

REED COLLEGE
Bank of America Purchase Card (PCard)
Policy and Procedures Manual
Date: 2/15/23

Table of Contents

Introduction	3
General Guidelines	
- <i>Card Issuance</i>	<i>4</i>
- <i>Card Usage</i>	<i>4</i>
- <i>Preferred Vendors vs. Vendors Not Accepting Visa</i>	<i>4</i>
- <i>Limitations and Restrictions</i>	<i>5</i>
- <i>Increase in Credit Limit</i>	<i>6</i>
- <i>Lost or Stolen Cards</i>	<i>6</i>
Authorized Purchases	6
Unauthorized Purchases	6
Reconciliation and Payment	
- <i>Out of Pocket Expenses</i>	<i>7</i>
- <i>Receipt Retention</i>	<i>8</i>
- <i>Disputed or Fraudulent Charges</i>	<i>8</i>
Common Questions and Concerns	10 - 12

Introduction

Welcome to the Reed College and Bank of America Purchasing Card Program.

The purpose of the Bank of America Purchasing Card Program (PCard) is to streamline and simplify the purchasing and payment process for Reed College transactions by providing VISA Purchasing Cards (PCards) to employees for use in making small purchases and for travel and entertainment expenses. The goal of the Program is to:

- Simplify the reimbursement process
- Reduce the use of purchase orders for small purchases
- Reduce/eliminate out of pocket expenses
- Allow cardholders to reconcile their own activity online
- Eliminate late fees on unpaid balances

This manual will provide you with the particulars of the Program, including general guidelines, reconciliation and record keeping procedures, and customer service information. It is important to read the following information carefully, as you will be responsible for adhering to the company-established policy and procedures.

As with any new process, it is difficult to anticipate every question or issue that may arise. The pilot phase is intended to surface procedures, issues or hurdles that may be encountered in using the Card. The feedback will give us an opportunity to refine our policies and procedures.

If you have any additional questions, please contact your Purchasing Card Administrators by email: PCard@reed.edu or by phone 503-777-7505

General Guidelines

Card Issuance:

As a cardholder, you will be asked to complete a cardholder agreement. By signing the agreement, you have agreed to adhere to the guidelines established in this manual. Most importantly, you are the only person entitled to use the card and the card is not to be used for personal use. As each PCard is linked to a specific department number and individual employee, the card cannot be transferred from one employee to another. If you are moving to another department contact your PCard Administrator for the necessary changes. You should be able to keep your card.

Upon receipt of your Bank of America PCard, you will need to activate the account. See next page.

When activating your card through Global Card Access (bankofamerica.com/globalcardaccess):

- Choose Register now
- Enter your 16-digit PCard number and click Continue

- Enter your account information (e.g. expiration date, security code)
- Select the verification option indicated below and click Continue:
- Employee ID (also known as your verification number if you call BofA):
 - Enter Employee ID. If you are unsure of your employee ID, please contact your Program Administrator.

Please note, registering for GCA access DOES NOT activate your card. Once you are registered for GCA please logout and log back in to activate your card. Although the card will be issued in your name, your personal credit history will not affect your ability to obtain a card. The Reed College Business Office is responsible for payment of all purchases.

Account Maintenance:

If there's a need to change any information regarding your account, such as your email address, credit limit adjustment, approver change, or default expense accounting code, please complete the [PCard Maintenance Form](#), supervisor signature required for credit limit changes. (please email PCard@reed.edu the signed and completed form).

Card Usage:

The Bank of America PCard can be used at any merchant that accepts Visa, except as Reed College otherwise directs. It may be used for in-store purchases as well as phone, fax or mail orders. There is no special terminal or equipment needed by the merchant to process a PCard transaction.

When using the Bank of America PCard with merchants, please emphasize that an invoice should not be sent to accounts payable as this may result in a duplicate payment. For phone, fax and mail orders, please instruct the merchant to send a receipt/packing list only. The receipt/packing list should indicate paid by credit card, have your name listed in any "ship to" fields and then send the receipt/packing list to Program Administrator with your receipts in the receipt envelope provided.

Limitations and Restrictions:

Your supervisor has assigned a credit limit to your card. There may also be a single transaction limit placed on your card, which means your card will be declined if you attempt to purchase more than this set amount at one time. Do not split a purchase to avoid the single transaction limit. If you believe the single transaction limit will inhibit optimum usage of the Program, please discuss this with your supervisor.

In addition to the single transaction limit, every cardholder has a total monthly dollar limit assigned to his/her account. As limitations vary by cardholder, please discuss the limit with your supervisor. If you believe your monthly limit to be insufficient for your requirements, fill out the PCard Maintenance Form, your supervisor will need to approve and sign it. Once approved, send the signed form to PCard Administrator at pcard@reed.edu.

