- **TESS** = Training, Evaluation, and System Support department

Introduction & Purpose

► The University of Mary Washington participates in the state's Small Purchase Charge Card (SPCC) Program. This program allows for the University to have corporate charge cards, currently issued by Bank of America, which streamline the procedures for procuring and paying for small dollar goods and services and reduces the volume of accounts payable transactions.

► The SPCC Program is for transactions made with <u>STATE</u> funds only.

► All SPCC and GOLD Cardholders and their Approvers are required to participate annually in a course with a pass/fail quiz for this program. Prior to May 31 of each year, DOA requires each agency to certify that all its Cardholders and Approvers have completed the mandatory annual education.

► This educational opportunity is meant to prepare and protect you, the University, and the Commonwealth of Virginia from negligent or fraudulent use of the SPCC or GOLD Card.

Overview

▶ UMW is a public sector nonprofit institution assisted by the State. Therefore, we receive a more critical review on our purchases.

▶ We must ensure that all business expenditures are necessary and are incurred at a reasonable cost because we are stewards of the taxpayer's money.

   ▶ **Business Expenditure** = an expenditure that is <u>directly related</u> to the operation of a functional area in the <u>fulfillment of its stated mission</u> or objective as part of the University.

Contact Information

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▶ **Online Reconciliation "Works"**

https://payment2.works.com/works

SPCC vs. GOLD Card

	SPCC	GOLD Card
Maximum State-Mandated Limits	Single Transaction: $10,000 Cycle Limit: $100,000	Single Transaction: $50,000 Cycle Limit: $250,000
Purpose	To streamline the process for small dollar goods/services	To optimize the Commonwealth's participation in electronic commerce – accomplished by allowing higher limits
Who is eligible?	Full or Part-time employees approved by Procurement Services and their supervisor	Full-time classified employees that the agency head deems to be familiar with procurement regulations
Who manages?	UMW Program Administrators	Virginia Department of Accounts (DOA)

▶ All newly issued cards now expire 5 years from issue date

▶ Having a SPCC or GOLD Card does not appear on personal credit reports

Chip & PIN Cards

► All SPCCs and GOLD Cards include Chip and PIN technology. These cards are issued with a microchip that provides enhanced fraud protection and increased global acceptance. Cards still have magnetic strips for merchants not yet chip-enabled.

► When you activate your SPCC, you will need to create a personalized, unique 4-digit PIN for your card. This PIN may be necessary to complete a transaction at chip-enabled merchants.

To use your Chip & PIN card at a merchant store, follow these steps:

► **Step 1:** Insert card face up in a chip-enabled point-of-sale (POS) terminal. Leave the card in place during the transaction.

► **Step 2:** Follow the prompts to complete your purchase – do not select the credit option. In most cases, you'll be asked to enter your 4-digit PIN.

► **Step 3:** Remove your card from the terminal once your transaction is complete.

► **Step 4:** Hold onto your original purchase receipt for your payment card file.

Third Party Payment Processors

Third-party payment processors (PayPal, Square, etc.) allow suppliers to accept card payments without needing their own merchant account by allowing the use of the processor's merchant account and terms of service. The cost of utilizing third-party processors is much lower than a typical merchant bank.

While DOA does not prohibit the use of third-party processors, they DO NOT allow cardholders to store their full 16-digit card number with these processors.

Using Amazon Pay as an online payment service is prohibited.

Amazon Pay is an online payment service that allows the option of paying a supplier utilizing an existing Amazon account. Unlike the above-identified third-party processors, Amazon Pay does not identify the original supplier or provide a detailed description of the transaction in Works or on the card statement which does not provide for adequate transparency or the ability to properly understand what is being purchased and from whom. Therefore Amazon Pay and other payment options like it are strictly prohibited.

Mobile Payment & Mobile Wallets

With the number of mobile devices that store card information steadily growing, the Department of Accounts 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.

