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Overview

The State of North Carolina has contracted with Bank of America for Visa card services. The ECU purchasing card (ProCard) is a corporate Visa credit card in which the liability rests with the University instead of the individual cardholder. The ProCard is issued to an employee, empowering this person to purchase goods and services on behalf of the University. This program has been established to allow rapid purchase of low dollar (less than $5,000) goods and services while simultaneously reducing paperwork and handling costs. The ProCard does not change what you can buy, but how you pay for it.

Contacts

The ECU ProCard Office provides support and assistance to cardholders and departments in the distribution and processing of new card applications. We process all changes in cardholder information, setup training in Cornerstone, update all documentation and audit all aspects of the program.

ProCard Manager: Jennifer Jones  ProCard Email: procard@ecu.edu
ProCard Analyst: Brittany Harward  ProCard Phone: 252-737-5545
ProCard Specialist: Debbie Steinmetz  Bank of America: 888-449-2273

Roles and Responsibilities

CARDHOLDER

A permanent or time-limited employee of ECU whose legal name appears on the ProCard and who is accountable for all charges made with the card.

The ProCard received by the cardholder has his/her name embossed and shall only be used by the cardholder. No other person is authorized to use the card or account number. The cardholder may make transactions on behalf of others in the department, but the cardholder is responsible for all use of his/her card.

Cardholder responsibilities also include the following:

• Be aware of the rules and guidelines applicable to each FOAP that you are using.
• View transactions electronically in Works and verify/change FOAPAL information
• Review all charges on the monthly hard copy statement to determine that the charges are correct.
• Reconcile the monthly statement with receipts, there should be an itemized receipt for every transaction.

• Tape small receipts on letter size paper. DO NOT cover any information with tape. Attach one copy of any thermal receipts to the original receipt.

• Put documentation in order as listed on the statement. Staple documentation to the upper left-hand corner behind the statement.

• Sign statement and forward to your reconciler by the 30th of the month.

• Notify the ProCard Office of any employment changes, including a leave of absence.

RECONCILER
A role that gives the user permission to access reports and reconcile transactions on behalf of any cardholder.

Reconciler responsibilities include the following:

• Be aware of the rules and guidelines applicable to each FOAP that you are using.

• Review transactions electronically in Works and verify/change FOAP information

• Review the cardholder’s statement and receipts to ensure they follow ProCard policies and procedures.

• Review to be sure all receipts are itemized with pricing for every transaction and in order as they appear on the cardholder’s statement.

• Report any unusual cardholder spending or discrepancies to the ProCard Manager to investigate.

• Assist cardholder with correcting issues, then approve/sign statement and forward to the ProCard Office by the 10th of the month following the close of the billing cycle.

• Notify the ProCard Office of any cardholder employment changes, including a leave of absence.

PROCARD ADMINISTRATOR
A role assigned to a user that authorizes the user to performs all administrative and account maintenance tasks in Works. This role is assigned to all members of the ProCard Staff.

The ECU ProCard Staff is responsible to:

• Enforce ProCard policies and procedures and provide updates as needed.

• Review transactions and receipts for compliance with State Purchasing and ECU ProCard rules and regulations.
• Receive signed statements for all cardholders with activity for the month. Audit for completeness and adequacy of receipts and documentation.

• Provide support and assistance and act as bank liaison for cardholders and reconcilers; for example, when a statement is not received or when a transaction is declined.

• Cancel cards or suspend cards to enforce policy.

• Process new and replacement cards.

• Download and verify the bank file monthly.

• Maintain access privileges for Works.

• Provide ProCard training

Policies & Procedures

BILLING ADDRESS

Vendors may require a billing address. The billing address is set by the office location on your ProCard application. The general billing addresses that we use are:

East Campus – 1000 East 5th Street, Greenville, NC 27858

West Campus – 600 Moye Blvd, Greenville, NC 27834

CARDHOLDER ACCOUNT MAINTENANCE

To make any changes to your ProCard Account, you will need to complete an Account Maintenance Form and submit the completed form to procard@ecu.edu. All such requests MUST have department head approval. Name changes cannot take place until Human Resources has updated their information. Do not forget that each card is tied to one departmental budget code (default FOP). If you change FOPs, email the ProCard Staff the new FOP so your default FOP can be updated. You must have Banner security to the Org if it changes. The accounting change can be made without re-issuing the card. Current ProCard cardholders may complete and submit the Account Maintenance Form to the ProCard Office to upgrade their card to allow travel-related expenses.

