



Marietta College™

---

# *Commercial Card Manual*



# ***Quick Reference of Resources***

## **Report a Lost or Stolen Card**

Available 24 hours a day, 7 days a week. Have your card number and social security number ready when calling:

***JP Morgan Chase 1-800-316-6056***

Also report the loss to one of the Marietta College Commercial Card Administrators listed below and your supervisor/departmental chair.

## **Customer Service**

The JP Morgan Chase's Customer Service number is 1-800-316-6056.

Automated Voice Response Unit (VRU) for account balances, recent transaction activity, and payment information.

## **Commercial Card Administrators**

Lisa Amrine, Accounts Payable Clerk (740) 376-4714 Lisa.Amrine@marietta.edu

## **Additional Resources**

Visit the Marietta College Home Page ([www.marietta.edu/employees](http://www.marietta.edu/employees)) for copies of this procedure manual and forms.

## **Transaction Approval**

An email will be sent to cardholders around the 24<sup>th</sup> of each month providing notification of final approval dates. Cardholders are required to access their accounts at <https://sdol.jpmorganchase.com> by the date given, approve their expenses, and provide itemized receipts to the business office by the 7<sup>th</sup> of the following month.

# ***Table of Contents***

- I. Program Overview
  - A. How to Obtain a Commercial Card
  - B. Cardholder Agreement
  - C. Eligibility & Application
  - D. Training in Use of Commercial Card
  - E. General Use
  - F. Expiration and Reissue of Cards
  - G. Changing Information or Canceling Cards
  - H. Forms & Manuals
  - I. Allocation of Charges
  - J. Documentation Requirements
  - K. Accounting Procedures
  - L. Approvals
  - M. Audits
  
- II. Cardholder Responsibilities
  - A. Everyday Use
    - 1. Rules and Procedures
    - 2. Preventing Fraud
    - 3. Restricted Use
      - a. Alcohol for Consumption
      - b. Controlled Substances
      - c. Routine/Normal Purchases
      - d. Capital Equipment
      - e. Maintenance/Service Agreements
      - f. Computers, Computer Related Equipment & Software
      - g. Telecommunications Equipment
      - h. Personal Items
      - i. Cash Advances
      - j. Meals or Snacks
      - k. Tokens of Appreciation
      - l. Contract Services
    - 4. Violations of Agreement
      - a. Misuse/Abuse of the Card
      - b. Fraudulent Use of the Card
    - 5. Sales Tax
    - 6. Resolving Errors/Problems with Card Use
      - a. Disputed items
      - b. Lost/stolen/Fraudulent use Cards
      - c. Damaged Cards
    - 7. Employee Separation
  
- III. Supervisor/Departmental Chair Responsibilities
  - A. Card Approval
  - B. Oversee Appropriate Use of Card
  
- IV. Commercial Card Tips
  - A. Personal Charges
  - B. Sales Tax
  
- V. Frequently Asked Questions

The JP Morgan Chase Commercial Card Program is offered to employees as a more efficient cost-effective method of purchasing and paying for small dollar transactions and as a means of making travel arrangements more convenient to the employee and the institution. Its intent is to replace small dollar amount purchase orders, petty cash and personal funds reimbursed to the employee. It also reduces the time between identifying a need and delivery of the need. Under this program, the cardholder has direct contact with the supplier in placing orders based on the transaction dollar limits agreed to by their Supervisor/Department Chair and the Commercial Card Administrator.

Commercial credit card use is encouraged in lieu of purchase orders for transactions valued at less than \$500. Those employees that obtain a commercial card are expected to utilize it for allowable purchases if the merchant accepts credit cards and in lieu of requesting reimbursement for purchases made on personal credit cards or other methods of payment.

***The Commercial Card must be used for business purposes only, and all purchases must comply with all Marietta College policies and procedures. The card belongs to Marietta College. Marietta College shall be responsible for all charges, fees, and interest incurred from the proper use of the card.***

## **I. Program Overview**

**A. How to Obtain a Commercial Card:** A Commercial Card Cardholder Account Form can be obtained from the Marietta College website. For application purposes, select "New". Complete the applicant's information: Cardholder Name (as it appears on your Social Security Card); Name Line 2 (Department Name – will appear on the second line of the card); Address (all statements are mailed to Marietta College at 215 Fifth Street); Social Security Number (used to identify you and protect you from fraud); Date of Birth; Mother's Maiden Name or Password; and Work Phone Number. Your supervisor/department chair must complete the sections for spending limits. Include supervisor/departmental chair approval. The Controller and/or Vice President for Administration and Finance will have final approval authority over all Commercial Cards and the spending limits.

