# ECU ProCard Manual

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ECU FINANCIAL SERVICES

# Table of Contents


**Overview** ..... **4**

**Contacts** ..... **4**

**ProCard Software** ..... **4**

EMBURSE (formerly CHROMERIVER) ..... 4

WORKS/Global Card Access ..... 4

**Roles and Responsibilities** ..... **5**

CARDHOLDER ..... 5

DELEGATE ..... 6

CARDHOLDER'S SUPERVISOR ..... 6

PROCARD ADMINISTRATOR ..... 7

**Policies & Procedures** ..... **7**

ACCOUNT MAINTENANCE ..... 7

ANIMALS ..... 8

ANNUAL REVIEW ..... 8

ATTACHMENTS ..... 8

BEVERAGES ..... 8

BILLING ADDRESS ..... 9

BULK INVOICE PAYMENTS ..... 9

CARD LIMITATIONS ..... 9

CARD SECURITY ..... 10

COMPLIANCE ..... 11

CONTRACTS ..... 12

DELINQUENT EXPENSE REPORTS ..... 12

DISPUTED TRANSACTION ..... 12

DOCUMENTATION PROVIDED BY THE BANK ..... 12

EMERGENCY PURCHASES ..... 13

FOUNDATION FUNDS ..... 13

GIFTS/AWARDS ..... 14

GIFT CARDS PURCHASES ..... 14

INACTIVE ACCOUNTS (CARDS) ..... 14

INCOMPLETE EXPENSE REPORT ..... 15

INTERNATIONAL TRANSACTION FEE ..... 15

LEAVE OF ABSENCE ..... 15

MAKING A PURCHASE ..... 15

MISUSE OF STATE PROPERTY ..... 16

MULTI-YEAR PURCHASES ..... 16

NAME CHANGE ..... 17

OBTAINING A CARD ..... 17

ONLINE PURCHASES ..... 17

PAYMENTS TO INDIVIDUALS ..... 17

PAYMENTS VIA THIRD-PARTY ..... 17
PERSONAL EXPENSE ..... 18
POSTAGE ..... 19
PURCHASES OF CONSUMABLE ITEMS ..... 19
RECONCILIATION ..... 20
RECORDS RETENTION NOTICE ..... 20
REPLACEMENT CARD ..... 20
RETURNS, DAMAGED GOODS, CREDITS ..... 20
SINGLE TRANSACTION EXCEPTION ..... 21
SPLITTING TRANSACTIONS ..... 21
SUSPENSION OR CANCELLED PROCARDS ..... 21
TECHNOLOGY REQUEST FORM ..... 22
TERMINATION OF EMPLOYMENT ..... 22
TRAINING ..... 22
TRANSFER TO ANOTHER DEPARTMENT ..... 23
TRAVEL RELATED EXPENSES ..... 23
RENTAL VEHICLES ..... 25
TRAVEL VIOLATIONS ..... 25
VENDORS ..... 26
VENDOR AUTOPAY ..... 26
VENDOR LIMITATIONS ..... 26
VENDOR SURCHARGE ..... 27
ALLOWABLE EXPENSES ..... 27
ALLOWABLE EXPENSES (WITH PRIOR APPROVAL ATTACHED) ..... 28
UNALLOWABLE EXPENSES ..... 28

## 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. The following manual will comply with The UNC Policy Manual 1300.7.2[R] University Procurement and Purchasing Card Programs

## 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:* | *Tracy Smith* | *ProCard Email:* | *procard@ecu.edu* |
| *ProCard Analyst:* | *Dini Taylor* | *ProCard Phone:* | *252-737-5545* |
| | | *Bank of America:* | *888-449-2273* |

## ProCard Software

### EMBURSE (FORMERLY CHROMERIVER)

Emburse is an accounting software application designed to automate and streamline Accounts Payable processes for travel expenses, employee reimbursements and corporate credit card transactions. This software product is designed to incorporate University travel rules and approval processes.

### WORKS/GLOBAL CARD ACCESS

Works/Global Card Access (Global Card Access) is an online card management tool that gives you access to your card information whenever, wherever and however you need it. Please see How to register for Global Card Access for instructions and frequently asked questions. From the dashboard, you can quickly check your credit limit, balance, available credit, and recent card activity. Other features like VIEW PIN, change PIN, Lock Card and Alerts help you keep your card secure. For added convenience, you can easily view or download statements.