CARDHOLDER ANNUAL REVIEW

The ECU ProCard Office holds an annual review of cardholders to ensure that cardholder information is on file correctly and that privileges are appropriate. Your cooperation is required to ensure accurate data, security and appropriate oversight of the ProCard Program.
CARD LIMITATIONS

Spending Levels

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<tr>
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<th>SINGLE LIMIT</th>
<th>DAILY LIMIT</th>
<th>MONTHLY LIMIT</th>
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<tr>
<td>ECU-3</td>
<td>$1,500</td>
<td>$3,000</td>
<td>$10,000</td>
</tr>
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<td>ECU-5</td>
<td>$5,000</td>
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<tr>
<td>ECU-6 (PORT ONLY)</td>
<td>$1,500</td>
<td>$3,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>ECU-7 (PORT ONLY)</td>
<td>$5,000</td>
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<td>$25,000</td>
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There are an unlimited number of transactions up to the daily and/or monthly dollar limits. A cardholder’s spending level is determined by his/her department head.

The ProCard must be used ONLY by the named cardholder. There are no departmental cards and no sharing. All card spending must adhere to state and university purchasing guidelines. Giving your card or card number to another person or using someone else’s card may result in disciplinary action including but not limited to revocation of ProCard privileges and/or termination of employment. You may, when necessary, have someone else pick up the items from the vendor; however, this person is not authorized to sign the credit card sales slip.

All purchases must follow University and ProCard policies and procedures and must strictly adhere to the funding authorities’ policies. Some funds are more restrictive and may not allow certain purchases. State funds are very restrictive. Please refer to the University Budget Office for allowances. Purchases from Grant funds must adhere to all Contracts, Grants, and other agency guidelines. The same is true for Special funds and Foundation funds. The fund authority form in your department will show guidelines on purchases. The ProCard is strictly for University business. Purchases must be for the use and benefit of the University.

CARD REINSTATMENT POLICY

Before consideration can be given to reinstate a card that has been cancelled due to any compliance issues, the following objectives must be met:

- All delinquent statements and/or documentation must be turned into the ProCard Manager.
- Cardholder will be required to meet with the ProCard Manager to review the compliance issues that caused the cancellation.
- The cardholder will be required to re-apply by submitting a new ProCard application that has been approved by his/her Department Head.
CARD SECURITY

Always keep your procard in a secure place – treat it like cash. Paperwork should also be kept secure and shredded before discarding. Cardholders should monitor their charges regularly for vendor errors and fraudulent charges. Any concerns should be reported to the ProCard Manager immediately.

Should your card be stolen by anyone, please contact the appropriate police department. Afterwards, you will want to contact the ProCard Office so that your card can be suspended.

CAUSE FOR EMPLOYEE SUSPENSION/TERMINATION

Fraudulent or willful misuse of the card, including willful use of the card to make personal purchases even if you intend to reimburse the University or the use of the card for inappropriate expenditures may be cause for immediate cancellation of your card privileges and may result in disciplinary action, up to and including termination of employment.

CAUSE TO SUSPEND OR CANCEL PROCARDS

ProCard(s) may be suspended or cancelled if any of the following occur:

- Fraud or personal use
- Splitting orders to avoid dollar limitations
- Noncompliance with State contracts and/or Purchasing policies and procedures
- Delinquent statements
- Incomplete statements/documentation
- Unauthorized expenses or use of card
- Travel violations
- A card is determined to be of no use to the cardholder

Using someone else’s card, allowing others to use your card, and failing to secure your card are not allowed and may be cause for card cancellation. Cardholders and Reconcilers may be required to attend ProCard Training upon accumulation of three or more violations from any of the categories listed above during a six-month period. The card may be placed in a hold status until attendance at a class is documented. Consistent abuse of the card is cause to place the card account in a hold status until a review can be conducted. Card abuse may be reason to cancel cards at the discretion of the ECU ProCard Office. Notice of card cancellation for any reason will be sent to the cardholder, reconciler, and department head.

