I. CITIBANK® PROCUREMENT CARD PROGRAM OVERVIEW

The Procurement Card simplifies the procurement process for low cost items. Visa transactions are limited to a maximum of $4,999 per item, including freight. See Section III, Part C, Paragraph (3) of these guidelines for more detail about the dollar limit per item and freight. Cardholders can purchase periodical subscriptions, equipment, and conference registrations directly from vendors without:

- Purchase Requisitions
- Purchase Orders
- Purchasing Agent Approval

II. AEPC APPLICATION PROCESS

A. Access to the State Accounting System (CENT)

To participate in the Citibank® Procurement Card program, cardholders need access to the State Accounting System (CENT).

Potential cardholders must complete a Network System Access form to obtain a user ID and password for CENT. The form is available on the Internet at http://www.albany.edu/accounting/network_system_access_form.html on the web site of the University Procurement Card Program. The form is submitted directly from the web to the Accounting Office via e-mail. The comment section of the form should indicate the need for access to the P card system.

B. Procurement Card (P-Card) Application Form

At this time, the P-Card is only available for use with State Purpose, Dormitory Fund, or Income Fund Reimbursable (IFR) accounts. Account Managers may apply for the card at any time. The application form, the NYS Purchasing Card Application/Acknowledgment Form, is provided in Appendix A of this manual and at

http://www.albany.edu/accounting/media/s_pcardapplication.pdf The form is in pdf.format. Applicants should:

- Print the application and complete Part I.
- Have their supervisor approve their application by completing Part II.
B. Procurement Card (P-Card) Application Form (Continued)

(1) Application Approvals

Procurement card applications must be approved and signed by the applicant’s supervisor. The completed application should be sent to Eileen Scanlan, Campus Manager of the P-Card Program, in the University Accounting Office, Management Services Center, Room 203.

(2) Approved Applications

Every Friday, the Campus Manager submits approved applications electronically to Citibank®. Cardholders will be notified via email when their cards are ready. Cards must be picked up from the University Accounting Office. Cardholders will then sign a form acknowledging receipt of their procurement card.

(3) Rejected Applications

If a card application is not approved, the Campus P-Card Manager will notify the applicant in writing indicating why the application was rejected.

C. Citibank® Procurement Card Distribution

OSC guidelines require the cardholder to attend a procurement card training session held by the Accounting Office before receiving their card. The training will cover:

- The appropriate use of the card
- How to use the card, including what information to give vendors
- The reconciliation of purchases, including how to handle disputed charges
- How to use the AEPC system
- What to do if your card is lost or stolen.

Cards will not be activated and distributed by the Campus P-Card Manager until:

(1) Cardholders have attended a procurement card training session.

(2) Cardholders have returned the Receipt of Procurement Card Guidelines form available on the web at http://www.albany.edu/accounting/media/s_forms_card_guide_receipt.htm to the Campus P-Card Manager in the University Accounting Office.
III. USING THE CITIBANK® PROCUREMENT CARD

A. Procurement Card Security

Procurement cards should be kept in a secure location accessible only by authorized personnel. The cardholder is the only authorized user of the card. Lending cards to other University staff is strictly prohibited. Safeguard card numbers at all times. Do not reference account numbers in documents and files that are not secure from unauthorized access. When providing account numbers to vendors, make sure numbers are not heard by others. Instruct vendors not to place card numbers on address labels of packages.

B. Use of Appropriate Vendors

The Citibank® Procurement Card allows University personnel to order and pay for authorized purchases in a more efficient way. P-Card Program, State, SUNY, and University Purchasing Guidelines must be adhered to when selecting a vendor for a purchase. These include all applicable ethics provisions, potential conflict of interest avoidance, and obtaining competitive prices.

(1) Vendors on State Contracts

Items available on State contract must be purchased from the authorized vendor. To determine if a desired item is available on a state contract, contact the University Purchasing Office at 437-4579. Cardholders, who do not use vendors on State contract, must justify the price paid to the vendor.

(2) Vendors that accept the Citibank® Procurement Card

If an item is not available on state contract, cardholders can purchase the item from any vendor that accepts the Citibank® Procurement Card. Items from vendors that do not accept credit cards must be ordered via the traditional purchase requisition. If a vendor does not accept the Citibank® Procurement Card, notify Eileen Scanlan, the University Procurement Card Program Manager. Citibank® will attempt to enroll the vendor to accept the card.