## Roles and Responsibilities

Department/Division Administrators, ProCard Delegates, and Supervisor are obligated to notify the ProCard Office when a ProCard user terminates employment as a permanent employee of the University, is on long-term leave/sabbatical, or is no longer in need of a ProCard to conduct business so the ProCard can be canceled or suspended.

**CARDHOLDER**

ProCard shall only be issued to a permanent employee, who purchases goods or services on behalf of the University on a recurring basis. All cardholders and their delegates/reconcilers will be required to take New Cardholder training and quiz. An exception to this requirement may be granted by the Associate Vice Chancellor of Financial Services, which authority was delegated in writing to this position by the Chancellor, or his or her designee for special circumstances. Such exceptions must be documented in writing.

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:

- Awareness of the rules and guidelines applicable to each FOAP that you are using.
- Expense reports must be fully approved in Emburse on/before thirty (30) days of the transaction date (the date the purchase was made), including all required approvals.
- Review the cardholder's transactions and receipts to ensure they follow ProCard policies and procedures.
- Review to be sure all receipts are itemized with pricing for every transaction.
- Notify the ProCard Office of any employment changes, including a leave of absence, department transfers and resignations/retirements.

## DELEGATE

A user that is assigned by the expense owner or traveler to create and submit reports on their behalf in Emburse. This only applies to reports in Emburse, this does not give a person permission to use another person's card.

Delegate responsibilities include the following:

- Awareness of the rules and guidelines applicable to each FOAP that you are using.
- Allocate and submit expense reports electronically in Emburse on/before 30 days of the transaction date (date of purchase).
- Review the cardholder's transactions and receipts to ensure they follow ProCard policies and procedures.
- Review to be sure all receipts are itemized with pricing for every transaction.
- Report any unusual cardholder spending or discrepancies to the ProCard Manager to investigate.
- Assist cardholder with correcting issues, then submit the expense report in Emburse.
- Notify the ProCard Office of any employment changes, including a leave of absence, department transfers and resignations/retirements.

## CARDHOLDER'S SUPERVISOR

The supervisor of record is kept in Banner HR and that information is fed to Emburse.

Supervisor responsibilities include the following:

- Approve the employee's ProCard Application.
- Maintain proficiency and knowledge of restricted ProCard purchases and policy.
- Verify that charges were allocated to the correct FOAP.
- Monitor usage and report any unusual cardholder spending or discrepancies to the ProCard Manager to investigate.

- Notify the ProCard Office of any employment changes, including a leave of absence, department transfers and resignations/retirements using the Account Maintenance Form
- Upon employee termination, collect documentation for any pending purchases, complete the Account Maintenance Form to close the account and shred the ProCard. Assign a delegate in Emburse to reconcile purchases made by cardholder that is leaving the University.

### PROCARD ADMINISTRATOR

A role assigned to a user that authorizes the user to perform 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.
- Audit for completeness and adequacy of receipts and documentation.
- Provide support and assistance and act as bank liaison for cardholders, delegates, and approvers.
- Cancel cards or suspend cards to enforce policy.
- Process new and replacement cards.
- Make the monthly payment to Bank of America.
- Maintain access privileges for Works.
- Provide ProCard training for the University.

## Policies & Procedures

### ACCOUNT MAINTENANCE

To make any changes to your ProCard Account, you will need to complete the Account Maintenance Form. Submit the completed form to procard@ecu.edu. All account maintenance requests must have cardholder and supervisor approval.

## ANIMALS

All living vertebrate animals must have Comparative Medicine approval prior to purchase. All rodent, rabbit, and other traditional laboratory animal purchases must be placed by Comparative Medicine. Live animal purchases are prohibited on the ProCard. For more information, please contact Comparative Medicine at dcm@ecu.edu or 252-744-2420.