Saving card information in the following applications is **prohibited**:
Apple Pay, Google Pay, Samsung Pay, Amazon Pay, Uber, Lyft,
Uber Eats, GrubHub, Chickfila, etc.

Cardholder Responsibilities

Cardholder responsibilities include, but are not limited to:

- ▶ Ensuring purchases comply with:
    - ▶ State Procurement Regulations
    - ▶ UMW Policies and Procedures
- ▶ Ensuring transactions made are within your set limits and requesting limit increases/restriction lifts as needed
- ▶ Processing proper monthly online reconciliation of billing cycle transactions
- ▶ Maintaining a complete transaction or payment card file to include all supporting documentation for each transaction made
- ▶ Communicating to department members regarding use of the Cardholder's card and procurement knowledge to support their needs for goods and services PRIOR to making any commitments

Obtaining Your SPCC

Prior to obtaining your SPCC, you must complete the following prerequisites and submit to the Program Administrator:

- **EWP:** A copy of the current employee EWP including specific language regarding the position's purchasing requirements (use of the SPCC to purchase goods/services for the department, reconciliation of transactions, use of eVA to process purchase orders, etc.).

- **Forms:** Complete and return the following forms to the Program Administrator:
  - For SPCC (issued and managed by the University):
    - SPCC Request Form
    - Cardholder/Approver User Agreement Form
    - Delegated Purchasing Authority Form
  - For GOLD Cards (issued and managed by DOA):
    - GOLD Card Application
    - GOLD Card Employee Agreement

- **Training:** Complete this required course and quiz with a passing score. The same course applies to both SPCC and Gold Cards.

Ordering & Activating Your SPCC

Once you have completed all forms and all applicable required training, the Program Administrator will order your SPCC. They will then notify you when the SPCC arrives and is available for pickup with the following activation instructions:

- ▶ Activate your card by calling the number on the sticker attached to your SPCC.
    - ▶ Use activation code (sometimes referred to as the verification ID) 215 + your 6-digit birthdate (e.g. June 29, 1987; activation code: 215062987).
    - ▶ If asked, the phone number associated with the account is (540) 654-1127. If 1127 does not work, try 1057.
    - ▶ Create your personalized, unique 4-digit PIN.

Registering your PIN with Global Card Access

▶ When you activate your new SPCC, you will need to create a unique 4-digit PIN for your card.

▶ Once created, make sure to register your PIN with Bank of America's Global Card Access "GCA" site. This way you can retrieve or reset your PIN on your own if you forget it. The site will also give you snapshots of your account.

    ▶ Check the Procurement Services' website for instructions on how to register with Global Card Access.

Important PIN Information

▶ One-time registration is required.

▶ Memorize your PIN and keep it confidential.

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

▶ ONLY YOU have access to your PIN – the Program Admins do not know and cannot access your PIN.

Securing Your SPCC

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

▶ Secure your card at all times.

▶ If you leave your card in your office, be sure to place the card in a locked drawer or cabinet prior to leaving the office. If you take your card with you to work from home or to make over-the-counter transactions, make sure the card is kept in a secure location 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.

▶ NEVER write, fax, mail, print, or email your full card number, PIN, CVC Code, or 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 security technology establishing an encrypted link between the web server and the browser. Look for the HTTPS in your browser and the lock icon or "secure".

Using Your Card Securely

When is it OK for you to give your full card number?

Online/Web	Over the Phone	In-Person /OTC	Fax	Email	Mail
✔	✔	✔	✖	✖	✖

You must **_NEVER_** write down and Fax, Email, or Mail your full card number to **_ANYONE_**, even others within the University.

Card Spending Limits

The Program Administrator will set the spending limits on the SPCC to the appropriate level based on historical departmental spend.

The state-mandated maximums for spending limits on the SPCC is $10,000 per transaction (i.e. single transaction limit "STL") and $100,000 monthly credit limit (i.e. cycle limit "CL"). The University sets its own *maximum standard* cycle limit at $25,000 unless there is a documented need otherwise.