**B. Commercial Cardholder Agreement:** This agreement indicates that staff understands the intent of the program and agrees to adhere to the established guidelines. The card will be released by the Commercial Card Administrator only after the cardholder has completed Commercial Card training.

- C. Eligibility & Application:** When a valid business purpose is demonstrated Marietta College full-time employees may be eligible for a Commercial Card with supervisor/department chair approval. Student employees are not eligible with the exception of student organization groups. Student organization groups must have written approval/authorization from the Dean of Students and must adhere to Marietta College's policies and procedures.
- D. Training in Use of Commercial Card:** It is mandatory that each cardholder and their supervisor/department chair attend a training session. The training session's intent is to instruct cardholders and their supervisor/department chair in policy and procedures, expectations, code of conduct and audit/reconciling procedures.
- E. General Use:** The Commercial Card is the preferred method for high-volume, low dollar purchases and travel expenses. The Commercial Card may be used to purchase any item that falls within the guidelines provided by Marietta College's policy. The purchase must be within the cardholder's assigned dollar limit. There are some purchases that are deemed inappropriate use and there are some exceptions and restrictions to Commercial Card use (See section on restricted use).
- Splitting one purchase into two or more transactions in an effort to avoid single purchase credit limits will be considered a Violation of Agreement (see Section 4).**
- F. Expiration and Reissue of Cards:** The expiration date is determined by the date your card was initially issued. JP Morgan Chase automatically sends replacement cards. Your new card should arrive 2-4 weeks prior to its expiration date, which is on the last day of the month embossed on the front of the Card. All new cards are sent to the Commercial Card Administrator in the Business Office for distribution. Once you receive your new card it needs to be activated.
- G. Changing Information or Canceling a Card:** To apply for changes or to cancel your card, please contact Lisa Amrine via email at [Lisa.Amrine@marietta.edu](mailto:Lisa.Amrine@marietta.edu).
- H. Forms & Manuals:** The Commercial Card Manual and all forms associated with the program are available at the Marietta College website.
- I. Allocation of Charges:** Charges are automatically charged to the Default Account Number unless the account number is changed during the on-line approval process. Charges may be split between accounts when approving these Commercial Card transactions. Currently, charges may be split between ten or less accounts by amount or by percentage.

Requests to change incorrectly expensed charges must be made to the business office by the 20<sup>th</sup> of the following month. These types of requests should only occur due to exigent circumstances.

**J. Documentation Requirements:** Cardholders must always obtain an **itemized** receipt for each transaction. The credit card approval slip is not adequate documentation. Receipts must be submitted along with the monthly cardholder statement in the Commercial Card envelope. (See section on accounting procedures).

If proper documentation has not been obtained, it is the cardholder's responsibility to remedy the situation. The cardholder will be required to contact the vendor to request a copy of the itemized receipt. If the purchase is unable to be substantiated, it is the cardholder's responsibility to reimburse the institution.

**K. Accounting Procedures:** A monthly statement will be mailed to each cardholder with activity by the 26<sup>th</sup> day of each month. The following items are critical for each month:

- Transactions should be approved throughout the month. Statements are issued from the 21<sup>st</sup> day of the previous month through the 20<sup>th</sup> day of each month. The on-line approval process can be finalized starting on the 21<sup>st</sup> day of each month. ***You do not have to wait for the statement before approving transactions on-line.*** All transactions must be approved on-line by the 28<sup>th</sup> day of each month.
- Statements are typically received on approximately the 26<sup>th</sup> of each month.
- Once the statement is received, all itemized receipts and the statement must be enclosed in the Commercial Card envelope and submitted to the Business Office. This envelope should be submitted by the 7<sup>th</sup> day of the following month. Please provide your name, statement date, your department, cardholder signature and date. These envelopes are reviewed and filed according to employee and month.
- If a receipt is missing, the cardholder must complete the **Missing Receipt Form** and include it with the statement and itemized receipts. Warning: Repeated use of the Missing Receipt form as substitute documentation could result in a loss of card privileges.
- All Commercial Card documents are subject to audit by the Business Office and Auditors.
- Failure to report or document any purchase may be deemed improper use of the card.