## ANNUAL REVIEW

The ECU ProCard Office holds an Annual Verification form document for cardholders to ensure that cardholder information is on file correctly and that privileges are appropriate. The ECU ProCard Office will hold an Annual ProCard Training and Quiz to be completed each year in July by all cardholders. If not received by the ProCard Office, the card will be suspended until the form is received. Your cooperation is required to ensure accurate data, security, and appropriate oversight of the ProCard Program.

## ATTACHMENTS

Attachments include receipts, registration information, maps, fliers, invitations, emails, agendas, participation lists, Third Party Lodging Agreements, Extended Stay Travel/Combined Personal and Business Travel Forms, and any other backup information or supporting documentation. All attachments must be attached to each line item once the report is opened. 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. If personal identifying information is showing, please redact before attaching in Emburse.

## BEVERAGES

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 Pepsi 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, Pepsi is the official soft drink of East Carolina University so Pepsi products should be the only beverages purchased with the ProCard.

## 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

Some vendors have started a stricter address policy and will require the exact address that we have on file for you. If the general address does not work, please contact the ProCard Office for assistance.

Offices outside of Pitt County will use their street address as the billing address.

## BULK INVOICE PAYMENTS

Cardholders should follow best business practice and ask vendors to run each invoice as a separate transaction. This provides the necessary date for tracking purposes.

## CARD LIMITATIONS

| **SPENDING LEVELS** | ***Single Limit*** | ***Daily Limit*** | ***Monthly Limit*** |
|---|---|---|---|
| ECU-3 | $1,500 | $3,000 | $10,000 |
| ECU-4 | $2,500 | $5,000 | $15,000 |
| ECU-5 | $5,000 | $10,000 | $25,000 |

The ProCard Office has three primary spending levels for ProCards: ECU-3, ECU-4 & ECU-5. There are also three spending classes: P, E & T. P is for PORT only transactions, E is for any non-travel transactions and T is for all transactions including travel.

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 authority's policies. Some funds are more restrictive and may not allow certain purchases. State funds are very restrictive. Please refer to the Financial Planning and Analysis 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 SECURITY**

Always keep your ProCard in a secure place – treat it like cash. All ProCard related paperwork such as forms, statements and receipts 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.

Per PCI Security Standards, a credit card number should never be emailed. Email is NOT a secure method to send or receive credit card information. This is true whether you type the card information in the body of the email, or it is included in an attachment. Bank of America credit card statements are sent electronically to cardholder's email address. A vendor should never request that your credit card information be emailed to them.

The ProCard Office is provided with a report if a ProCard number is used in an email or emailed attachment. If the ProCard Office determines that the card information was being emailed, the cardholder will receive an emailed warning followed by a card suspension for future violations. If the ProCard Office determines that the emailed information leads to card sharing, this violation is an automatic one-week suspension.

Should your card be stolen by anyone, please contact the appropriate police department immediately. Afterwards, you will want to contact the ProCard Office so that your card can be suspended. Lost/stolen cards should be reported to Bank of America in 24 hours.

## 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. Major violations include, but are not limited to, delinquent Emburse expense reports, splitting transactions, card sharing and purchasing items listed on the Unallowable Expenses list. All non-compliant cardholders will be expected to retake the ProCard Training and Quiz.

**The ProCard Office violation policy is as follows**…

- **1st Occurrence** – ECU ProCard Violation Warning email sent to cardholder, cardholder supervisor and traveler (if different from cardholder) by ProCard Manager; completed email saved and added to Xtender. (12-month penalty clock starts).
- **2nd Occurrence** – ECU ProCard Violation Warning email sent to cardholder, cardholder supervisor, traveler (if different from cardholder) and cc: Disbursement Manager and Controller by ProCard Manager; completed email saved and added to Xtender; card suspension of seven (7) days. ProCard new cardholder training and quiz in Cornerstone must be taken before card will be reinstated.
- **3rd Occurrence** – ECU ProCard Violation Warning email sent to cardholder, cardholder supervisor, traveler (if different from cardholder) and Disbursements Manager, Controller, Internal Audit and POSO by ProCard Manager; completed email saved and added to Xtender; card suspension of one (1) month; possible revocation of card privileges, ProCard new cardholder training and quiz in Cornerstone must be taken before card will be reinstated.
- **4th Occurrence** - ECU ProCard Violation Warning email sent to cardholder, cardholder supervisor, traveler (if different from cardholder) and cc: Disbursement Manager, Controller, Internal Audit and POSO by ProCard Manager; Completed email saved and added to Xtender; card suspension of (1) month; possible revocation of card privileges, ProCard

new cardholder training and quiz in Cornerstone must be taken before card will be reinstated.