Remember the procurement card is not intended to circumvent established State, SUNY, University, and Departmental Purchasing Guidelines.
C. Appropriate Purchases

(1) The Dollar Limit Per Transaction

Individual transactions on the card can not exceed $4,999. Splitting orders to avoid the transaction dollar limit is prohibited. Spending more than your transaction limit at a vendor in one day or in two consecutive days will be considered a split order. Splitting orders will result in suspension of card privileges while the matter is investigated and actions up to and possibly including revocation of card privileges will be taken.

(2) Procurement Card Credit Limit

A cardholder’s credit limit is equal to the uncommitted Other Than Personal Service (OTPS) balance in the account for which the procurement card was issued. Cards are coded to charge that account automatically. If cardholders need to designate a new account due to insufficient funds, contact Eileen Scanlan at escanlan@uamail.albany.edu

(3) Freight

The $4,999 transaction limit includes any shipping charges associated with your order. If your transaction total including shipping exceeds $4,999, the Citibank® Procurement Card can not be used.

(3) The procurement card may NOT be used for the following items:
  This list is NOT all inclusive
  - Items for which the University has an established direct billing arrangement with a vendor (e.g. office supplies from Staples, Inc.)
  - Personal Expenses
  - Food and beverages
  - Travel and Entertainment Expenses
  - Advertising Expenses
  - Tuition and Fees
  - Consulting Services
  - Leases or Rentals
  - Hazardous Materials
  - Gifts and Gift Cards
  - eBay and PayPal
  - Live lab specimens

Cardholders who use their procurement card inappropriately are subject to disciplinary action. See Section VII of these guidelines for details about this OSC mandated process.
D. Making purchases with the procurement card

Once a valid procurement card purchase has been identified and a vendor selected, as outlined in Part B of this section, always verify that the uncommitted balance in Other Than Personal Service (OTPS) within your account is sufficient to cover the cost of your procurement card purchase before placing an order. Consider the Visa purchases made during the month that have not been posted to your account when determining the available balance in OTPS.

(1) Placing an order with the Citibank® Procurement Card

Provide the vendor with the following information.

- Cardholder’s name, as it appears on the card.
- The card number and its expiration date.
- The tax-exempt ID number of the University
- The ship to address for the purchase, which must be the cardholder’s campus address. Under no circumstances should a package be shipped to a cardholder’s home. Packages shipped to the University Accounting Office will not be accepted.

Request the following information from the vendor:

- Order confirmation number
- Cost of purchase and cost of freight.
- Expected delivery date
- Transaction documentation (See PART E, Paragraph (2) for details)

Request that the following information be placed on the package:

- The cardholder’s name and campus address.

CAUTION: INFORM THE VENDOR THAT YOUR ACCOUNT NUMBER SHOULD NOT APPEAR ON THE OUTSIDE OF YOUR PACKAGES.

E. Delivery of Purchases

(1) Method of Shipment

United Parcel Service (UPS) is the preferred carrier for University purchases, but consideration should be given to the nature of the purchase when selecting the method of shipment.
Appendix A of this manual and on the web at http://www.albany.edu/accounting/media/new.pdf Cardholders should always attach a copy of the invoice for their p card purchase. This information will enable OEM to determine the appropriate tagging and reporting of their purchase.

(1) Equipment Purchases Costing Less Than $500.00

Most of the time the receipt of equipment costing less than $500.00 does not need to be reported to the Office of Equipment Management. There is one exception to this rule. If the equipment purchased becomes part of an existing piece of equipment that has a property control tag, the cardholder must report the purchase. At the bottom of the form, indicate the SUNY tag number of the existing equipment in the space provided. An example of this type of equipment is a disk drive that becomes part of an existing computer. Contact the Office of Equipment Management at 437-4596, for assistance with determining if a new equipment receipt form should be completed for your purchase.
IV. PROBLEMS WITH ORDERS AND/OR VENDORS

A. Returning merchandise to a Vendor

- Promptly notify the vendor that a return is necessary.
- Provide cardholder’s name, card number, phone number, and the confirmation number of original order.
- Get a return authorization number from the vendor.

