

SUNY POLYTECHNIC INSTITUTE

State University of New York



Citibank VISA

Purchasing Card Program

Cardholders Manual

State University of New York
PCard Contact Information

Program Administrator -

Charlie Schiralli
SUNY Polytechnic Institute
315-792-7340
schirac@sunyit.edu

Citibank Customer Service -

1-800-248-4553

(To report lost or stolen cards, handle disputes & billing questions)

**New York State Citibank Purchasing Card
ACKNOWLEDGMENT FORM
(To be completed by card recipient)**

Your use of a NYS Citibank Travel or Purchasing Card is *subject to* the following terms and conditions:

1. You are being entrusted with a valuable tool – a NYS Purchasing Card - which is to be used for business travel expenses or the State’s purchase of services and commodities. Because you will be making a financial commitment on behalf of the State, you must strive to obtain best value for the State by following established travel or purchasing policies as appropriate.
2. All charges made to your credit card will be posted to a central bill by Citibank and sent to your agency's Card Program Administrator or other designee for payment. You will not receive a bill from Citibank (although you may view your monthly statement of charges on line).
3. You may use the purchasing card for authorized State transactions only. You may not use this credit card for personal charges. Your agency and the Office of the State Comptroller will audit the use of your card and take appropriate action on any discrepancies or unauthorized charges. Any evidence that your card has been used fraudulently will require an investigation, after which disciplinary action may result. Fraudulent use may also result in criminal prosecution.
4. You must follow the policies and procedures established by New York State for the use of this credit card. Failure to do so may result in revocation of your user privileges or other disciplinary action, which could include termination of employment.
5. NYS Citibank Purchasing Cards are the property of New York State. You must return your card immediately upon request or upon termination of employment or retirement. Should there be any change in your employment status you must consult with the PCard Administrator for appropriate actions.
6. If this credit card is lost or stolen, or otherwise compromised you must first immediately notify Citibank and then the Card Program Administrator.
7. You must comply with any changes to the terms and conditions or policies and procedures concerning use of this credit card.
8. You agree to store your issued purchase card in a secure area (locked).

As the employee receiving this Pcard, I have read and understand these terms and conditions.

Cardholder Name _____

Signature _____ Date _____

Work Address: _____ Phone _____

CAMPUS MANUAL

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I. ABOUT THE PCARD

PROGRAM OVERVIEW

The Citibank Visa Purchasing Card offers the State University of New York campuses an alternative purchasing method when making small dollar purchases. The program is intended to afford SUNY campuses the opportunity to streamline their local procedure and controls for purchasing and controls for purchasing goods and services.

The Purchasing Card is accepted by all vendors that accept CITIBANK VISA.

Proper use of the purchasing card can reduce the time between requesting, ordering and actual receipt of goods and/or services.

Purchasing cards must be used for **“official”** SUNY purchases only. Use of the card for personal items, cash advances, and business travel expenses is NOT permitted. New York State is only liable for authorized charges made using the card.

Use of the Purchasing Card is limited to the transaction limit assigned to your unique card. All shipments are to be delivered directly to cardholder through Central Receiving.

The Cardholder is issued a single card with the name of the cardholder and their campus embossed on the card. Cardholders must return the purchasing card to the Campus Program Administrator immediately upon request or upon termination of employment.

Use of the Purchasing Card will be authorized only to those individuals who have attended training sessions in the proper use and procedures of the card. The training will cover the use of the purchasing card consistent with New York State policy as well as SUNY and/or campus purchasing guidelines.

DEPARTMENT FUND AVAILABILITY

Funds **MUST** be available for each purchase made with the Purchasing Card. It is the cardholder’s responsibility to ensure department funds are available. Account balances can be checked through the web based SMRT system to ensure fund availability.

PREFERRED SOURCE

All State agencies, political subdivisions and public benefit corporations (which includes most public authorities), are required to purchase approved products and services from preferred sources in accordance with the procedures and requirements described herein. Purchases from preferred sources take precedence over all other sources of supply and competitive procurement methods. The term "purchasing agency," as used in these guidelines, refers to State agencies, political subdivisions and public benefit corporations. Additional information and a list of Preferred Source offerings can be found at <http://www.ogs.state.ny.us/procurecounc/psguidelines.asp>.