ECU ProCard Violation Warning emails are sent per Emburse report and are counted on a rolling twelve (12) month schedule.

**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; by reviewing the ECU Materials Management home page at or by calling the Materials Management Department at 328-6434 to speak with the appropriate purchasing agent.

**DELINQUENT EXPENSE REPORTS**

Expense reports must be fully approved in Emburse on/before thirty (30) days of the transaction date (the date the purchase was made), including all required approvals.

If the approved expense report is not received on/before thirty (30) days of the post date, the card may be suspended. The cardholder 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 an emailed explanation. (See Compliance page 11-12).

**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. 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 PROVIDED BY THE BANK**

All monthly ProCard activity is logged on to a monthly, electronic statement. ProCard holders can log into Works/Global Card Access (Global Card Access) to view their monthly statement. Each month the bank sends an email to

ProCard holders to notify them that their statement is ready to download. ProCard holders who wish to receive a paper copy of their statement can request a paper copy by contacting Bank of America. It is the responsibility of the ProCard holder or their delegate to review the statements for accuracy and fraudulent activity. Do not send electronic copies of your credit card statement via email.

## EMERGENCY PURCHASES

Emergency purchases are defined as situations that endanger life, property, or the continuation of vital programs. When these situations arise, please reach out to the ProCard Manager (252-328-1013 or procard@ecu.edu) with the below information. This information can be provided via phone or email, and each emergency will be handled on a case-by-case basis.

- Description of emergency need
- Amount
- Requested Supplier
- Explanation as to why no other supplier can provide the immediate remedy that is required to resolve this situation

Approval from the AVC of Administration and Finance must be received before purchase is made. The ProCard Manager will review emergency purchases to ensure they were justified, properly documented and approved.

## 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 policies. It is the purchaser's/department's responsibility to verify that funds are available to cover the purchase. All transactions are uploaded to Banner nightly, once the expense report is fully approved in Emburse.

## GIFTS/AWARDS

Awards/Gifts to Employees: Achievement and recognition awards may be purchased for employees. IRS regulations state that employees may accept gifts not to exceed $25 in value

The award may not be cash or cash equivalent (a gift certificate, gift card, or prepaid tickets). Any awards more than $25 must be reported to Financial Services Payroll Office to be included in the individual's Form W-2

Retirement Awards/Gifts: The IRS will allow employee achievement awards that recognize length of service. The award cannot be cash, or cash equivalent (a gift certificate, gift card, or prepaid tickets). The value of the gift can be up to $25 for every year of service, not to exceed $400

IRS guidelines for employee achievement awards that recognize length of service or safety records state that expenditures:

- Cannot be disguised as wages
- Must be awarded as part of a meaningful presentation
- Cannot be cash, cash equivalent (gift certificate, gift card, or prepaid tickets), vacation, meals, lodging, theatre or sports tickets, or securities

## GIFT CARDS PURCHASES

The purchase of gift cards/gift certificates, incentives, or prizes should have prior approval via a completed Authorization-for-Gift-Cards-Incentives-and-Prizes (PDF). The fully approved form must be submitted with the transaction documentation in Emburse.

## 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 EXPENSE REPORT

Expense reports are incomplete for any of the following reasons: missing invoices/receipts, missing prices or descriptions, no detailed Business Purpose, or receipt totals do not match transaction totals. (See compliance page 11-12).

## INTERNATIONAL TRANSACTION FEE

An international transaction fee is a fee from Bank of America when a transaction is processed with an international vendor. The international transaction fee is a legit charge, and it is approximately 3% of the purchase price. The fee should be coded to the same FOAP as the transaction. There will be no documentation for this type of transaction.

## LEAVE OF ABSENCE

The ProCard Office should be notified anytime a cardholder will be away from their role for an extended period. This protects the department and the university from potential fraud.