The Bank of America PCard Program also allows for Merchant Category blocking. If a particular Merchant Category is blocked (e.g., jewelry stores), and you attempt to use your

card at such a merchant, your purchase will be declined. Management has made an effort to ensure that the vendors/suppliers used during the normal course of business are not restricted. If your card is refused at a merchant where you believe it should have been accepted, you should contact your PCard Administrator at 503-777-7505, After hours customer service assistance is available 24 hours/day, 7 days/week: Contact customer service at 1-888-449-2273. You may be prompted for your verification number, which is your Reed ID number.

Depending on the result of your inquiry, you may want to discuss the issue further with your supervisor. He/she will advise the PCard Administrator to modify the restrictions on your use of the PCard.

IMPORTANT: All requests for changes in limitations and restrictions must be made through your PCard Administrator. Bank of America will change existing cardholder restrictions only after a written request is received from the PCard Administrator.

Lost or Stolen Cards:

You are responsible for the security of your card and any purchases made on your account. If you believe you have lost your card or that it has been stolen, immediately report this information to Bank of America Customer Service at 1-800-449-2273. Immediately after reporting to Customer Service, you must inform your PCard Administrator. It is extremely important to act promptly in the event of a lost or stolen card to avoid company liability for fraudulent transactions.

As with a personal charge card, you will no longer be able to use the account number after notifying the bank. A new card should be issued *within* 48-72 business hours of notice to Bank of America.

Authorized Purchases

The Bank of America PCard Program is intended for maintenance, repair, operating and other low value purchases needed during the course of business. These purchases may include:

- Office supplies and forms
- Books and subscriptions
- Computer supplies, e.g., software
- Professional membership dues
- Congratulatory or sympathy flowers
- Catering (non Bon Appetit)
- Travel, airfare, hotel, car service
- Entertainment, meals, snacks
- Miscellaneous items

Unauthorized Purchases/Vendors

- Items for personal use

- Country club memberships
- Cash withdrawals
- Recreational vehicles (boats, RV's, motorcycles, etc.)
- Direct marketing

As with any company purchase, the card is not to be used for any product, service or with any merchant considered to be inappropriate for Reed College funds. Failure to comply with the above guidelines for authorized purchases under the Bank of America PCard Program may result in disciplinary action, cancellation of your card privileges, and possible termination of employment.

Reconcilement and Payment

Unlike personal credit cards, the Bank of America PCard Program is handled as corporate liability. Your personal credit history has not been taken into account when a card has been issued in your name.

The Accounts Payable Department is responsible for paying the Program invoice each month. You are not responsible for direct payment under your account.

It is your responsibility, immediately upon receipt of your email from the GCA, to sign on and reconcile your statement online. Place a check mark in each "Receipt Attached" box indicating you are submitting a receipt for each purchase and verify that all expense coding is correct. You are also required to add a description of the item or service purchases and apply the correct budget numbers in the custom fields provided. When you have ensured that everything is in order, select the "SUBMIT" button at the bottom of the screen. This will send your completed statement and receipts to your Approver.

You will have an allotted number of days to review, make any necessary coding changes, and 'sign off' on your statement. After this time your statement is forwarded to your PCard approver. Your PCard Approver receives a copy of your statement electronically as well, and has a predetermined amount of time to review and approve it. Your PCard balance is replenished once per month on the 16th.

You are responsible for the following:

- Retain and upload all receipts for items purchased with your PCard,
- indicate a business purpose in the description box on the statement,
- ensure all transactions posted are legitimate purchases made by yourself on behalf of Reed College;
- and finally, send the completed expense report to your approver, by the due date, for processing.

Receipt Retention:

It is a requirement of the program that you keep all receipts for goods and services purchased. For orders placed via phone, email, or mail, you must request a receipt,

detailing merchandise price, sales/use tax, freight, etc. be included with the goods mailed/shipped. It is recommended you request the receipt be emailed to you, prior to the goods being shipped, to ensure you have a receipt for statement reconciliation. (*Note: a merchant should not reject this request, as it is a Visa policy*). It is extremely important to request and retain purchase receipts, as this is the only original documentation.

Disputed or Fraudulent Charges:

If there is a discrepancy on your statement, it is imperative that the issue is addressed immediately! Depending on the type of discrepancy, you will need to contact either the merchant or Bank of America to resolve the disputed transaction.