COMPLIANCE

The delegation of authority to purchase goods using the card is a privilege that automatically ceases upon separation from the University. ECU Financial Services reserves the right to revoke and
cancel any ProCard(s) for failure to comply with the policies and procedures of the program. ECU Financial Services further reserves the right to evaluate the seriousness of any violation and may allow the department to provide an explanation, which may be used as the determining factor to whether card privileges continue or not. ECU Financial Services has the right to exercise appropriate action as deemed necessary. Intentional misuse or abuse of the ProCard may result in the immediate revocation of privileges and may be cause for disciplinary action up to and including termination of employment.

**CONTRACTS**

When a State or University contract is available, the contracted supplier must be used. Contracts may be reviewed by visiting the NC Department of Administration Purchase and Contract Home Page at [http://www.doa.state.nc.us/PandC](http://www.doa.state.nc.us/PandC); by reviewing the ECU Materials Management Home Page at [http://www.ecu.edu/purchasing](http://www.ecu.edu/purchasing); or by calling the Materials Management Department at 328-6434 to speak with the appropriate purchasing agent.

Canned, bottled, and fountain drinks sold or distributed on campus, in university dining halls, cafes and convenience shops, as well as at all athletic concessions, special events, and in vending machines are covered under the Coca-Cola contract. It covers all soft drinks, juice, and bottled water that is sold, purchased by departments or organizations to be given away at events or activities, sampled or distributed on ECU property. With the exclusivity contract, Coca-Cola is the official soft drink of East Carolina University.

**DELINQUENT STATEMENTS**

Approved card statements with all documentation are to be IN the ProCard Office by the 10th of each month following the close of the billing cycle. If any statement is not received by the due date the cardholder and reconciler will receive a notice via email. If the statement is not received within five (5) business days of the notice, the card will be suspended and the cardholder, reconciler, and Supervisor will be notified of the suspension. Extenuating circumstances may be considered on a case-by-case basis by the ProCard Manager upon receipt of a written (or emailed) explanation. Request for an extension must be made prior to the 10th of the month following the close of the billing cycle and does not guarantee approval.

**DISPUTED TRANSACTION**

Transactions appearing on the monthly statement from the bank may be disputed up to sixty (60) days from the date of the statement. If a charge is not recognized by the cardholder or some other problem arises, the first step is to contact the vendor for information regarding the charge. Contacting the vendor saves time and usually solves most issues. If you are not satisfied with the outcome from the vendor, contact the ProCard Office to begin the dispute process. The ProCard Office will then instruct the cardholder on how to file the dispute with the bank. The bank will research the discrepancy and credit will be issued if, in fact, the charge is not valid. Research by the bank usually takes 3-4 weeks. If a credit is issued, it will not occur until the investigation is completed. You will need to notify the ProCard Office if any update to the situation has occurred.
**DOCUMENTATION AND REVIEW**

Original, priced itemized invoices/receipts are required for each ProCard transaction and are to be attached in order behind a monthly credit card statement. These receipts are used to describe what was purchased, to verify transaction amounts, and to document the business purpose served by the purchase. Itemized invoices/receipts must clearly provide the following details:

- **Vendor**
- **Description of item(s) and quantity**
- **Unit price**
- **Tax, shipping, or freight**
- **Total transaction amount**

Note: Packing slips are accepted only if priced. If a vendor’s invoice/receipt only lists a part number, the cardholder is responsible for including descriptive information and/or writing a brief description beside the part number so that anyone reviewing the documentation will know what it was the cardholder purchased. Receipts for food and all other consumable items must be itemized, documented with the business purpose and funding source. Food and all other consumable items must also include an attendee list matching the number of items purchased. Documentation for registrations should include a registration form, pamphlet, brochure, or printed materials from the internet that describes who is attending, what the conference is, where/location, dates of conference, and how all registration fees were derived. Documentation for airline, bus, or train tickets need to include a travel itinerary with traveler’s name, cost of ticket, and dates of travel.