## MAKING A PURCHASE

Before making any purchase, the cardholder should determine if the item is available on State Term Contract and checking the Debarred Vendor list. 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 NC DOA Purchase & Contract. If the items are not on State Contract, check the state's debarred vendor list at 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 ECU Certificate of Exemption is located on the ECU Controller's webpage (look on the left side of page, about halfway down, in a purple box)."

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.

There some vendors that have a special tax-exempt number that will need to be given to the cashier in place of the tax-exempt number on the card –

- **Walmart is 1003978**
- **Lowe's is 05980002**
- **Office Depot is 39120714**
- **Target is 2527371141**
- **Best Buy is 2527371141**
- **Hobby Lobby – Please come to the ProCard Office to pick up a tax-exempt card for Hobby Lobby**

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.

**MISUSE OF STATE PROPERTY**

North Carolina General Statute 114-15.1 requires state employees who have information or evidence of misuse of state property, including the use of state property for personal gain, to report such information or evidence to their immediate supervisor and the ProCard Manager within three (3) days. The ProCard Office must then report the matter to Internal Audit who in turn must report the matter within ten (10) days to the director of the State Bureau of Investigation (SBI). The ECU ProCard is state property.

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.

**MULTI-YEAR PURCHASES**

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

Per ECU Spending Guidelines, pre-payments/multiple year memberships are not permitted on State funds.

## NAME CHANGE

The name on the ProCard should always match the cardholder's legal form of identification. If a cardholder's name changes for any reason, they should first update their information with POSO and then contact the ProCard Office. The ProCard Office will ask that the cardholder complete the Account Maintenance Form. A new card will be ordered from Bank of America, and the cardholder will be notified to select a pickup time via a Bookings link that will be emailed to them.

## OBTAINING A CARD

To obtain an ECU ProCard, a permanent employee must complete the ProCard Application. Review the two policies attached to the application and complete the required New Cardholder Training and Quiz which can be downloaded at New Cardholder Training & Quiz. If you have a delegate/reconciler for your purchases, they will need to take the training as well. 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 for distribution.

## 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, Venmo, 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 EXPENSE**

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. Any **"intentional"** violation on the ProCard would have the ProCard suspended immediately, and Internal Audit will be notified. 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 (see Compliance page 12 for ProCard Violation Policy).

If a personal expense inadvertently occurs, the personal transaction should be assigned in Emburse as follows:

1. Apply Personal ProCard Transaction to the expense report
2. Select the expense type (supplies, services, etc.)
3. Business Purpose – accidental personal expense
4. Description – notate responsible party's name and Banner ID (if different from expense owner)
5. Use FUND/ORGN/PROG to 140299-230606-0000
6. Add Attachments (if available, not required for personal expense)
7. Click Save

Once the ProCard Office sees the transaction in the ProCard FOAP (140299-230606-12451-0000), the expense owner and their supervisor will receive an email with the link to the ProCard U-Store for payment. If payment is not received on due date, the ProCard will be suspended. If no response is received, appropriate Accounts Receivable action may be taken. ProCard reimbursements should not be collected in the department. ProCard personal expenses will not reflect in the departmental budget. The personal ProCard transaction will be tracked as a receivable in FOAP 140299-230606-12451-0000.

## 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 expense report. 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 Mailbox, 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

Individual 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 vegetables) 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 attach a fund-approved detailed business purpose with your itemized invoice/receipt, 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 Pepsi. This includes all juices, energy drinks, sodas, as well as all bottled water.

## 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.

Emburse - cardholders are required to review, validate, and allocate purchases on/before thirty (30) days of the transaction date (the date the purchase is made). All Emburse reports must be fully approved – including all necessary approver actions and any returned reports – on/before 30 days of the transaction date. This timeline is required to maintain compliance with the UNC Policy Manual, effective February 2025. Failure to meet this deadline may result in non-compliance and could impact processing and audit readiness. A quick guide with instructions on a ProCard expense report can be found at Expense-ProCard quick guide.

Lines of credit will be automatically restored on the 16th of each month.

## RECORDS RETENTION NOTICE

Expense reports and receipts that are approved in Emburse will be held for a period of three (3) years in Xtender. Cardholders are responsible for retaining copies of documentation within their department. Internal Auditors recommend being the current fiscal year plus one completed fiscal year. 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 shred their old card in their department.