***\*Note: Receipt is defined as follows: an invoice, cash register receipt, sales slip, or packing slip which contains an itemized list of goods purchased with dollar amounts and the name and location of supplier. An employee of the supplier must sign handwritten receipts.***

**L. Approvals:** All cardholder transactions must be reviewed and approved by a higher level of authority within the cardholder's department. The higher level of authority is established during the application process.

**M. Audits:** Monthly activity reports are generated by JP Morgan Chase for each cardholder. Transactions are audited by the Business Office to determine that transactions follow and adhere to guidelines, intended use, and Marietta College's policies. Periodically, cardholders will be selected for random audits.

## **II. Cardholder Responsibilities**

### **A. Everyday Use**

#### **1. Rules and Procedures**

- The card is for business & travel expenses only.
- Itemized receipts must be obtained for all Commercial Card transactions.
- The Card is not transferable. It may be used by the cardholder only.
- Cardholders may not receive cash back for refunds or exchanges. Amounts must be credited to Commercial Card account.
- Cardholders may not receive cash advances on their Commercial Card account.
- Cardholders must abide by Marietta College policies.

#### **2. Preventing Fraud**

The cardholder should use basic security measures to guard against fraud.

- Sign your card as soon as it arrives
- Keep card in a secure location; guard it carefully.
- Save receipts and statements in a secure area because they may contain your card number.
- Keep an eye on the card during the transaction; retrieve it as soon as possible.
- Always know where your card is. If you cannot find your card then assume the worst, have your card canceled and request a new card.
- Be aware of what you are signing. Disreputable merchants can make multiple imprints of a card by placing an extra slip beneath the top

legitimate slip allowing your signature to copy through to the other slips. The cardholder unwittingly signs the extra slip.

- Audit your monthly statement closely. Make sure all transactions are legitimate.
- Report fraud immediately to Business Office Manager
- Do not discard credit card slips in public areas
- Do not discard credit card slips whole.
- Do not lend your card to anyone
- Do not give your credit card number to anyone over the phone unless you know it is a reputable vendor.

### **3. Restricted Use**

The Commercial Card should not be used to purchase the following items:

- a. Alcohol for Consumption: The College will reimburse for the purchase of alcoholic beverages to the extent that the amount of purchase is responsible and proportional to the completion of College business under the circumstances stated above and to the number of persons involved in the activity. However, the College discourages employees from consuming more than two drinks at any one sitting or event. Travel and Entertainment Expense Policy Page 5
- b. Controlled Substances
- c. Routine/Normal Purchases: Goods and services pertinent to the educational institution where decisions are based on what is best for the College, budget, cash flow, savings, quality, and service.
- d. Capital Equipment. Capitalized equipment generally must meet criteria of \$2,500 or more and a life expectancy of 5 years or more.
- e. Maintenance/Service Agreements must follow the guidelines established for purchase orders and contracts established in the Purchasing Policy & Procedure Manual.
- f. Computers & Computer Related Equipment & Software: All computer, computer-related equipment, & software must be approved by the Director of IT before purchase to insure that the purchase adheres to Marietta College's standards for computer equipment.
- g. Telecommunications Equipment: All telecommunications equipment must be approved by the Telecommunications Manager (Physical Plant) to control inventory, repairs, and insure that the purchase adheres to Marietta College's standards.
- h. Personal Items: All purchases must be for the use and benefit of Marietta College.
- i. Cash Advances

- j. Meals or snacks The College does not normally reimburse for meals involving only college employees. This includes the cost of staff luncheons. The college also does not normally reimburse employees for groceries or catering costs for hosting staff luncheons or dinners in the employee's home. Requests for reimbursement for staff meals/luncheons and/or groceries or catering costs must be approved on a case-by-case basis by the Cabinet officer whose department/account is funding reimbursement.
- k. Tokens of appreciation must be consistent with the Employee/Student Appreciation Policy. A Taxable Gift Authorization Form must be completed and turned into payroll if a Gift Card or Gift Certificate is purchased.
- l. Contract Services

#### **4. Violations of Agreement**

Improper use of the card by the cardholder may lead to suspension of all Commercial Card privileges and disciplinary action. Card usage may be audited at any time.