MINORITY AND WOMEN OWNED BUSINESS

SUNY Polytechnic Institute is committed to doing business with NYS Certified Minority and Women Owned Businesses. Cardholders should place orders for goods and services with NYS Certified MWBE's whenever possible. Periodic review will occur to ensure compliance. A list of certified vendors is available by going to <http://www.ogs.state.ny.us/procurecounc/psguidelines.asp> and clicking on the "MWBE Directory" link.

II. RESPONSIBILITY OF THE CARDHOLDER

The Cardholder is responsible and accountable for all purchasing card transactions. Purchasing cards must be used for official SUNY purchases only. Use of the card for personal items, cash advances and business travel expenses are not permitted. If you have questions on the appropriate use of the Purchasing Card contact the Program Administrator in the Business Office at 315-792-7340.

Purchases made with the Purchasing Card must follow the same purchasing guidelines as established by the Office of General Services and the Office of the State Comptroller. All purchases must be in compliance with existing State rules and regulations. Many Preferred Sources and State Contract vendors accept the Purchasing Card for payment, contact our office for details.

Because the cardholder conducts the Purchasing Card order, all shipments should be delivered directly to the cardholder by way of Central Receiving. Vendors must reference "CITIBANK VISA Purchase" on the outside of each container and packing slip along with Receiving Department, PCard holder's name and location.

The cardholder should inspect all orders immediately upon receipt to ensure that the order is complete, as ordered, and no items are damaged.

The cardholder is responsible for working with their vendor(s) to replace damaged or incorrect goods/services and is responsible for resolving discrepancies regarding items ordered, including duplicate shipments. The Purchasing Office at the SUNY Polytechnic Institute will provide assistance as necessary.

The cardholder must maintain a Purchasing Log (see forms) of their purchases so spending limits can be monitored and purchasing activity can be reconciled to the monthly billing statement. The cardholder is responsible for retaining documentation of purchases and returns, and reconciling them electronically to the monthly billing statement within seven (7) days of certification notification. After the 6th of every month, notification is sent to all cardholders by email from CITIBANK VISA telling you that your statement is ready to be printed. Also the SUNY Polytechnic Institute Administrator will email when the SUNY on-line system is ready for certification.

The PCard holder will:

- Sign the Procurement Log
- Give to his/her supervisor for signature together with the receipts, charge slips, invoices, receiving forms and any other original documentation
- The PCard holder should retain a copy of these documents
- Once signature is obtained from the supervisor the above material must be submitted to the SUNY Polytechnic Purchasing Office, via campus mail, within the 7 day certification window
- If you are unable to meet the deadline because of travel, vacation, or sick leave notify the Program Administrator
- Ensure that sales tax is not charged and if it is work with the vendor to obtain proper credit

III. RESPONSIBILITY OF THE DEPARTMENT HEAD/SUPERVISOR

It is the responsibility of the cardholder's Department Head or Supervisor to review the log and the supporting documents submitted by the cardholder, to ensure that all purchases were approved and were for valid State purposes. If there is a discrepancy or disagreement, the Department Head or supervisor must meet with the cardholder to obtain an explanation and have the problem resolved. After review and signing, the documents must be submitted to the SUNY Polytechnic Institute's Program Administrator, via campus mail, within the 7 day certification window for the cardholder.

IV. RESPONSIBILITY OF THE PROGRAM ADMINISTRATOR

- The Program Administrator is the liaison between the campus, the suppliers, and CITIBANK VISA
- The Program Administrator will provide training for all new cardholders. Retraining or additional sessions are available by contacting the Program Administrator
- Establishing and adjusting transaction limits in conjunction with the cardholder and Department Head
- Monitors card activity and closes inactive accounts
- Notifies cardholders when certification is due and ensures compliance with deadline

V. PLACING AN ORDER USING THE PCARD

It is incumbent upon the cardholder to ensure that the vendor has the materials and supplies available and the cardholder has department funds available to complete the order.

The cardholder should obtain all necessary product information, including the current unit price and complete description of the item, and freight costs if applicable. It is required that the cardholder maintains a monthly Purchasing Log of all transactions; this will help ensure correct information when certifying your monthly billing statement. **The CITIBANK VISA card should NOT be shared with anyone.**

It is the responsibility of the cardholder to ensure that the vendor complies with the terms and conditions of the Purchasing Card prior to placement of an order including:

- The ability of the vendor to ship FOB destination (the company pays for charges) or add shipping charges separately. Shipping charges, if added, must appear on the same invoice as materials ordered.
- The ability of the vendor to include "CITIBANK VISA Purchase" with the cardholder's name and location on-campus on all documentation, including the shipping label.