## 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.

## SINGLE TRANSACTION EXCEPTION

Cardholders can request an exception to the unallowable purchase list by submitting a Single Transaction Exception Form.

When submitting this form, it is required that you provide as much detail as possible, the exact amount of the transaction and a copy of the invoice/quote. **"If this is a software purchase, the approved ProCard Technology Form must be attached to the Single Transaction Form for approval."** Exceptions will be reviewed by ECU Disbursements Management and the State of North Carolina Department of Administration before approval is granted.

A copy of the completed ProCard Single Transaction Exception form must be included with the transaction documentation that is attached in Emburse.

## 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 to see if the ProCard Single Transaction Exception form can be used.

## SUSPENSION OR CANCELLED PROCARDS

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

- Fraud or personal use
- Splitting orders to avoid dollar limitations
- Unallowable charges (room service charges)
- Late processing – ProCard – 30 days from transaction date
- Noncompliance with State contracts and/or Purchasing policies and procedures
- Incomplete expense reports

- Unauthorized expenses or use of card
- Travel violation
- 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.

**TECHNOLOGY REQUEST FORM**

The ECU ProCard Technology Request form must be completed and approved in PORT **prior** to the purchase of any software, non-standard computers (non-CPI), hardware, datasets, Internet of Things (IoT), and services for your department regardless of cost. Please use the ProCard form to request to purchase technology within your ProCard transaction limit. 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 can be found on the PORT home page. An Answer Guide to the Technology Request Form (PDF) can be found on the PORT home page as well.

A copy of the completed requisition must be included with the transaction documentation that is attached in Emburse and attached to the Single Transaction form if the purchase is over $5000.00.

**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 and shredded before the employee leaves. In order to cancel the ProCard, please complete the ProCard Account Maintenance form.

**TRAINING**

All new and existing cardholders, as well as their reconcilers/delegates, are required to complete the most current training. The ProCard Office requires two trainings, ECU ProCard Training/Banner Finance Training for New Users and the Annual ProCard Training and Quiz. Banner Finance Training for New Users is offered online through Cornerstone and employees can self-register at ECU Banner Finance Training for New Users. All existing cardholders must complete the Annual ProCard training and the Annual ProCard Quiz. The ECU ProCard Training and Quiz documents can be downloaded at ProCard Annual Training & Quiz. Once the employee has completed the training in Cornerstone, our office will issue the ProCard to the employee.

## TRANSFER TO ANOTHER DEPARTMENT

If the cardholder transfers to another department, the cardholder must notify the ProCard Office. If a cardholder needs the card after transferring departments, the cardholder must complete the Account Maintenance Form to update their account information. The card will remain suspended until the cardholder submits the completed Account Maintenance Form and successfully completes the Annual ProCard training and quiz. It is the cardholder's and approver's responsibility to inform the ProCard Office when a cardholder has changed departments.

## TRAVEL RELATED EXPENSES

Please see the ECU Travel Procedures Manual for the complete travel policy. 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 the expense report that it was paid via ProCard. A travel 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.

A cardholder may book travel expenses for another traveler, if needed, but may not give their card to the traveler to use. If a cardholder reserve 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. When booking travel expenses for a different traveler, you will need to submit a Emburse Team Dynamix ticket to have the transaction moved to the traveler's e-Wallet.

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 expense report that reflects the lodging charge. The form, as well as details can be found here:
3rd Party Lodging Pre-Approval for Reimbursement (PDF).

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 documentation should include the following: receipt (itemized and showing dates), 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. 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 Combined-Business-and-Personal-Travel-Memo (PDF). 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 expense report. 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, located in People Operations Success and Opportunity. 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 Approvers are responsible for making sure transportation is coded to the correct object code during the allocation 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.

**RENTAL VEHICLES**

Rental Reservations may be made utilizing the North Carolina Department of Administration's State Term Contract 975B, please go to: Enterprise Rentals; or contact by e-mail: Parking and Traffic PARKING@ecu.edu; or by phone: 328-6294. They have an instructional PowerPoint available on the new rental car process.