(1) Account Credits for Returned Merchandise

- Credit must be requested for the card used in the original purchase.
- The vendor should issue a credit receipt to document the return of the merchandise.
- Provided the vendor has authorized a credit to an account, it should appear on the next statement received by the cardholder. If a credit is requested late in the month, it may not appear on a cardholder’s statement for the next billing cycle. **Monthly charges from Citibank® must be paid in full. During the reconciliation process, do not reduce billing statements by the amount of any anticipated credit.**

B. Inappropriate Charges on Monthly Statement

- Contact Vendor directly to resolve the disputed charge.
- If unable to resolve, contact Eileen Scanlan at 442-3195.
- We only have 60 days from the statement ending-date to dispute a charge

C. Disputed Charge Investigation by Citibank®

Once Citibank® customer service has been notified about a disputed charge that cannot be resolved with the vendor, the following will occur:

- **Citibank®** will open a charge investigation.
- **Cardholder must complete a notarized affidavit of unauthorized use form which the P Card Program Manager will fax to Citibank.**
- This form is available upon request from the P Card Program Manager.
- The cardholder’s account will receive a temporary credit.
- Upon completion of the investigation, the cardholder will receive a determination letter from Citibank®. If the disputed charge is found to be valid, the temporary credit will be reversed. If the charge is invalid, a permanent credit will be applied to the cardholder’s account.
- When determining your available balance in OTPS, treat the funds for any disputed charges as committed and unavailable, until a permanent credit is received.
V. CITIBANK® PROCUREMENT CARD AUDITS

A. Internal Audits

Internal audits of cardholder activity will be conducted periodically by the University Accounting Office. These audits will be both announced and unannounced. The purpose of the unannounced audits is to determine how prepared cardholders are for external audits.

B. External Audits

External audits of cardholder activity will be conducted periodically by the Office of the State Comptroller (OSC). OSC auditors do NOT provide advance notice to the campus of a pending procurement card audit. It is very important that a cardholder’s documentation be complete and readily available at all times.

C. Documentation Required for Procurement Card Audits

Cardholder Monthly Procurement Card Statements with Supporting Documentation for all charges included on the statement.

D. Attached to each month’s statement should be a printed copy of the cardholder’s certification screen followed by the supporting documentation for each charge on that month’s statement. Details on appropriate documentation are provided at Section III, Part E, Paragraph (2) of this manual. Supporting documentation should be attached to the statement and arranged in the order the charges appear on the statement.

E. Procurement Card Audit Scope

(1) Cardholders should have the statements and supporting documentation for the current fiscal year centrally located and readily available for examination on demand. The University’s fiscal year runs from July 1st to June 30th.

(2) Statements and supporting documentation for prior years must be retained in storage for 7 years for audit purposes. If auditors want to examine prior year activity, cardholders will be given sufficient time to retrieve their documents from storage.
F. Procurement Card Audit Focus

Audits will examine cardholder activity to ensure University and NYS Procurement Card Guidelines are being followed. Auditors will be focused on ten types of inappropriate activity:

(1) Personal Purchases
(2) Unallowable Purchases
(3) Split Purchases
(4) Overreliance on the Unavailable Documentation Form
(5) Cardholders allowing others to use their procurement card
(6) Lack of supporting documentation for transactions
(7) Failing to certify monthly charges or failing to certify timely
(8) Paying sales tax instead of informing vendor of tax exempt status
(9) Failing to file a New Equipment Receipt Form
(10) Failing to use a vendor on state contract

G. Audit Findings and Opinions

Audit findings will be formally communicated to the cardholder, their supervisor, and the University Controller. An audit opinion will be issued at the conclusion of the audit. There are three possible opinions:

(1) Substantially Compliant
   Cardholder has adhered to all NYS/University Guidelines in using the procurement card.

(2) Compliant
   Cardholder has 1 or 2 minor violations which the cardholder must address ASAP. Failing to address these findings may result in card suspension or revocation.

(3) Non Compliant
   Cardholder has substantial violations or has failed to address previous audit findings. This finding will result in suspension or revocation of your card privileges. The cardholder will be required to explain any negative audit findings in writing and to take whatever action deemed appropriate to correct the problem and to prevent it from occurring in the future.

H. Procurement Card Revocation

If a card is revoked, the department involved must designate a new cardholder in order to obtain items costing $4,999 or less. Until the new cardholder receives a card, these items must be obtained via a traditional purchase requisition.
VI. PROCUREMENT CARD MAINTENANCE

A. Lost or Stolen Procurement Cards

Lost or stolen procurement cards should be reported immediately to:

- Citibank® Customer Service at 1-800-248-4553
- Eileen Scanlan, the Campus P-Card Manager at 442-3195

Following these verbal notifications, the cardholder should complete the Citibank® Procurement Card Maintenance Form found on the web at http://www.albany.edu/accounting/media/s_forms_card_maint.htm and send it to the Campus P-Card Manager, who will notify cardholders when their replacement cards are ready.