**DOCUMENTATION PROVIDED BY THE BANK**

Each month the bank provides two types of documentation on card activity. First, Works provides an electronic feed, which transmits all transactions posted. Second, each cardholder receives an individual printed statement from the bank which lists all activity for the month. This statement follows the format used by most banks and is straightforward and easy to follow. The two forms of documentation contain the same information; however, we receive the electronic feed daily.

**FOUNDATION FUNDS**

The ProCard can be used for expenditures being paid using Foundation funds. You must ensure that the purchase/payment is allowed by the Foundation’s stewardship policy, as well as the ProCard. It is the purchaser’s/department’s responsibility to verify that funds are available to cover the purchase. All transactions are uploaded to Banner once per month, so transactions will not reduce the cash balance until approximately the 28th of each month.

The following supporting documents must also be entered/scanned into Works so that the Foundation office can review:
• Business purpose that fits the purpose of the foundation fund being used.

• Documentation of fund manager or proxy approval of the purchase, depending on amount of the purchase and delegated authority levels.

• A copy of the itemized receipt listing all items purchased

• Supporting documentation such as agenda, attendees list or other related support.

**INACTIVE ACCOUNTS (CARDS)**

To protect the security of the program, any card that has NOT been used for twelve (12) months is subject to cancellation. The cardholder will be contacted to ensure he/she still possesses the card and to see if any exceptions may be made based on appeal by the cardholder.

A quarterly report is used to identify cards having no activity for a 12-month term. The ProCard office will contact the cardholder to make sure he/she still has the card and to justify keeping the card account open.

**INCOMPLETE STATEMENTS AND/OR DOCUMENTATION**

Statements are incomplete for any of the following reasons: missing signatures, missing invoices/receipts, missing prices or descriptions, or receipt totals do not match transaction totals. Every effort is made to give the cardholder opportunity to provide incomplete information. However, cardholders who do not comply with our request for items/information after two notices will have their card will be suspended. Once the required documentation is provided to the ProCard Manager, the cardholder's designated spending level will be reinstated.

**MAKING A PURCHASE**

Before making any purchase, the cardholder should determine if the item is available on State Term Contract. If the item is not on a State Contract, be sure the pricing is the best you can obtain. The ProCard should be used with State contract vendors, when available. Some contracts are mandatory, so you will need to make sure you are purchasing through the correct contract vendor. State Contracts can be found at [http://www.doa.state.nc.us/PandC](http://www.doa.state.nc.us/PandC). If the items are not on State Contract, check the debarred vendor list at [https://ncadmin.nc.gov/documents/nc-debarred-vendors](https://ncadmin.nc.gov/documents/nc-debarred-vendors). It is the cardholder’s responsibility to inform the vendor at the time of purchase that ECU is exempt from North Carolina sales tax. ECU’s tax-exempt number is printed at the top of each ProCard. If a cardholder is charged tax, it is the cardholder’s responsibility to contact the vendor and request a credit for tax to be applied back against their card. Any tax will be deducted from the departmental budget. A copy of the Certificate of Exemption can be obtained by contacting Financial Services at financialservices@ecu.edu.

Always give the supplier your name, department, phone number, and complete delivery instructions. When using the ProCard as the payment method, purchases must be shipped directly to a campus address.
PHONE - When you call the vendor, state that you are calling from ECU and that you will be making your purchase on a VISA credit card. Give the supplier your name, delivery address, phone number, and complete delivery instructions. Request that an itemized receipt and/or packing slip that shows dollar amounts be sent with the purchase or to you via email.

FAX - Follow any applicable steps from the above instructions. Retain a copy of the fax, and the fax confirmation, for your records.

MULTI-YEAR PURCHASES

When purchasing subscriptions or memberships, the ProCard can only be used for annual fees and the subscriptions must be mailed to an ECU campus address.