Any fraudulent charge, i.e., a charge appearing which was not authorized by yourself, must be reported immediately to Bank of America fraud team, please call the number on the back of the card, **1-888-449-2273**. Prompt reporting of any such charge will help to prevent the company from being held responsible. A Declaration of Forgery or Unauthorized Use form has been included with this package to facilitate notification of any such transactions (Appendix IV).

If you believe the merchant has charged you incorrectly or there is an outstanding quality or service issue, you must first contact the merchant and try to resolve the error or problem. If you are able to resolve the matter directly with the merchant, and the error involved an overcharge, a credit adjustment from the merchant should be requested and will appear on your next statement.

If the merchant disagrees that an adjustment is necessary, immediately contact Bank of America to resolve the dispute. Bank of America will request complete details of the dispute in writing in order to research the item in question. The details of the disputed transaction should be reported on the Bank of America Dispute Form on the dispute screen available in CCER.

Bank of America must receive any charge dispute within 60 days of the transaction date. While pending resolution, Bank of America will credit Reed College's account for the amount of the disputed transaction. Although Bank of America acts as the arbitrator in any dispute, you should never assume that a dispute would be resolved in your favor.

If the dispute is not resolved to your satisfaction, and you believe the merchant has unfairly treated you, please notify the PCard Administrator with the relevant details. If the merchant is one of our preferred vendors, we may take further action.

Common Questions and Concerns

- **Why did Reed College decide to participate in a PCard Program?**

Like most companies today, we are exploring ways to streamline processes and reduce costs. Frequently the expenses incurred to process a small dollar purchase can run as high as the price of the item itself.

With a PCard, many of the typical purchasing steps should be eliminated including, generating a requisition, preparing a purchase order, matching a packing slip to a purchase order, creating an invoice voucher, sending it to the department for approval and returning it to the Business Office for payment.

- **What is the procedure when I pay for something with my PCard?**

Essentially, the process is the same as when using your personal credit card. You must always ask for a receipt for your records, particularly for phone, fax and mail orders.

- **Are there any restrictions associated with the use of my Card?**

Yes, in addition to Reed College's policy stating the type of products you can buy, other controls and limits *may* be placed on your card including:

- A monthly dollar limit
- A "per transaction" dollar limit
- "Blocked" merchant categories

Please contact your PCard Administrator for your specific restrictions.

- **How will I know if I have exceeded my monthly limit?**

You may consider maintaining a log of your purchases to keep a running total of your expenditures. Once you have reached your limit within a given month, your card will not be accepted for additional purchases. To determine your outstanding balance at any given time, you may call the toll-free Bank of America Customer Service number on the back of your card.

- **What should I do if a supplier does not accept Bank of America PCard?**

Please contact your PCard Administrator and provide him/her with the supplier's name, address and phone number. If the item(s) you are purchasing cannot be purchased elsewhere with your PCard, purchase the item using your personal cash out of pocket and submit for reimbursement via Etrieve.

- **How will I know if Reed College is getting billed correctly for the purchases I have made?**

You will receive a monthly cardholder activity statement online listing all the purchases made and credits received in the previous month. This statement is for your review only and allows you to reconcile your purchases. You must review the statement in a timely manner, as any disputed or fraudulent transactions must be reported to Bank of America in a timely manner.

- **How will my monthly PCard bills be paid?**

You are NOT responsible for the payment of your PCard bills. The monthly statement you receive is for your review only. Accounts Payable will make one payment to Bank of America covering PCard expenses for all Reed College employees using the card.

- **Who may I talk to if I have questions?**

The PCard Administrator should be contacted for any questions you have regarding limits, usage and other issues.

Only the PCard Administrator has the authority to change any existing information or restrictions to a cardholder's account.

- **What should I do if I have a problem associated with something I bought with my PCard?**

Please refer to the "Disputed or Fraudulent Charges" section of this guide for complete details. It is extremely important that you address these items immediately.

- **Once I receive the card, can I begin using it immediately?**

Once you receive your card, you will be instructed to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud.

- **What should I do if my card is lost or stolen?**

It is extremely important to call Bank of America's Customer Service toll-free number (1-888-449-2273) immediately in the event your card is lost or stolen. You must also notify your PCard Administrator.

Each PCard will be embossed with the individual employee's name. The employee is responsible for the proper use of his/her card. ***At no time should another individual utilize your PCard.***

- **Can the PCard be used out the United States?**

Yes, the Bank of America Bank PCard is accepted worldwide. Purchases can be made in any currency and billed in U.S. Dollars. The currency, as well as the foreign exchange rate utilized, is stated for each transaction on your statement.

- **What should I do if I need to change my monthly or single purchase limits?**

Fill out the PCard Maintenance form, have your supervisor sign it and then email the form to PCard@reed.edu.