Standard Spending Limits for the University include the following:

- ▶ $500 STL / $1,000 CL
- ▶ $1,500 STL / $5,000 CL
- ▶ $3,000 STL / $10,000 CL
- ▶ $5,000 STL / $25,000 CL
- ▶ $10,000 STL / $50,000 CL

Single Transaction Limits

▶ It is imperative that, as a Cardholder, you know and understand your spend limits. Your Single Transaction Limit (STL) is the maximum dollar amount you are allowed to charge for a single transaction. Any attempts to make a purchase over your set Single Transaction Limit will automatically decline.

▶ For a resource on how to check your spend limits, visit the SPCC Resources and Guides page on the Procurement Services website.

Cycle Limits

▶ Your Cycle Limit or Credit Limit (CL) is the designated maximum amount you can spend during the monthly billing cycle. A running balance is kept in Bank of America that increases with each authorized charge until you reach the assigned cycle limit. This also consequently makes your available credit balance decrease. Any attempts to make a purchase over the amount of available credit you have remaining will automatically decline.

▶ Please note that the cycle limit does not automatically replenish all funding at the beginning of the next billing cycle. You will need to ensure transactions are signed off on in Bank of America Works before the credit limit will replenish.

   ▶ If you have reached your cycle limit and are not able to make any more transactions, but you and your Approver have not signed off on transactions to replenish your credit, the Program Administrator will not increase your spend limits to give you more credit. Extenuating circumstances will be evaluated on a case-by-case basis.

▶ For a resource on how to check your spend limits, visit the SPCC Resources and Guides page on the Procurement Services website.

Card Limit Increases - SPCC

If you need to make a purchase that is over your single transaction or monthly credit limits, you can request a temporary limit increase by contacting your Program Administrator.

▶ Fill out the online form for [SPCC & Gold Card Profile Change Requests](#), or

▶ Email your Program Administrator stating the need for an increase, the reason for the increase, the amount you need to pay, the time limit you need the increase, and your supervisor's written approval. If your supervisor's approval is not included in the request, the PA will reach out to get it.

Types of Limit Increases

▶ Temporary Increase: Increase needed for a short amount of time to accommodate one or more upcoming transactions. Temporary increases that are above the state-mandated limits are only allowed for up to 2 weeks' time and require prior DOA Approval. Temporary increases that are within the state-mandated limits can be allowed by your Program Administrator for longer than 2 weeks if needed.

▶ Permanent Increase: There is a documented need to make frequent purchases above the Cardholder's current set limits.

Card Limit Increases – Gold Card

Spend limit increases on Gold Cards must be performed by DOA since they administer and manage the Gold Card Program.

Gold Cardholders can request a temporary limit increase by contacting the Program Administrator.

▶ Fill out the online form for [SPCC & Gold Card Profile Change Requests](#), or

▶ Email your Program Administrator stating the need for an increase, the reason for the increase, the amount you need increased to, and dates needing the increase, and the Supervisor's written approval for the increase. The Program Administrator shall facilitate obtaining the required supervisor approval for the increase if it is not received with the initial increase request.

The Program Administrator will then:

▶ Fill out the Gold Card Limit Increase Request Form and submit for signatures from the Gold Cardholder and the University's Cardinal Signature Authority

▶ Submit the increase request using DOA's Online Forms Request Portal

Transaction Splitting

Transaction Splitting is an attempt to purchase more than your Single Transaction Limit (STL) allows in one transaction. Transaction Splitting is **PROHIBITED**!

Examples of this violation include, but are not limited to:

► Breaking one order into smaller/multiple transactions

► Visiting multiple stores in one day to buy the same/similar goods

► Authorizing a vendor to break up your transaction into amounts within your STL

DO NOT authorize any charges over your card's limits. Purposefully exceeding your limits or breaking a transaction into multiple orders will result in the revocation of your card for a minimum of 3 months.