OBTAINING A CARD

In order to obtain an ECU ProCard, a permanent employee must complete the ECU ProCard Application, review the two policies attached to the application and complete the required online training. The policies attached to the application are the cardholder agreement and the travel upgrade, signing your application confirms that you have read both policies. Once the ProCard Office receives the completed application, your application will be processed, and you will be notified when the card is ready to be picked up. The card must be picked up by the cardholder and they must have a picture ID at pickup.

ONLINE PURCHASES

The University does allow online purchases, however, be sure that the website you are using is secure [look for https in the URL or a closed lock at the bottom of your screen] before providing your card number. Be sure the vendor will provide you the required priced, itemized receipt. Do not use an unsecured web site. Department policies and good judgment should be used when ordering over the Internet. All purchases made with the ProCard must be shipped to an ECU campus address.

PAYMENTS TO INDIVIDUALS

Payments to individuals are NOT allowed on the ECU ProCard.

PAYMENTS VIA THIRD-PARTY

A third-party purchase is when payment to a vendor is processed via an online credit processing company such as PAYPAL, Verisign, Authorizenet, Paymybill.com, etc. Cardholders are not restricted from using third-party services but are responsible for making sure the business is legitimate and that any internet sites are secure. Cardholders are required to submit the confirmation of payment from the third-party vendor as well as submit documentation about the order from the original vendor. The order information from the original vendor must match the payment information from the third-party vendor.
PERSONAL USE

The ProCard is NOT to be used for personal purchases under any circumstances, even if you intend to pay the University back. Intentional abuse of the card is cause for immediate cancellation of card privileges and may be cause for termination of employment. Unintentional use as determined by the ProCard Manager will be handled on a case-by-case basis. Repeated offenses, unintentional or otherwise, is cause for card cancellation.

POSTAGE

Postage is allowed on the ProCard. This includes stamps, priority, and express mail. Stamps should only be purchased in small quantities, as they are needed. The USPS does provide detailed receipts and labels with destination, which should be obtained at the time of your purchase and submitted with your ProCard statement. Your bulk mail should continue to be processed by University Mail Services.

Express shipping is allowed on the ProCard. This includes UPS, FedEx, and DHL. The ProCard may be used with businesses that offer these services such as The UPS Store, The Mail Box, FedEx Kinko’s, Staples, etc. as these vendors do provide priced, itemized documentation. Departments that are invoiced monthly for express services should pay these invoices on the ProCard. Departments that do not have established accounts with express vendors should not call UPS, FedEx or DHL to come to your department for a pickup. The vendor cannot leave you a priced, itemized invoice. A “to/from handwritten label” that is not accompanied by the vendor’s priced, itemized receipt is NOT complete documentation.

PURCHASES OF CONSUMABLE ITEMS

Personal meals and meals subject to the per diem rates (i.e. meals while in travel status) are NOT allowed to be paid using the ProCard. In general, State and Grant funds cannot be used for these types of purchases. If there are any questions regarding the fund approval, be sure to get all approvals, in writing (email is fine), from the appropriate funding office. The funding authority form may work as well. If a charge for these items posts to your account to inappropriate funds (such as State/Grant funds), it will require a correction by Banner inter-departmental transfer. Grocery store purchases of drinks, cookies, trays (deli, fruit, cheese, and vegetable) and cakes for certain official events are allowed, as well as group meals from restaurants and caterers if approved by the funding source. Meals that are included in a basic conference registration fee or approved event are allowed on the ProCard; if a meal is included with the registration fee or approved event, you may not request per diem with a travel reimbursement.

Each time you purchase any consumable item, you must send a fund-approved detailed business purpose with your itemized invoice/receipt and statement, regardless of the source of funds. Please send agenda, event flyers, meeting announcements, and attendee lists (except for minors and/or patients).
When planning an event, you will need to keep in mind that all beverages, except for coffee, tea, and milk, must be brands distributed by Coca-Cola Consolidated. This includes all juices, energy drinks, sodas, as well as all bottled water.