Rental vehicles are allowed in some situations and do require pre-travel approval within ECU's Travel System. Information about rental vehicles can be found at Enterprise Rentals and in the ECU Travel Manual (PDF). Information about fuel for rental vehicles can be found at Enterprise Rentals and in the ECU Travel Manual (PDF). The direct link for Enterprise is Welcome State of North Carolina Travelers**.** When purchasing fuel, the cardholder should include the approved travel request and the rental car reservation confirmation with their expense report documentation.

**TRAVEL VIOLATIONS**

ProCard holders, approvers 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 expense reports are due to the ProCard Office. 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 an emailed notification of the violation with a copy sent to their supervisor. 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 ProCard should not be saved with any vendor. 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** before purchasing any items. The NC Debarred Vendor list can be found at NC Debarred Vendors.

**VENDOR AUTOPAY**

It is recommended that cardholders not set up automatic payments with vendors. Each cardholder should review any purchase and/or invoice prior to the transaction to ensure that it is a valid University expense and an appropriate charge for the department.

**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.

## VENDOR SURCHARGE

Vendors can legally charge a transaction fee on credit card purchases. The credit card surcharge is determined by the merchant and cannot exceed 4% of the transaction amount. The vendor must inform you at the time of sale that there will be a surcharge and the amount of the fee. The charge should be shown on your receipt as well.

## ALLOWABLE EXPENSES

- ✓ State contract items purchased through state contract vendors.
- ✓ Office, lab supplies and equipment, accessories, peripherals (contract vendors)
- ✓ Memberships and organization dues*
- ✓ Professional Licenses
- ✓ Subscriptions – To a business address / Annual Only / includes software subscription*
- ✓ Conference registrations (all ECU Travel policies apply) *
- ✓ Publications, reprints, books, educational DVDs*
- ✓ Interlibrary Loans
- ✓ Accreditation fees
- ✓ Postage and stamps / Express shipping & freight (small quantities)
- ✓ Advertising
- ✓ Certifications and examination fees*
- ✓ Travel expenses including air/bus/train fare, shuttles/taxis, rental vehicles, parking.
- ✓ Catering/Group meals, which have a legit fund-approved business purpose.
- ✓ Student group functions including travel, events, and group meals
- ✓ Maintenance contract / agreement payments with initial contract approval by Materials Management on file

* Required to be paid on ProCard

**ALLOWABLE EXPENSES (WITH PRIOR APPROVAL ATTACHED)**

- Gift cards, incentives, or prize purchases – complete Authorization for the Purchase of Gift Cards/Gift Certificates, Incentives and Prizes from Materials Management.
- Gifts (including flowers, cards, holiday items, etc.) – require written approval from the funding source.
- Items requiring the signing or click-to-agree of a vendor agreement or terms and conditions to complete the purchase – require approval/documentation from Materials Management and/or ITCS.
- Promotional items – require funding source approval and ECU logo review approval.
- Technology - software, non-standard computers (non-CPI), hardware, hardware only, datasets, Internet of Things (IoT), and Services – complete ProCard Technology Request form in PORT.
- Cellular services or devices – complete ProCard Technology Request form in PORT.

**UNALLOWABLE EXPENSES**

- × purchases for personal use
- × transactions that exceed or circumvent spending limits.
- × animals
- × weapons or ammunition
- × purchases from pawn shops
- × controlled substances (Drugs, Alcohol, Fireworks)
- × payments to individuals, consultants, or employees
- × trip protection/insurance, seat charges/upgrades, early check-in
- × tours, additional functions, events, banquets, etc. without documented fund-approved business purpose
- × personal per diem meals (i.e., meals while in travel status)
- × entertainment
- × cash advances.

- × donations / contributions
- × computers, laptops, or tablets (Due to CPI, must be purchased through PORT)
- × tuition payments
- × traffic violation or parking fine payments
- × payments that involve making changes to facilities
- × beverages other than Pepsi products in small quantities. (Pepsi has the exclusive rights on campus.)
- × drone services / payments
- × fuel for personal vehicle
- × legal fees/services
- × personal/unapproved/unofficial purchases
- × commitments for greater than one fiscal year
- × Insurance
- × Items from a Debarred Vendor