



## PURCHASING CARD PROGRAM: PROCEDURES GUIDE

THE PURCHASING CARD PROGRAM OPERATES AS AN ADDENDUM TO THE [PROCUREMENT POLICY](#). THE PROCEDURES GUIDE WAS LAST UPDATED FEB. 2019.

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If you erroneously use your p-card for a personal purchase, contact the Visa Site Coordinator for direction on how to reimburse their default budget code. As p-cards are paid by the University, **cardholders should never make a payment to their p-cards directly.**

### **RESEARCH GRANTS AND CONTRACTS**

For staff reporting to the grantee, the statement is to be approved by the grantee or principal investigator.

For the grantee or principal investigator, the statement is to be independently reviewed and approved by the department chair, director, or dean (in the case of Business Administration, Forestry, and Education).

### **GETTING A PURCHASING CARD**

If you need a card, contact the 9LVD Site Coordinator in the Office of Financial Services, or obtain an [application](#) from the forms database on the Lakehead University web page.

### **AUTHORIZATIONS**

Your supervisor reviews your card application and authorizes the need for a card and the appropriate credit limits.

### **ACKNOWLEDGEMENTS**

By signing the Card Acknowledgement Form (10), you are acknowledging your understanding of the terms.

### **RECEIPT OF THE CARD**

You should receive your card within approximately 7-10 business days. The Visa Site Coordinator will advise you on the use of your card and on using the Access Online website (instructions on page 11).

### **CARD ACTIVATION**

Sign the back of your card immediately and keep it in a secure place. Before using your card for the first time, activate it by calling the 800 number indicated on the card sticker.

## **3. TYPES OF PURCHASES**

Use your P-Card to purchase and pay for most low-dollar value goods and services.

## **RESTRICTED PURCHASES**

The card is not to be used for:

- Cash advances
- Purchases greater than \$5,000.00
- Hazardous chemicals or materials
- Contributions to political fundraisers
- Laboratory or research animals
- Leasing or rental equipment in excess of 60 days
- Maintenance contracts/long-term agreements
- Personal use
- Membership dues that can be used for personal use (for example: Amazon Prime, iTunes, Paypal, Spotify, Netflix)
- Radioactive materials
- Salaries, wages, or consulting
- Vehicle rentals or leasing (use Corporate Travel Card)

## **BLOCKED MERCHANTS**

US Bank applies a standard template to all of their cards, which includes blocking “High Risk” merchants. This category block is in place to prevent money laundering. “High Risk” merchant categories include Pawn Shops, Antique Shops, Casinos, and Jewelry/Watches/Clock shops. US Bank has no ability to change how a merchant is categorized.

If you need to make a purchase at a vendor that is categorized as “High Risk,” please contact the Visa Site Coordinator, who can assist with potentially lifting the block.

## **GIFT/GIFT CARD PURCHASES**

Any gift purchases, include gift cards, must include documentation indicating the purpose of the gift (event details, including poster or communication bulletin if applicable) and each recipient. Recipients should sign when picking up the gift as documentation that the gift was distributed; the signature should then be attached to the reconciled p-card statement. See *Near Cash (Gift Card) Payments Procedures*, in the [Cash Handling Policy](#).

## **CARD LIMITS**

The card is to be used only for transactions that in total are \$5,000.00 or less (excluding all taxes). A transaction cannot be split into two (2) or more transactions to bypass the single transaction dollar limit. The regular purchasing process is to be followed for orders that exceed the \$5,000.00 value.

Do NOT exceed the maximum purchase credit limits established by your card. If your monthly limit needs to be reviewed, contact the Visa Site Coordinator.

## **TYPES OF CARD**

In order to better control the types of expenditure that are charged to the Purchasing Card, three types of cards exist whereby different types of vendors are blocked on each card:

### **Type 1: Standard Card**

All airlines, car rentals, hotels, restaurants, travel agencies/services, other travel, including cruise lines, Manual/ATM Cash/Courtesy Cheques and Miscellaneous Financial Services are blocked from use by these cardholders. *The Corporate Travel Card must be used for travel and hospitality related expenditures.*

### **Type 2: Administrative Assistant Card**

All car rentals, Manual/ATM Cash/Courtesy Cheques and Miscellaneous Financial Services are blocked from use by these cardholders. Administrative Assistants need to arrange travel for Visiting Lecturers and recruitment purposes (incoming travel). This type of card can be used to book such travel and will be issued to Administrative Assistants for these purposes only. When submitting the reconciled statement, details of the travel (reason/event, etc.) should be included. *The Corporate Travel Card must be used for travel and hospitality related expenditures.*