INSTEAD, ask your Program Administrators for a temporary increase in your limits. If the purchase is over the state-mandated limits, the PAs can help you make the purchase with a Gold Card.

Scenario: Your single transaction limit is $1,500. The items you need to purchase total $2,000 at $1,000 for each item. You break up the transaction into two parts. This is transaction splitting and is prohibited.

SPCC Restricted Purchases

DOA automatically restricts certain categories of purchases from being used on the SPCC. **Restricted** purchases are different from **Prohibited** purchases.

- *Travel (airlines, railways, taxis, buses)
- Car Rental
- Gas/Oil

- *Food/Restaurant
- **Lodging Accommodations (Hotels)
- Gift Cards

*EXCEPTION_ – Restriction Removals – see Card Restriction Lifts slide for exceptions to Travel/Food purchase restrictions._

**Lodging Accommodations/Hotels – UMW does not allow lodging accommodations/hotel purchases on the SPCC. See next slide for additional information._

Know the difference:

- **Prohibited/Disallowed** – Card will not automatically restrict purchase, so responsibility is on the cardholder to know the policy.
- **Restricted** - Controls are in place to restrict the purchase automatically.

SPCC Restricted Purchases Continued

Lodging Accommodations/Hotels: The preferred payment method for Lodging Accommodations, other than direct bill from the hotel for Local Preferred Hotel Partners, is with personal funds and seeking reimbursement afterwards from the University via Chrome River.

GOLD CARD ONLY

- ▶ For Car Rentals, Gift Cards, and Lodging Accommodations, contact Accounts Payable for more information.

Card Restriction Lifts – Travel & Food

- All Cardholders start out with <u>all</u> restrictions placed on their card profiles.

- Occasionally you may need to make travel or non-restaurant food related purchases. In that case, contact your Program Administrators, or fill out the [SPCC and Gold Card Profile Change Request Form](), so the appropriate restriction can be temporarily removed from your card. Supervisor approval is required to lift a restriction.

  - Program Administrators are authorized to give Temporary Restriction Lifts for up to 2 weeks only.

- If historical data shows that you make travel and/or food related purchases often, the Program Administrators can request a permanent restriction lift from your card by requesting approval from DOA via the Agency's Annual Exception Request Report.

For a resource on how to check your restrictions, visit the [SPCC Resources and Guides]()page on the Procurement Services website.

Card Restrictions: Travel

▶ **Frequent Flyer Miles, Hotel Rewards, etc.:** Points accrued from official business travel are NOT allowed for personal use. When UMW funds a purchase that creates a travel credit, reduced rates, or free services received from public facilities (examples include but are not limits to airline, car rental agencies, motels/hotels, etc.) the benefit must accrue to the Commonwealth. Refer to CAPP Topic 20355 for more information.

▶ **Travel Upgrades:** Upgrading any airline tickets to first class or beyond the most economical selection, including the option to upgrade at the airport prior to boarding, is prohibited on the SPCC. Please ensure all individuals needing travel arrangements are aware that upgrades are prohibited unless they would like to do so with personal or Foundation funding.

▶ **Travel Insurance**: Purchasing travel insurance is prohibited on the SPCC. If the individual needing travel arrangements wants to purchase travel insurance, this must be done separately with personal or Foundation funds.

▶ *Note – some new airline travel regulations require that passengers who purchase electronic tickets with a charge card must produce the card at check-in. It is recommended that verification be performed with the airline of choice prior to purchasing the tickets to determine the airline's practices.

Card Restrictions: Food

▶ If you need to purchase food (OR beverages) for *human consumption*, please ensure to visit the **Business Meal and Food Form Guidance** on the Accounts Payable website FIRST to determine if you are allowed to use your SPCC to purchase the food items needed.

▶ In most cases, a finance card, NOT the SPCC, is the preferred method of payment.

▶ ALL Food AND Beverage purchases intended for human consumption require a completed and approved Business Meal and Food Approval Form. This includes water jugs, candy, mints, snacks, etc.