##### **a. Misuse or Abuse of the Card**

The term "misuse or abuse" means the use of the Commercial Card outside the employee's authorized parameters (e.g., charges in excess of the permitted limit, purchases of items of a type other than those allowed, unsubstantiated purchases). Depending on the severity of the violation, the following actions may be taken:

**1<sup>st</sup> offense:** Both the cardholder and the supervisor/department chair will be notified of the infraction. The cardholder will be advised to use the card for official purposes only, and within the parameters established by Marietta College. The cardholder will be advised that all Commercial Card privileges will be suspended if further violations occur. The cardholder will be personally responsible for reimbursing the College for unauthorized purchases.

**2<sup>nd</sup> offense:** All Commercial Card privileges will be suspended for a period of three (3) months. The supervisor/department chair and the Vice President for Administration & Finance will be notified of this violation and subsequent suspension of privileges. At the end of the three-month period, the supervisor/department chair may elect to reinstate the cardholder's privileges, with the approval of the Commercial Card Administrator. The cardholder will be

personally responsible for reimbursing the College for any unauthorized purchases.

**3<sup>rd</sup> offense:** Use of the Commercial Card will be suspended permanently. The cardholder will be personally responsible for reimbursing the College for any unauthorized purchases.

Note: The College may implement further disciplinary action.

#### **b. Fraudulent Use of the Card**

The term “fraudulent use” means the use of the Commercial Card with a deliberately planned purpose and intent to deceive and gain a wrongful advantage for oneself or anyone else. The following actions will be taken:

- Immediate suspension of card privileges
- Removal of cardholder’s purchasing authority
- Mandatory employee reimbursement to the College (can include withholding from payroll)
- Formal disciplinary action which may result in termination of employment
- Possible criminal prosecution

#### **5. Sales Tax**

Cardholders should not pay Ohio sales tax. The cardholder must tell suppliers the College is exempt from Ohio sales tax. A copy of the College tax exempt form has been provided with your commercial card sleeve. It also can be found on the Marietta College website.

**It is the responsibility of the cardholder to correct charges for sales tax with the vendor. If the correction has not been made prior to reconciling the statement, the employee must document sales tax with an explanation of their efforts to correct the charges.**

***Wal-Mart requires that a separate Tax Exempt Identification Card be presented along with the Commercial Card at the time of purchase in order for the transaction to be exempt from sales tax. These cards can be obtained from Customer Service at Wal-Mart.***

**While traveling, the cardholder should inform the vendor of Marietta College's tax exempt status. Some states do not recognize this exemption status and tax will appear on the itemized receipt. This is acceptable and will not be held against the cardholder. When approving this transaction on-line, the cardholder does not mark the box indicating that tax was charged.**

## **6. Resolving Errors/Problems with Card Use**

- a. Disputed Items: To dispute a transaction the cardholder must contact the customer service number on the back of the credit card. The dispute must be filed as soon as possible, but within 60 days. A copy should be included along with the statement and receipts in the envelope.
- b. Lost/Stolen/Fraudulent Use of Card: If your card is lost or stolen, or if you detect a fraudulent transaction: Report loss, theft, or fraudulent use of the card immediately:
  - Contact JP Morgan Chase at 1-800-316-6056
  - Have your card number or Social Security number ready
  - Report the transaction in question. Have the transaction number and basic information ready
  - Inform your supervisor/departmental chair
  - Inform a Commercial Card Administrator (email addresses and telephone extensions on page i)
  - When reconciling the statement, mark the disputed/fraudulent transaction and submit a Statement of Disputed Items Form with your Commercial Card statement and itemized receipts.
- d. Damaged Cards: If the card is damaged, demagnetized, or requires a correction in the cardholder's name call JP Morgan Chase at 800-316-6056.

## **7. Employee Separation**

Upon leaving the College, cardholder must return the Commercial Card to the Director of Human Resources during his/her exit interview. The cardholder's final paycheck may be withheld until the card is returned.

### III. **Supervisor/departmental chair Responsibilities**

**A. Card Approval:** Determine who should receive cards, have them complete an application with your signature approval and forward it to a Commercial Card Administrator.

**B. Oversee Appropriate Use of the Card:**

- Review the purchasing transactions on-line to ensure that the Commercial Card is being used appropriately. Itemized receipts can be obtained from the cardholder and reviewed prior to approving on-line.
- Ensure that all transactions are assigned to the appropriate expense account.
- Make sure that all transactions are reconciled to the Commercial Card statement by the 28<sup>th</sup> day of each month.
- Ensure that all documentation is forwarded to the Business Office by the 7<sup>th</sup> day of the following month.