### **Type 3: Research Field Work Card**

All airlines, car rentals, travel agencies/services, other travel including cruise line, Manual/ATM Cash/Courtesy Cheques and Miscellaneous Financial Services are blocked from use by these cardholders. This gives the Researcher working in the field for periods greater than one month the ability to charge living-type expenses to the card and have them paid by LU during the time they are in the field and may not be in a position to pay the corporate card. The Manager of Accounting Research is responsible for advising who receives this type of card. *The Corporate Card must be used for all other travel and hospitality related expenditures.*

## **U.S. OR INTERNATIONAL PURCHASES**

The card may be used for U.S. or international purchases up to \$5,000.00 equivalent Canadian Dollars (CAD) providing the cardholder arranges to clear the shipment through Customs. If the cardholder does not wish to clear items through Customs, then the current procedure should be followed where the requisition is prepared and forwarded to Purchasing, who will place the order and arrange to clear the shipment.

## **GOVERNMENT REGULATIONS**

Government regulations require that all electrical equipment purchased outside of Canada must be CSA (Canadian Standards Association) and/or ESA (Electrical Safety Authority) approved and marked accordingly. Some acceptable markings are ULC and CUL.

## **4. P-CARD PURCHASES**

You can use your P-Card to make purchases in person, by phone, online, mail, or fax.

### **SUPPLIER INSTRUCTIONS**

Contact the supplier directly and arrange for purchase and delivery to required location.

### **INSTRUCT THE SUPPLIER**

On how to ship the goods and to send a receipt or packing slip directly to you and NOT to Accounts Payable.

### **RETURNING GOODS**

You are responsible for the return of goods and for obtaining a credit against your card number. Do NOT accept a cash refund.

### **DECLINED TRANSACTION**

If a transaction is declined, you should contact the US Bank Commercial Card Center at 1-800-588-8065 to determine the reason.

## **5. TAXES**

Items purchased with your P-Card anywhere in Canada would normally include applicable sales tax. The amount of sales tax shown on your statement is calculated by the software based on the total price and province of vendor.

## **6. STATEMENT RECONCILIATION AND PAYMENT**

The cycle cut-off date is the 27<sup>th</sup> of each month (issue date). Finance will pay the pcard bill automatically. **Cardholders should never make a payment to their pcard.** If you have made a personal charge in error, call the Visa Site Coordinator (x 8243).

Cardholders will now send reconciled statements electronically to the Visa Site Coordinator at [pcard.statements@lakeheadu.ca](mailto:pcard.statements@lakeheadu.ca)

Cardholders (or delegates) will have access to their transactions through the US Bank Access Online portal. Cardholders must create a login for the Access Online portal; instructions can be found on [page 12](#).

As soon as a transaction becomes available (transactions will post about 1-2 days after a transaction is made), a cardholder can complete any necessary budget code allocations through the portal. If no allocations are necessary, transactions will be allocated to the default budget code associated with the card.

Once the statement cycle closes, and all necessary allocations are complete, cardholders must print (or print to PDF) their "Account Activity" transaction list, which will show the same details as the old hard copy statements, as well as the budget code to which the transaction will be uploaded. Do not use the monthly e-statement for reconciliation. **The transaction list should only be saved or printed AFTER the statement cycle has closed; the end-cycle date should not read "open." This will ensure all transactions are captured.**

The transaction activity list, along with itemized invoices or receipts – preferably saved as one PDF file – must then be emailed to your direct supervisor or necessary budget approver, cc'ing [pcard.statements@lakeheadu.ca](mailto:pcard.statements@lakeheadu.ca). If allocating to a different department, ensure that the correct budget approver is cc'd so that they may reply with approval (see signing authority or research signing authority list if unsure who should approve).

**Please subject your emails: Cardholder's name – Month Year. E.G. Jane Doe – February 2019**

If a delegate is processing the allocation and initiating the email chain, cardholders must either be cc'd in the email and reply their acknowledgement of the charges OR can sign the hard copy transaction list before it is emailed with receipts.

The Visa Site Coordinator will complete the final review, ensuring all budget codes and object codes are legitimate, and that all transactions have a corresponding itemized invoice or receipt. **An itemized receipt/invoice shows the following details:**

- **Business Name**
- **Date**
- **Item(s) Purchased (provide expanded descriptions if the receipt only details product numbers or short forms)**
- **Price of Each Item**
- **Taxes/Shipping (if applicable)**
- **Total Amount of Bill**

**Transaction receipts that confirm payments are not enough documentation on their own for reconciliation.**



Cardholders will have 10 calendar days to complete allocations and submit their electronic reconciled statements with approvals to Finance (around the 6<sup>th</sup> to 8<sup>th</sup> of the following month). An email reminding cardholders to complete their submission will be sent at the start of the submission period; if needed, subsequent reminders will be sent the day before and, if needed, the day that the statements are due.