RESTRICTIONS

The Purchasing Card may **NOT** be used for the following:

- **An improper purchase such as gifts for employees, alcohol, flowers, greeting cards, etc.**
- **Break room supplies, i.e. cutlery, paper products etc.**
- **Personal items i.e. over the counter medication, tissues, air fresheners**
- **To pay a State employee**
- **Transactions exceeding the cardholder's transaction limit**
- **Items purchased separately that when purchased together would exceed cardholder's transaction limit (split ordering)**
- **When a written agreement (other than the credit card charge forms) needs to be signed by a representative of the college (such as a contract)**
- **Contracted services already under a negotiated agreement**
- **Rental of space**
- **Equipment leases, insurance**
- **State travel expenses (except registration fees)**
- **Reimbursable and personal expenses including travel (airfare, gasoline, etc.), hotel accommodations, entertainment, meals and other out-of-pocket expenses**
- **Orders requiring advance payment**
- **Desk chairs**
- **Candidate recruitment expenses including meals and travel expenses**
- **Campus Technology Equipment such as computers and telephones (see next page for description of items and approval process)**
- **Printers**
- **Restaurants**

Food and beverage purchases from retail grocers must be for events that are program-related. These purchases require proper justification and documentation. Business-related purchases of food and beverages **MUST** include a justification that outlines the purpose and necessity of the program/meeting, specific nature of the college business being conducted, the location of the program/meeting, and list of participants' names. This documentation must be sent with your Purchasing log to the Program Administrator after you certify your statement.

Some situations **not** appropriate for use of State funds: Pizza party for co-worker leaving State service (or other personal milestones), end of semester party for student workers, Secretary's Day luncheon etc.

*** When in doubt, contact the Program Administrator before any charges are incurred.**

INSTRUCTIONS FOR PLACING ORDERS WITH A VENDOR

Tell the vendor that:

- You are a NYS employee of the SUNY Polytechnic Institute
- You are using the CITIBANK VISA Corporate Purchasing Card
- The purchase is a tax exempt purchase, tax exempt #14740026K
- Obtain an **itemized** receipt in addition to the credit card receipt
- Confirm that sales tax was not charged and the receipt detail clearly describes the purchase

Please have your vendors use the following format example when addressing your packages.

Sample Addresses:

**SUNY Polytechnic Institute
Attn: Receiving Dept.
VISA/John Smith
100 Seymour Rd.
Utica, NY 13502**

**SUNY Polytechnic Institute
NFN Receiving Dock
VISA/John Smith
253 Fuller Rd.
Albany, NY 12203**

Cardholder must:

- Retain all credit card receipts, packing slip, food and beverage justifications and packaged invoices (these original copies must be attached to your monthly statement when submitted for monthly audit).
- Indicate on the packing slips/package invoices the date materials are received.

REQUESTING MATERIAL SAFETY DATA SHEETS (MSDS sheets)

The OSHA Hazard Communication Standard requires the campus must maintain Material Safety Data Sheets (MSDS) for all hazardous substances in our work environment.

Based on this requirement, when placing orders for materials considered to be hazardous materials (powders, pastes, or liquids), please request the necessary MSDS sheets to be sent with your order.

The original MSDS sheets should be kept in your files. Please send a copy, Attn: Director of Environmental Health & Safety, to:

- SUNY Polytechnic Institute – The Environmental Health and Safety Office

ITEMS NOT RECEIVED

If a charge appears on your CITIBANK VISA billing statement for item/s ordered but not received, contact the supplier to resolve the billing. Suppliers should not submit charges to CITIBANK VISA until goods have been shipped.

SALES TAX

The University is tax exempt, therefore no sales tax should be charged by the vendor. If sales tax appears on the CITIBANK VISA statement, the cardholder should contact the supplier directly to arrange to have the sales tax charges reversed. Ask the supplier to credit your account for the amount of the sales tax charge and fax a copy of the credit for certification purposes. When placing all orders using the card, cardholders are responsible for informing each vendor of the state tax-exempt status and giving the tax-exempt number (14740026K).

RETURNS AND CREDITS

To make a return, contact the supplier directly to determine the proper procedures, and request that the supplier credit your purchasing card accordingly. Any credit issued should appear on your next CITIBANK VISA billing statement. Ask the vendor for a copy of the credit to be faxed to you so it can be included with your back-up documentation when you do your monthly certification.