### IV. **Commercial Card Tips**

**A. Personal Charges:** Personal charges should not be placed on the Commercial Card. Should any personal charges be unintentionally charged, the cardholder will promptly reimburse the College for the amount of the personal charges.

The cardholder is personally liable for any improper use of the card. These costs include, but are not limited to, the purchase, interest incurred, JP Morgan Chase fees, and an administrative processing fee of \$5.00 per transaction.

The cardholder is not responsible for the improper use as the result of a lost or stolen card which was immediately reported.

**B. Sales Tax:** Cardholders should not pay Ohio sales tax. The cardholder must tell suppliers the College is exempt from Ohio sales tax. A copy of the College tax exempt form has been provided with your commercial card sleeve. It also can be found on the Marietta College website. Please see Section 5: Sales tax for additional information.

## V. **Frequently Asked Questions**

How do I cancel a Commercial Card?

Employees who leave Marietta College will return their cards to the Director of Human Resources during their exit interview. The card will be canceled and destroyed by the Business Office.

What if my Commercial Card is declined?

Have the merchant contact the toll free number on the back of the card (800-316-6056) to determine if the card was truly declined and not a machine malfunction. If the machine malfunctions, JP Morgan Chase can walk the merchant through the proper steps to obtain an authorization of the card. If the card was declined the merchant can hand the phone to you and JP Morgan Chase will supply the reason to the cardholder.

What if my card is lost or stolen?

Call the customer service number 800-316-6056 if inside the United States or 847-488-3748 if outside the US as soon as possible.

What if I need my limit raised?

Written authorization for your request may be sent to a Commercial Card Administrator. Written authorization comes from your supervisor/departmental chair. The Controller and/or the Vice President for Administration & Finance reserve the right to determine if limits are appropriate.

My card is expiring next month, how do I get a replacement card?

The expiration date is determined by the date your card was initially issued. JP Morgan Chase automatically sends replacement cards. Your new card should arrive 2-4 weeks prior to its expiration date, which is on the last day of the month embossed on the front of the Card. All new cards are sent to the Commercial Card Administrator in the Business Office for distribution. Once you receive your new card it needs to be activated.

How do I reset my password?

Call Lisa Amrine at 376-4614.

OLIVE GARDEN 1575  
1250 Polaris Pkwy  
Columbus, OH 43240-2036

\*\*\*\*Take Out\*\*\*\*

Check # :40001

Sebastian  
21:23:55 03/07/2008

Guest No.1	
1 12 Sticks Baked	3.75
1 Pan Pasta w/Alfredo Fettuccine	27.95
1 Pan Pasta w/Alfredo Fettuccine	27.95
1 Pan Pasta w/Alfredo Fettuccine	27.95
1 Pan Add Chicken	15.95
1 Pan Add Chicken	15.95
1 Pan Add Chicken	15.95
1 Pan Pasta w/Marinara Spaghetti	22.95
1 Pan Pasta w/Marinara Spaghetti	22.95
1 Jumbo Salad	14.95
1 Jumbo Salad	14.95

Subtotal 211.25

21:23:56 03/07/2008

Please pay this amount  
Total 211.25

( ) MasterCard 211.25

Amount Due 0.00  
Change 0.00

Take Out

Name: MARIETTA

THANKS FOR VISITING US TODAY!  
GRACIAS POR VISITARNOS HOY!

Christal Cline  
GENERAL MANAGER  
(614) 885-0080

An optional 18% gratuity will be added to parties of 8 or more.  
Una propina opcional de 18% ser agregada para grupos de 8 o mas.

***This is an itemized receipt detailing all items related to this transaction that will be charged to the credit card. This type of receipt is required to be turned in with your commercial card statement to substantiate EACH AND EVERY transaction.***

OLIVE GARDEN 1575  
1250 Polaris Pkwy  
Columbus, OH 43240-2036

\*\*\*\*Take Out\*\*\*\*

Check # :40001

Sebastian  
21:23 03/07/2008  
Transaction #:235219016

Card Number xxxxxxxxxxxx Auth Code 095101 MasterCard

Check Amount 211.25

Tip ... 5.75

Total ... 217.00

X   
Cardmember agrees to pay total in accordance with agreement governing use of such card.

***This is a credit card approval slip. This alone is not adequate documentation of expense because it does not provide details regarding the transactions.***