Restricted Funding Sources

Check that your purchase is allowable by the University and identify the funding source you are using. The SPCC may only be used for purchases using STATE funds.

The SPCC may not be used for purchases using the following fund sources:

- 8XXX funds (except 89xx)
- 1117 funds (ETF)
- Local/Non-State Funds
  - If you make a transaction coded to a local/non-state fund on your SPCC, you must contact the supplier to get the charge refunded and then re-issue payment using a UMW Finance Card.

Fund Source information can be found on the UMW Finance Website or use the Fund Type and Card Use SharePoint Report to check whether the fund you are using is a state fund that can be charged to your SPCC.

Grant transactions must follow Procurement SPCC regulations, as well as any rules stated within the grant itself. Grant funds may be state or non-state fund sources, so check the FOAP before purchasing.

Disallowed/Prohibited Purchases on SPCC

The following purchases are NEVER allowed on the SPCC. The SPCC will not automatically restrict these purchases, so it is the responsibility of the Cardholder to know the policy.

- NON-State funded items/services
- Flowers
- Charges associated with staff functions (cake, balloons, decorations, etc.)
- Alcohol
- Personal shopping / Fraud
- Retail Club memberships (Amazon Prime, BJ's, Costco, Sam's Club, etc.)

Although these items are not allowed on the SPCC, the Finance Card or Foundation Funds *may* be available to use. Contact Accounts Payable or visit the Available Credit Cards page on the AP website for details.

Sales and Use Tax

UMW is exempt from **Virginia Sales Tax**. It is the Cardholder's responsibility to be aware of a merchant's tax exempt policy/procedure prior to processing an order.

- ▶ You must make an effort to get any tax removed prior to making a purchase. Provide the supplier 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 supplier. If you have any issues getting a refund, contact your Program Administrator. If you cannot get the tax refunded, you will be required to pay back the tax amount to the University Cashier's Office.

- ▶ If tax is charged from an out-of-state supplier, UMW is allowed to pay.

- ▶ Taxes charged by airlines are different than Virginia State Sales Tax and are allowable.

Card Suspension

The SPCC Program Administrator and/or DOA may suspend a card if:

There is evidence of **non-compliance**	Cardholder is on **extended leave*** such as disability, medical, extended vacation, etc.	Cardholder is a **10 month employee***. The card may be reinstated upon return.

*Some Cardholders may be employees who only work 10 months out of the year. During those months they are not actively working, the Program Administrators should suspend the card to prevent fraudulent charges from occurring on the card.

Supplier Selection

- UMW has a goal to spend at least 42% of its discretionary funds with DSBSD-certified Small (including Micro) and otherwise Diverse Businesses (Woman-, Minority-, Disabled Veteran-Owned, etc.). To support this goal, University Cardholders are responsible for selecting appropriate vendors for all small purchases, regardless of procurement method (i.e. eVA, over-the-counter, etc.)

- As of July 3, 2019, Executive Order 35 requires that the University award purchases up to $10,000, unless on an existing contract or exempt per the University's Small Purchase Procedures, to a DSBSD-Certified Micro business if that Micro business meets your needs and is within 5% of the cost of another non-certified business. If a Micro business is not used and the purchase was not made on a contract and is not exempt from competition, the payment card file must document the reason why.

- Visit the Certified Business Quote Requirements page on the Procurement Website for more information.

eVA Entry Requirements

Transactions should be placed into eVA before suppliers perform any work. Only transactions that are made over-the-counter or are exempt per the University's Small Purchase Procedures do not require eVA entry.

- ► ALL non-exempt SPCC purchases must be entered into eVA as PCOs (Purchase Card Orders).
  - ► If the Supplier's eVA profile does not allow you to select your Pcard but you are paying with your SPCC, select the option in Header Field 1 for "Pcard not accepted within eVA but paying Supplier with Pcard."
- ► 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 <u>must still be completed</u>.