If you miss this cut off, you will receive a first warning. If missed again, your card will be suspended until the reconciled statements are received. If you cannot adhere to the electronic system, your card may be closed.

If you are on vacation during the allocation period, you should complete the allocations and submit the transaction list electronically for approval before your vacation starts, since you always have access to US Bank Access Online.

If you are on a sudden leave, we can set up a delegate within your department to complete the reallocation and reconciliation of receipts and approval(s). Supervisors should contact Finance to set up a delegation.

## **STATEMENT RECONCILIATION**

As part of the statement reconciliation process, you are responsible for verifying the completeness and accuracy of the statement as follows:

- Verify that all transactions listed on the statement are valid;
- Allocate any account codes as necessary;
- Save the Transaction Activity page, along with electronic copies of all supporting documentation and receipts for each transaction;
  - Documentation must be itemized. Itemized documentation includes the following: Business Name, Date, Item(s) Purchased (provide expanded descriptions if the receipt only details product numbers or short forms), Price of Each Item, Taxes/Shipping (if applicable), and Total Amount of Bill.
- Finally, email the statement (transaction list and documentation) to your immediate budgetary supervisor and other applicable budget office, for electronic approval, cc'ing the P-Card Site Coordinator at [pcard.statements@lakeheadu.ca](mailto:pcard.statements@lakeheadu.ca).

## **SUPERVISORY APPROVAL**

As part of the statement reconciliation process, your immediate supervisor is responsible to sign your monthly Purchasing Card statement acknowledging the review and approval of all your expenditures during the past billing cycle. If requesting a budget adjustment to a code for which your supervisor does not have signing authority, you must also have a signing officer of said code sign your statement for approval. The supervisory approval of expenditures is a primary control, essential to the success of the Purchasing Card program. *Under no circumstances may an employee approve his/her own statement.*

## **7. DISPUTE PROCESS**

In the event that an item on the activity statement does not agree with your records and/or receipts, contact the supplier immediately to resolve the difference. If a credit is required, and the supplier agrees to credit your account, make note that the credit is still pending resolution.

If the supplier does NOT agree that an error has been made:

- notify US Bank Visa Customer Service immediately at 1-800-588-8065,
- confirm the notification by fax, and
- advise the Visa Site Coordinator.

The amount of the next invoice will be reduced by the amount of the disputed item until the question is resolved. Disputed charges must be identified in writing to the bank within 60 days of the statement date. Disputes will then be resolved by the bank within 90 days.

## **8. CARDHOLDER TRANSFERS, TERMINATIONS, AND CANCELLATIONS**

### **TRANSFERS**

If you are transferred to another department, please contact the Visa Site Coordinator.

### **TERMINATIONS AND CANCELLATIONS**

If you terminate, retire, or wish to cancel your card, send your card to your immediate supervisor. Your supervisor is responsible to collect your card, cut it in half, and send it to the Purchasing Card Administrator.

### **LEAVE OF ABSENCE**

If you are taking a leave of absence, send your card to your immediate supervisor. Your Purchasing Card Administrator will decide whether to cancel or deactivate your card.

## **9. LOST OR STOLEN CARDS**

If your card is lost or has been stolen, or if you suspect it is lost or stolen:

- notify US Bank Visa Emergency Card Replacement immediately at 1-800-588-8067, and
- advise the Visa Site Coordinator.

Upon receipt of your call, further use of your card will be blocked. Prompt action in these circumstances can reduce the University's liability for fraudulent charges. A replacement card will be issued directly to you as soon as possible

## **LIABILITY**

The University is liable for all debt up to a maximum of \$50.00 resulting from the loss or theft of your card before the time you contact the bank. The University is NOT liable for any debt resulting from the loss or theft of your card after the time you contact the bank.

## **10. KEY CONTACTS**

### **US BANK VISA COMMERCIAL CARD CENTRE:**

Lost/Stolen Reporting

**1-800-588-8067**

Emergency service is provided 24 hours a day, 365 days a year as follows:

- to report lost or stolen cards
- to arrange for an emergency card replacement

Customer Service

**1-800-588-8065**

Normal hours of service are 8:00am to 8:00pm EST for the following:

- resolving problems on any purchasing (including dispute process)
- answering questions about account balances
- activating new cards

### **LAKEHEAD UNIVERSITY:**

Purchasing Card Administrator

Associate Vice-President, Financial Services

**807-343-8010 ext. 8526**

Purchasing Card Site Coordinator

Administrative Assistant & Visa Site Coordinator, Financial Services

**807-343-8243**

## **11. PURCHASING CARD ACKNOWLEDGEMENT FORM**

Attached, [page 12](#)

## **12. INSTRUCTIONS TO REGISTER WITH US BANK FOR ONLINE ACCESS**

Attached, [page 13](#)



## VISA PURCHASING CARD ACKNOWLEDGEMENT FORM:

### PARTICIPATING EMPLOYEE ACKNOWLEDGMENT OF RESPONSIBILITIES

Lakehead University is pleased to present you with a Purchasing Card (P-Card). It demonstrates Lakehead University's trust in you to make certain purchases on its behalf, and with this trust comes the responsibility to use the card in a responsible fashion.