**RECEIPT ATTACHMENT**

When you click the TXN number to reallocate or approve a transaction in Works, you will see “manage receipt.” When you click “manage receipt,” it will walk you through attaching the receipt or other backup documentation that belongs with a transaction. All statements and receipts/documentation must still be sent to the ProCard office. Please do not scan in any personal identifying information (social security numbers, credit card numbers, etc.) or patient related information that would be subject to HIPAA.

**RECONCILIATION**

Reconciliation of purchases by the cardholder is the final step in the ProCard process. It is also one of the most important steps because this is where the cardholder verifies the legitimacy of the purchase and provides itemization and pricing of all items purchased. The statement cycle ends on the fifteenth (15th) of each month, and cardholders receive statements about four to ten working days after this date. Online reconciling and reallocation of accounts is available in Works as soon as the charge posts. Cardholders and reconcilers will receive emails from Works notifying them that charges have posted. The final reconciliation/reallocation period varies and is typically the 16th – 24th of each month. The actual dates are sent to cardholders and reconcilers by the ProCard staff each month. Cardholders and reconcilers cannot wait for their hard copy statement if FOAP changes are required for a given billing cycle.

Online - Cardholders are required to review and validate purchases on a monthly basis. Reconcilers are required to approve all purchases online. Even after the billing cycle ends, credit lines are not restored until transactions are signed off on by the cardholder or the reconciler. Continued failure to reconcile transactions online may result in revocation of ProCard privileges. Specific instructions for navigating through the reconciliation process on the web are provided in a separate document and are available from the ProCard website. The primary responsibility for ensuring integrity of the ProCard program rests with the cardholder and departmental reconciler.

**RECORDS RETENTION NOTICE**

Statements and receipts that are sent to the ProCard Office will be held for a period of three (3) years in University Records. Cardholders are responsible for retaining copies of documentation within their department to make sure the ProCard Office has received all backup and to complete an adequate audit cycle, which the Internal Auditors recommend being three (3) years. These files are to be kept secure and confidential as card account numbers may be visible. All discarded ProCard documentation must be destroyed by shredding to protect sensitive information.
REPLACEMENT CARD

If a cardholder receives a replacement card for any reason, we ask that they return their old card when they pick up the replacement card.

RETURNS, DAMAGED GOODS, CREDITS

Items purchased with the ProCard will periodically need to be returned for one reason or another. In some cases, there may be a restocking fee. The ProCard may be used to pay this fee if it does not exceed any of the card limits.

DO NOT accept checks, cash or cash equivalents (i.e. gift cards) for any returns.

SPLITTING TRANSACTIONS

Cardholders are reminded that splitting transactions to remain within the established purchase limit per transaction is prohibited and doing so may result in loss of ProCard privileges and/or disciplinary action up to and including termination of employment. Each conference registration, examination fee, lodging payment, air, bus, or train fare is an individual transaction; registering multiple conference attendees, paying multiple lodging or buying multiple travel tickets is not considered to be a split transaction. This includes having several cardholders within a department pay for a portion of an order. If you have a purchase that is higher than your limit, please contact the procard office at procard@ecu.edu.

SOFTWARE PURCHASE

When using the ProCard as the payment method for software items, the ECU Software Purchase form must be completed. Per ITCS, the form must be completed in all situations (new or renewal) when software or data services are purchased. Once approval is obtained, you are permitted to use the ProCard as the payment method for the software. The form should be included with the transactions that it accompanies when your statement is submitted. The form can be found on the PORT home page.

TERMINATION OF EMPLOYMENT

Your card remains the property of ECU and must be surrendered immediately upon termination of employment or upon the request of either your supervisor or the ProCard Office. This card must be cancelled before the employee leaves.

TRAINING

ProCard training is offered online through Cornerstone. Employees can self-register in Cornerstone. Once the employee has completed training in Cornerstone and passed with an 85 or higher, our office will issue the ProCard to the employee. You can access the Cornerstone training at go.ecu.edu/procardtraining
TRANSFER TO ANOTHER DEPARTMENT

If the cardholder transfers to another department, the cardholder must notify the ProCard Office. The card will be suspended until the cardholder submits a completed Account Maintenance Form or returns the card to the ProCard Office. If a cardholder needs the card after transferring departments, the cardholder must complete the Account Maintenance Form to update their account. It is the cardholder's and reconciler's responsibility to inform the ProCard Staff when a cardholder or reconciler has changed departments.