Invoices and Date Stamping

The University follows the **Prompt Pay Act** when paying invoices for goods or services. This policy states that invoices must be paid in 30 calendar days from the date the <u>University</u>, not necessarily the Cardholder, receives the goods/services or a proper invoice, whichever is later, unless the contract dictates otherwise.

*If an invoice is being disputed with the supplier, the receipt date of the invoice is the date the proper invoice is received after the issues were resolved.

Date Stamping

- Date stamping is critical in determining this 30 day payment window. Whenever an invoice is received by the University (this means <u>anyone</u> at the University) it should be date stamped either physically or electronically with the date it was received.

    - *Example: If an invoice was received by a different department on February 1, 2022 and was forwarded to you on February 20, 2022, the date used to determine the 30 day payment window is February 1.*

- Date stamping can also be electronic in the form of an email time stamp that the email was originally received from the supplier, or by using software to apply a date stamp.

RECEIVED

21 JUN 2019

By:................................

Past Due Invoices

▶ If a Cardholder receives an invoice that is overdue based on the date of receipt of the goods/services or date stamp on the invoice, the invoice is considered late.

▶ Cardholders are **not allowed** to pay a late invoice without **PRIOR approval** from DOA.

    ▶ All late payments must be approved by DOA through a late pay request by the SPCC Program Administrator. In the event that a Cardholder is faced with a late payment situation, contact your SPCC Program Administrator by:

        ▶ Submitting the online Late Payment Request Form, or

        ▶ Sending an email with the invoice attached and an explanation of the situation

▶ You may continue with your payment **ONLY** once the Program Administrator provides you with DOA's approval.

Credit or Return

If you find an error in your transaction or need to make a return, contact the supplier immediately. The supplier must apply a credit back to your SPCC. You cannot accept "store credit" or equivalent. Contact the Program Administrator for guidance if the supplier will not refund your SPCC or will only authorize a store credit.

It is the Cardholder's responsibility to know the supplier's return policy.

If you and the supplier cannot resolve an issue regarding a credit or return, **contact Bank of America and file a dispute.**

Be sure to document all communication with the supplier including:

▶ Name and title of the individual you spoke with

▶ The date and time of communications

▶ Notes on the discussion

▶ The supplier's suggested course of action

Canceling a Card

Why would my card be canceled?

- Termination/Separation of Employment
- Change in job duties or moving to a department where the SPCC is not needed
- Card is not actively utilized
- As decided by the Program Administrator

How do I cancel my card?

- Contact the Program Administrator for out-processing and account closeout steps

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 (OLR) tool for all SPCC transactions.

What is Reconciliation?

▶ Reconciliation is the process of comparing transactions and activity to supporting documentation. It also involves resolving any discrepancies that may have been discovered.

▶ Cardholders should go through each transaction as it posts to their Works account to verify the price charged is correct, that there has been no tax applied, and to ensure all required supporting documentation is obtained for the transaction. This documentation should be gathered together to support each transaction.

▶ For resources on Reconciliations including Payment Card File and Works Checklists, visit the Reconciliations webpage on the Procurement website.

Online Reconciliation

▶ Transactions must be FOAP-allocated, completed, and signed off on by both the Cardholder **and** Approver around the 22nd of each month for the previous month's billing cycle. *Failure to sign off by either the Cardholder or Approver will result in a non-compliance.*

▶ Billing Cycle Dates are posted on the Procurement website each year and show the sign off deadline for each billing cycle.

▶ All required fields must be completed in order for the Cardholder to sign off on a transaction. At a minimum, this includes:

   ▶ GL01: Fund Code

   ▶ GL02: Org (Organization) Code

   ▶ GL03: Account Code

   ▶ GL04: Program Code

   ▶ GL09: Procurement Competition Requirement: Enter Contract #, SPP #, Micro Name, or N/A & justify in comments

   ▶ GL10: Procurement eVA Requirement: Enter eVA Purchase Order PO/PCO# or exemption justification

Online Reconciliation

Below is a basic overview of the reconciliation process:

- Cardholder **and** Approver will receive system-generated notifications that transactions are posted for reconciliation in Works. This notification *may be delayed* and should not be relied on for deadlines.