Under no circumstances will cash be accepted to resolve a credit or tax situation.

DISPUTES

Because Citibank purchases are paid in total by the Office of the State Comptroller prior to issuance of the Citibank summary statements, disputed charges always have to be reconciled and certified. If the cardholder cannot

resolve a dispute with a supplier or there is a charge that is unauthorized or unrecognized on the cardholder's statement, the cardholder must initiate a dispute with Citibank by calling the Customer Service at 1-800-248-4553 within 60 days of the statement date.

Citibank will investigate the dispute on the cardholder's behalf and assist in the resolution. Citibank will issue a temporary credit pending final resolution.

The cardholder must also complete the disputed item section on the "Credit Pending/Disputed Item Form". Place a check next to the specific item (s) in question on the statement and provide a complete explanation of the dispute and send a copy of all to the Purchasing Department.

Following are the steps needed to access and complete the dispute form on the CitiDirect On-Line system:

1. Access the electronic statement containing the transaction being disputed
2. Click "Option" next to the transaction item you wish to dispute
3. Click "Dispute". The "Dispute Transaction" form appears
4. Scroll to the bottom of the "Dispute Form" window. Click "Print" and then "OK"
5. After the form has been printed, place an "X" in the bracket located to the left of the reason for your dispute. Sign, date, and fax the form along with any necessary documentation to Citibank at 605-357-2019 for investigation and resolution.

At the cardholder's request, the Procurement Card Administrator will provide assistance with supplier disputes. After receiving a complete description of the dispute, the Procurement Card Administrator will review the dispute and initiate any necessary and appropriate action.

VI. RECONCILING MONTHLY BILLING STATEMENT

It is the responsibility of the cardholder to reconcile and certify their monthly billing statement within seven (7) working days of receiving notice that the appropriate information is available on-line. After certification has been completed electronically, the cardholder must attach all appropriate information (invoices, packing slips, etc.) for each transaction to their billing statement and forward it to their Department Head for signature. Each cardholder will be trained for the on-line procedure on the SUNY system.

VII. AUDIT OF ACCOUNTS

All transactions are audited each month by the SUNY Polytechnic Institute Purchasing Department. Additionally all Purchasing Card transactions are subject to review by the Campus Internal Control Officer, SUNY Internal Auditors and by State Auditors. Performance of these audits does not require advance notice; therefore all transactions must comply with sound business practices and State Flexibility regulations.

LIABILITY

New York State will be initially liable for all charges to the Purchasing Card except for fraudulent use of the card by a supplier and/or an employee, those in excess of the single per-transaction limits, and any other limits imposed by participating state agencies. While New York State will be responsible to CITIBANK VISA for all employee charges associated with the Purchasing Card, the cardholders themselves will be responsible to reimburse the State of New York for any charges incurred as a result of misuse or fraudulent use of the card. It is important to report immediately any lost or stolen Purchasing Cards to CITIBANK VISA and Purchasing & Payables. Section X of these procedures contains the information necessary to report this loss.

VIII. LOST OR STOLEN CARDS

CARDHOLDERS RESPONSIBILITY

Any lost or stolen Purchasing Cards must be reported immediately to CITIBANK VISA, (1-800-790-7206 option 1). The cardholder should be prepared to give their name exactly as it appears on the face of the card, the account number, the card's expiration date, and a brief explanation surrounding the loss. Cardholders must promptly report lost or stolen account numbers and cards to Citibank and also email the Program Administrator at schirac@sunyit.edu. The Customer Service Center is staffed 24 hours a day, 7 days a week, every day of the year to accept calls from Cardholders reporting lost or stolen cards. Subsequently, a replacement card with a new account number will be sent to the Cardholder. Cards reported lost or stolen are immediately blocked from accepting additional charges. If unauthorized charges have occurred, they should be disputed.

CITIBANK VISA RESPONSIBILITY

CITIBANK VISA will take immediate action to cancel the card reported lost or stolen. CITIBANK VISA will initiate steps to issue a replacement card within 48 hours. The replacement card will be sent to the Program Administrator.

PROGRAM ADMINISTRATOR RESPONSIBILITY

Upon receipt of the new card, the Program Administrator will record the receipt of the replacement card and the Program Administrator will then release the replacement card to the cardholder.