TRAVEL RELATED EXPENSES

Please see the ECU Travel Procedures Manual for the complete travel policy. When the ProCard is used for travel-related items, the correct travel request number must be written on each travel receipt and/or provided to the ProCard holder. The ProCard may be used for all approved ECU travel expenses, excluding per diem meals, while in travel status. Reimbursement requests for meals must be handled through the proper Travel Reimbursement procedure. Participation in the travel upgrade is by application only and must be approved by the cardholder’s Department Head. This program is for staff/faculty that travel for ECU business purposes and for staff/faculty that are responsible for arranging travel for other ECU employees on a frequent basis. If your department has staff/faculty members that rarely travel, a cardholder should be designated to make payments on behalf of others. DO NOT request reimbursement through the travel reimbursement process for any expenses that were charged to your ProCard. Note on TRA that it was paid via ProCard. A TRA pre-approval must be completed prior to incurring any expenses related to that travel.

Registration fees are required to be paid on your ProCard, if the vendor accepts VISA. Extra events/items are only allowed to be added to the registration fee if items are business-related and fund approved. Meals cannot be paid with the ProCard unless included in the registration fee or if combined with an approved event. Optional, non-business related, meals that are added to registrations must be paid with personal funds. If fund-approved, you may request reimbursement through the travel reimbursement process. Otherwise, you may receive per diem. Documentation for a registration may include a brochure, registration form, or confirmations printed from the Internet.

The ProCard may be used by the named cardholder to pay for lodging, including occupancy tax, business-needed Internet and parking, for travelers on approved ECU business.

If a cardholder books lodging for another traveler, the cardholder will need to be sure the hotel knows that the traveler will not have the credit card when they check in/out. The cardholder may be required to complete a 3rd party reservation form with the hotel. Alert the hotel that only lodging expenses, business-needed Internet and parking, if required at the hotel, are allowed.

Lodging accommodations that are with a 3rd party (any lodging that is not a hotel/motel) must have prior approval in addition to the ProCard approvals. A 3rd Party Lodging Form must be completed and approved prior to booking and attached to any statement that reflects the lodging
charge. The form, as well as details can be found here: https://purchasing.ecu.edu/forms/. Non-business (personal) expenses such as, but not limited to, incidentals, movies, personal laundry, personal phone calls, room service, alcohol, trip protection/insurance, choice seat fees, early check-in or expenses for family members MUST be handled on your personal credit card and NOT an ECU ProCard. ECU is exempt from NC sales tax, not occupancy tax. For each lodging transaction, the ProCard statement must be documented with the following: receipt (itemized and showing dates), ECU Travel Request number, agenda or itinerary, and business purpose.

The ProCard may be used to pay for air, bus and train fare, as well as taxis and shuttles for travelers on University business. Rental vehicles are allowed in some situations. Rental vehicles are allowed if a state vehicle is not available. Shuttles and taxis are allowed for official state business. Parking Fees, Tolls and Storage Fees can be paid when practical and incurred while traveling on official state business. For air, bus, train fare, if you are extending your business trip to include vacation time, you MUST obtain two quotes: One showing how much your ticket would be if you only go for the required days and another showing how much the ticket is with your extra days. YOU MAY ONLY PAY ON THE PROCARD IF THE TICKET IS THE SAME AMOUNT OR LESS. The “Combined Business and Personal Travel Memo” must also be completed and that form can be found at https://financialservices.ecu.edu/travel-office/. The completed form should be submitted to the ProCard Office with the receipt, as well as the Travel Office with the travel request. The documentation proving the comparison should be sent as backup to the transaction.