- 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.

- Electronically FOAP-allocate and sign off on transactions (receipts and supporting documentation can be uploaded to Works attached to each transaction).

- Reconcile the Cardholder Billing Statement
  - Check that all transactions in the payment card file appear on the Billing Statement and match the pricing on the receipts.

- Submit your payment card file, with the Billing Statement included, to your Approver for review prior to their electronic sign-off to replenish Cardholder's funds.

- Keep the payment card file in a safe location (must be kept for a **minimum of three (3) years**). These records are subject to review by UMW officials and outside auditors.

Approver Expectations

As an Approver, you are expected to:

▶ Complete the mandatory annual coursework along with your Cardholder(s)

▶ Sign-off on charges, as needed, and match receipts to the documentation

▶ Monitor your Cardholder's single transaction and cycle limits for appropriateness

▶ Report the following to the Program Administrator:

    ▶ Non-Compliance

    ▶ Potential fraud

    ▶ The need for card suspensions/cancellations/destructions

Approver Responsibilities

The **Approver** is equally responsible for ensuring compliance.

What are you looking for?

- ✓ All purchases are valid business expenses, and appropriate FOAP was used to allocate.

- ✓ Reconciliation is supported with sufficient documentation

- ✓ All orders are in compliance with Procurement and state regulations, policies, and procedures

- ✓ There are no split charges and limits aren't exceeded

- ✓ Merchandise purchased with the card has not been returned for store credit

- ✓ State sales tax was not charged. If so, the refund was processed and documented.

Approving Transactions

After reviewing the Cardholder's documentation:

1. Log into Bank of America Works

2. Approve/ Sign-off on transactions to replenish spend

Make sure that amounts match between the Cardholder Billing Statement and the supporting documentation

→

Ensure that all transactions listed on the Cardholder's Billing Statement are accounted for in the supporting documentation and validate that the receipts are original

→

Question any receipt that doesn't appear to be original or any other supporting documentation that may not seem right or appropriate

→

Ensure all transactions are compliant with state and UMW Procurement regulations, policies, and procedures.

Beat the Sweep!

The "sweep" is when UMW's accountant prepares all billing cycle transactions to be processed against their proper FOAPs.

If the transactions aren't properly FOAP-allocated by the 22nd* of each month, payments cannot be posted accurately to budgets, creating inaccurate reporting of spend. The UMW accountant must manually allocate these transactions to a default FOAP in order to prepare the payment to Bank of America. Sweeping the transactions creates unnecessary manual work for the UMW accountant.

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 22nd of each month. Visit the Procurement Services web page for a list of Billing Cycle and sign off deadline dates.

Beat the Sweep!

Tips to avoid being swept for Cardholders and Approvers:

▶ Sign off on transactions regularly

▶ DO NOT WAIT for Works to send you an email alerting you that transactions are waiting for sign off as the email from the system is most often delayed. Instead, regularly check your Works account for posted transactions that require allocation and sign off.

▶ Notify the Program Administrator of:
- Upcoming absences due to vacations, sabbaticals, extended or temporary leave, changes in chair appointments, etc. that may coincide with sign off deadlines
- Problems with FOAP allocation or GL segment validation

▶ **Cardholders:**
- Don't wait until the last minute to allocate/sign off since your approvers need to review your transactions and sign off too
- Communicate with your Approver if there may be an issue with signing off prior to the deadline, or if you have any last minute pending transactions.

▶ **Approvers:**
- Develop a process of communication for yourself and your cardholder(s) to ensure that transactions are reviewed and signed off in a timely manner
- Before COB on the sign off deadline date, double check Works one more time for any transactions in your queue awaiting final sign off. Make sure your filters show the previous billing cycle for all groups you are approver on and show the correct dates.