I, the undersigned, hereby acknowledge receipt of a Lakehead University Purchasing Card issued by US Bank Canada. I acknowledge that this P-Card has been issued to me to make purchases for Lakehead University business only in accordance with the guidelines set out in the most recent Procurement Policy and Purchasing Card Procedures Guide governing P-Card use. I understand that all charges will be paid directly by Lakehead University.

I acknowledge receipt of the Purchasing Card Procedures Guide, and I agree to accept responsibility for the protection and proper use of the P-Card in accordance with its terms and conditions. I understand that improper or fraudulent use of the P-Card may result in established disciplinary action. **Cards are assigned to the cardholder and are not to be loaned to others.**

Furthermore, I understand that this P-Card remains the property of US Bank Canada, assigned to me on behalf of Lakehead University. I understand that I will return the card to the Office of Financial Services at the end of my employment with Lakehead University, whether for retirement, voluntary separation, resignation or dismissal, or at the request of the Purchasing Card Administrator.

\_\_\_\_\_  
Employee Name (print)

\_\_\_\_\_  
Employee Name (sign)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Card Program Site Coordinator Signature  
Ms. Dianne Cataldo, Administrative Assistant and Visa Site Coordinator,  
Financial Services

**Employee Initials**

Per Purchase Limit is **\$5,000** (CAD before tax) \_\_\_\_\_

Total Monthly Credit Limit of Card is **\$5,000** (CAD before tax) \_\_\_\_\_



## US BANK ACCESS ONLINE INSTRUCTIONS

**To: Lakehead University US Bank Visa Cardholder**

**From: Visa Site Coordinator, Financial Services**

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Dear Cardholder:

Lakehead University, in partnership with U.S. Bank™ Canada, is excited to announce the deployment of Access Online throughout our company. U.S. Bank Access® Online is a new, exclusive web-based electronic program management tool that provides our company's cardholders with quick access to their complete account information enabling individuals to view their account activity and billing statements online.

In order to begin utilizing Access Online, you first need to be registered. Access Online provides a self-registration tool that empowers you to create your own User ID and Password and it is easy to use. Just like the rest of the Access Online features, self-registration has been designed to be intuitive; however, to ensure a positive experience, here are a few helpful hints:

- Go to: [US Bank Access Online Portal](#) and click on the “**Register Online**” link (found beneath the “**Forgot your password**” link on the main sign in page).
- On the **Add Account** input screen, when asked to enter your **organization short name**, please use LAKEHU, your **complete Visa Card account number** and the **card's expiration date**.
- When establishing your profile, you must click “**Additional Account**” to enter more than one card. **DO NOT click “Register This Account”** until you are finished entering all cards you wish to register! If you need to register another card after completing online registration, you must contact the Visa Site Coordinator at 343-8243 or [creditcard@lakeheadu.ca](mailto:creditcard@lakeheadu.ca) for assistance.
- **User ID's** must be 7 to 12 characters in length and can be alpha and/or numeric. User ID's must also be unique; try to think of a distinctive ID (i.e., if your name is John F Smith try the User ID jofsmith3). **Passwords** follow the guidelines US Bank sets. Password phrases are encouraged.
- **Authentication** is used to authenticate your account if you forget your User ID or Password.
- In the **Contact Information** section, enter your current business contact information including the postal code.

Congratulations, you are now registered to use Access Online. To maximize your online experience, I encourage you to check out the system's web-based training materials prior to utilizing Access Online. This highly intuitive web-based training experience will help you get the most out of this new tool.

**IMPORTANT – PLEASE NOTE:** When entering information in self-registration, if any of the entered information is not valid, the system returns an error message; you only have three attempts to correct the information. If all three attempts fail, the account with incorrect information will be locked out from self-registration. You will need to contact U.S. Bank Customer Service at (800) 588-8065 to unlock and reset your account

If you have any questions, please contact the U.S. Bank Customer Service at (800) 588-8065 or the Visa Site Coordinator at (807) 343-8243 or at [creditcard@lakeheadu.ca](mailto:creditcard@lakeheadu.ca)