Original priced documentation that shows the dates of travel, the cost of the ticket, the travel itinerary, or backup that shows paid in full must be submitted with your ProCard statement to the ProCard Office. DO NOT request reimbursement through the travel reimbursement process for any expenses that were charged to your ProCard. Note on the TRA that it was paid using the ProCard. NO insurance or trip protection allowed. NO choice or upgrade seat fees allowed without a medical reason that is documented and approved by an ADA coordinator. Contact the Department for Disability Support Services. If the airline tries to get you to select a seat for a fee, skip over the selection process and the airline will automatically select one for you. One personal bag each way is allowed. Documented business purpose is required for more than one bag. Cardholders and/or Reconcilers are responsible for making sure transportation is coded to the correct object code during the reallocation period.

The ECU ProCard cannot be used to purchase fuel for a personal vehicle. If necessary, the employee should submit a travel request to receive reimbursement for mileage. The ProCard can be used if the cardholder is purchasing fuel for rental cars that were rented through the State contract with rental agencies or otherwise permitted by the Travel Procedures Manual. When purchasing fuel, the cardholder should include the approved travel request and the rental reservation confirmation with their ProCard statement documentation.
TRAVEL VIOLATIONS

ProCard holders, reconcilers and department/division heads play a critical role in closely monitoring and reviewing all transactions to ensure that no unauthorized charges are added and to correct any issues before the statements are due to the ProCard office each month. Travel violations may result in the traveler being required to pay out of pocket and go through the reimbursement process for all future travel expenses. Cardholders violating State or ECU purchasing policies will receive a written notification of the violation with a copy sent to their reconciler. Second violations will be copied to the department head’s attention. Third violations will be subject to cancellation of card privileges. Intentional abuse of the card will be grounds for immediate cancellation of card privileges and possible termination of employment as stated in the card use agreement.

VENDORS

It is the cardholder's responsibility to ensure that purchases are made only from legitimate companies. The vendor may or may not appear on the ECU Vendor file. It is not necessary for the vendor to be on this list – please do not request a Banner vendor number for card use with the vendor. If you have any questions about the legitimacy of a vendor or individual, DO NOT PROVIDE YOUR CARD NUMBER. The cardholder is responsible for purchases made that commit the University and is therefore responsible for determining the legitimacy of the purchase and the selection of the vendor.

If the vendor is not on state contract and is not a current ECU Vendor, the cardholder is required to check the NC debarred vendors list before purchasing any items. The NC Debarred Vendor list can be found at NC Debarred Vendors.

VENDOR LIMITATIONS

All vendors accepting VISA cards are registered with their bank under a specific Merchant Category Code (MCC) identifying the type of business that they are (i.e. airlines, music stores, medical services, florists, ABC stores, restaurants, office supplies, etc.). The University has blocked all categories deemed inappropriate for ECU use such as Travel and Entertainment categories, ABC stores, off-track betting, etc.

Your ProCard cannot be used to purchase from vendors that fall under a blocked category on the MCC list. If your card is not accepted by a vendor, please contact the ProCard Office within 24 hours. The ProCard Staff will determine why the charge was denied and what can be done to rectify the problem.

Transactions are monitored daily by the ProCard Office for possible misuse and abuse of the card or fraudulent charges.

Purchases from campus storerooms (Central Stores, Medical Storeroom) are not allowed as they are not VISA vendors.
Glossary

**Account ID** – the last four digits of the account number

**Approver** – a role that allows the user to sign off on transactions in Works

**Cardholder** – a permanent or time-limited employee of ECU whose name appears on the ProCard and who is accountable for all charges made with the card

**CVV** – the category verification value located on the back of a card plastic

**Flag** – the act of marking a transaction for further review or comment

**MCC** – the four-digit Merchant Category Code assigned by Visa to merchants that identify the product or line of business of each merchant

**Memo Statement** – a statement of the account balance for an account issues to an employee

**Posting date** – the date the transaction was posted to the financial institution

**ProCard** – a corporate credit card issued to a permanent or time-limited employee of ECU for the purpose of making authorized purchases on the University’s behalf. ECU will issue payment for charges made with the ProCard.

**Reconciler** – a role that gives the user permission to access reports and reconcile transactions on behalf of any cardholder

**Statement of Account** – a monthly listing of all transactions which is issued by Bank of America and sent directly to the cardholder

**Works** – a web-based, user-friendly electronic card payment management service