IX. SUSPENSION OF PCARD PRIVILEGES

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

MISUSE OR ABUSE OF THE CARD

The term "misuse or abuse" means the use of the Purchasing 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). Depending on the severity of the violation, the following actions may be taken:

1st Offense: Both the cardholder and the Department Head 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 NYS and CITIBANK VISA. The cardholder will also be advised that all Purchasing Card privileges will be suspended if further violations occur. The cardholder will be personally responsible for reimbursing the state for unauthorized purchases.

2nd Offense: All Purchasing Card privileges will be suspended for a period of three (3) months. The Department Head/Supervisor and the VP for Business Affairs or their equivalent will be notified of this violation and subsequent suspension of privileges. At the end of the three-month period, the Department Head may elect to reinstate the cardholder's privileges, with the approval of the Program Administrator. The cardholder will be personally responsible for reimbursing the State for any unauthorized purchases.

3rd Offense: Use of the Purchasing Card will be suspended permanently. The cardholder will be personally responsible for reimbursing the State of New York for any unauthorized purchases.

NOTE: Departments may implement further departmental disciplinary action.

FRAUDULENT USE OF THE CARD

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

- Immediate suspension of card privileges;
- Removal of cardholder’s purchasing authority;
- Mandate employee reimbursement to the State of New York; and
- Formal disciplinary action, which may result in termination of employment pursuant to applicable contract provisions or, for Managerial/Confidential, designated employees, in accordance with the provisions of Section 75 of the Civil Service Law.

EMPLOYEE SEPARATION

If the cardholder leaves the College, the department head will send the card to the Program Administrator. The Program Administrator will direct CITIBANK VISA to cancel all Purchasing Card privileges for any cardholder that leaves the College for any reason. The State will continue to be liable for any charges incurred by the cardholder until CITIBANK VISA is directed to cancel the Purchasing Card.

X. FORMS

Cardholder Checklist

Tax Exempt Certificate

Purchasing Log

Cardholder Dispute (on-line form) at <http://www.osc.state.ny.us/agencies/travel/citibank/forms.htm>

For each month that you have charges and/or credits:

- _____ Certified in AEPC (Name in white on paragraph page means certification was successful and is complete)
- _____ Completed & Signed Purchasing Log
- _____ Printed & Attached Credit Card Statement
- _____ Attached & Secured Itemized Invoices & Receipts for each of the charges/credits as shown on your Citibank Statement
- _____ Provided backup, justification, and/or necessary approval for those charges that require it
- _____ Confirmed Sales Tax has not been charged
- _____ If Sales Tax has been charged – cardholder has notified vendor to process a credit to the Procurement Card. Note on log or next to tax amount on the invoice that a credit has been requested. Watch for credit

Once signature is obtained from the supervisor the above listed material should be submitted to SUNY Polytechnic Institute’s Program Administrator, via campus mail, within the 7 day certification window.



New York State Department of
TAXATION and FINANCE
OTPA Sales Tax Exempt Organizations Unit
Building 9 Room 154
W.A. Harriman Campus
Albany, NY 12227

June 3, 2015

State University of New York
SUNY Polytechnic Institute
100 Seymour Rd
Utica NY 13502

Dear Sir or Madam:

The Tax Law exempts New York State governmental entities such as your organization, State University of New York, from the payment of New York State and local sales and use taxes on their purchases. In order to make tax exempt purchases, a New York State governmental entity must present vendors with the entity's official purchase order or other documentation (e.g., payment voucher, contract of sale, Form AC 946, *Tax Exemption Certificate*, Form ST-129, *Exemption Certificate - Tax on occupancy of hotel rooms*, etc.) which indicates that the purchaser is a New York State governmental entity.

Tax exemption numbers and Form ST-119.1, *Exempt Organization Exempt Purchase Certificate*, are not issued to New York State governmental entities. If a vendor requests a tax exemption number or Form ST-119.1, *Exempt Organization Exempt Purchase Certificate* from you, the State University of New York may give the vendor a copy of this letter. This will assure the vendor that a governmental purchase order, or other evidence that the State University of New York is the purchaser, and is the only documentation the vendor needs in order to not collect sales tax.

For additional information, please refer to Publication 843, *A Guide to Sales Tax in New York State for Exempt Organizations*, which is available on the New York State Tax Department website at www.tax.ny.gov

New York State Department of Taxation and Finance
OTPA-Taxpayer Guidance Division
Sales Tax Exempt Organizations Unit
Building 9 Room 154
W A Harriman Campus
Albany NY 12227