Disputing a Transaction

Situation	Actions Required
• Cardholder has <u>disputed</u> a charge that is still being investigated and in the process of being resolved	FOAP Allocation: **REQUIRED** Sign Off: <u>**NOT**</u> **REQUIRED** Let your Program Administrator know you are disputing a charge
• Cardholder made an authorized transaction but a <u>return/credit</u> has been requested	FOAP Allocation: **REQUIRED** Sign Off: **REQUIRED**

All transactions should be signed off within 30 days.

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

Disputing a Transaction

Pricing discrepancies between documentation and Billing Statements <u>must</u> be documented and resolved.

<u>Dispute unauthorized charges or charges forced by the vendor that you did not approve.</u>

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.

Payment Card File / Transaction Reviews

- Internal and external reviews of transactions are regularly performed. These reviews may be performed by the Program Administrators, the Assistant Controller – Compliance, the Virginia Department of Accounts (DOA), or the Auditor of Public Accounts (APA).

- Each Cardholder will have an internal review of their payment card file at a minimum of twice a year, requested by the Assistance Controller - Compliance.

- Transactions are also being regularly reviewed through other processes at the University (e.g. eVA approvals, Works reporting, etc.).

Non-Compliances & Consequences

▶ If a transaction does not adhere to all applicable policies and procedures, that transaction will be deemed non-compliant.

▶ Non-Compliant findings do not only occur during formal reviews of the payment card file, but may be caught during conversations with the Cardholder, eVA transaction reviews for approval, DOA transaction audits, etc.

▶ Consequences for non-compliant findings are based on the severity of the infraction and the frequency of findings for the Cardholder or Approver.

▶ The University is transparent relative to consequences which may be applied to certain non-compliant findings. Visit the SPCC Non-Compliances & Consequences webpage on the Procurement website for more details.

▶ Please note that some infractions will incur an automatic suspension of the SPCC.

Tips to Avoid Non-Compliant Findings

To avoid any non-compliant findings, ensure each transaction adheres to all applicable state and University policies and procedures using the resources available to you:

- Review the SPCC Manual

- Use the Payment Card File Checklist

- Ask your Program Administrators or your Procurement Services team before making purchases if you are unsure about the requirements of the purchase

- Regularly sign off on transactions in Works to avoid being swept

- Request refresher training on any areas of Procurement you are unsure of

- Do not fall victim to panic paying; Carefully review any invoices received to ensure proper procedures are being followed

- Educate your department members on the importance of following all rules and regulations of Procurement and the SPCC Program

- Always "know before you go (buy): Know all of your requirements BEFORE you make a purchase (FOAP, supplier competition requirements, eVA requirements, supplier accepted payment methods, supplier tax policy, etc.)

Most Common Mistakes

SPCC Information is emailed/faxed/written down

Card is shared with others for purchasing

(Un)intentional order splitting

VA sales tax paid and not credited back

Missing original receipts or other required documentation

Required eVA entry not completed or entered incorrectly

Transactions are swept due to miscommunication between Cardholder & Approver

Missing required Certified-Business quote or justification on a purchase which requires one

Approval missing for transactions that require special permissions (e.g. Travel pre-approval, DOA past-due invoice, etc.)

Name and Location Changes

Whenever a name is changed legally due to marriage, divorce, self-chosen, etc., you must provide legal proof to Human Resources before the Program Administrator can authorize the change on your SPCC, if wanted. In order to change the name on your SPCC, your current card will need to be canceled and the PA to order a new card.

Record Retention – if you move to a different location on campus, you must take your SPCC records with you. If you leave the University, your SPCC records must be left with your most recent supervisor and they must be aware of the location of the records. SPCC records must be retained for three years.

Congratulations! 👍

You have completed the review portion of the online SPCC Course.

Please complete the [Small Purchase Charge Card (SPCC) and Gold Card Quiz](#) next. You must complete with a passing score for this requirement to be marked as completed.

Contact the SPCC Program Administrators or Procurement Services if you are having trouble accessing the quiz.