Cardholders can be held personally liable for charges occurring after the loss or theft of the card, if the above notifications do not occur or do not occur in a timely manner.

B. Cardholder Legal Name Changes

If a cardholder’s legal name changes a new procurement card must be issued. Submit the Citibank® Procurement Card Maintenance Form to the Campus P-Card Manager to request a card in your new name.

C. Cardholder Termination of Employment

If a cardholder is leaving the University, the cardholder must provide the following to the manager of the account for which their procurement card was issued:

- Their procurement card
- All cardholder statements pertaining to the card
- All documents pertaining to the current month’s P-Card transactions so that the monthly statement can be certified at the appropriate time.

Departments can not continue to use cards issued to former employees. The account manager must hand deliver the card to the Campus P-Card Manager, so it can be properly voided. If the department still requires a procurement card, a new cardholder should be designated and a card application submitted for that individual. Account managers will be responsible for reconciling the purchases of former cardholders. Contact the Campus P-Card Manager for assistance, if necessary.
VII. SUSPENSION OF CARDHOLDER PRIVILEGES

Under certain circumstances, the Office of the State Comptroller requires state agencies to take disciplinary action against cardholders. This section details those circumstances and the actions to be taken.

A. Misuse or Abuse of the Procurement Card

The term “misuse or abuse” means using the procurement card outside of authorized parameters, including, but not limited to:

- Using the card in a manner that violates established P-Card Program, State, SUNY, and University Guidelines
- Using the card for purchases of equipment and failing to file the new equipment receipt form
- Failing to reconcile and certify monthly statement within the required timeframe and delaying the campus certification of the Visa voucher.
- Using the card for prohibited purchases (e.g. personal/travel expenses)
- Splitting up orders to remain within the dollar limit for Visa transactions

In all cases, the cardholder must reimburse the University for any Unauthorized Purchases. Outlined below are the general disciplinary procedures provided for the program. Based on the severity of an offense, the University reserves the right to advance the disciplinary process to whatever stage it deems appropriate and require retraining of the cardholder and/or supervisor where necessary.
A. Misuse or Abuse of the Procurement Card

(1) Disciplinary Action for 1st Offense

Upon the first offense, the cardholder and their supervisor will be notified about the violation. The cardholder will be advised to use the card for official purposes only in accordance with P-Card Program, State, SUNY, and University guidelines. The cardholder will be warned that if such violations persist, card privileges will be suspended.

(2) Disciplinary Action for 2nd Offense

Upon the second offense, the cardholder’s supervisor and the University Controller will be notified of the violation. The p card campus manager will inform the cardholder that their procurement card privileges have been suspended for a period of three months. At the conclusion of the suspension, the Controller will determine if card privileges will be reinstated.

(3) Disciplinary Action for 3rd Offense

Upon the third offense, Procurement Card privileges will be permanently revoked.

B. Fraudulent Use of the Procurement Card

The term “fraudulent use” refers to the use of the card with a deliberately planned purpose and intent to deceive and thereby gain a wrongful advantage for oneself or others. In addition to the University receiving reimbursement from the cardholder, any or all of the following actions may occur when fraudulent use of the card occurs:

- Immediate suspension of card privileges
- Removal of cardholder’s purchasing authority.
- Formal disciplinary action, which may result in the termination of employment
- Any actions deemed appropriate by the University, including criminal prosecution.
VIII. ACCESSING AND USING THE CITIBANK® SYSTEM

A. Accessing the Accounting System (CENT)

Under the Start button in Windows, select MAINFRAME. Host Explorer 10.0 will open to the menu below. The Citibank® system is accessed via CENT, the University Accounting System. To launch the Accounting System, hit the F9 function key on the screen below.

![Image of Host Explorer 10.0](#)

* NOTE: If the screen above does not appear upon opening Host Explorer 10.0, complete the form at [http://www.albany.edu/accounting/network_system_access_form.html](http://www.albany.edu/accounting/network_system_access_form.html) to have your ip address added to the CENT access table. Visit [www.whatismyip.com](http://www.whatismyip.com) from your pc to determine your ip address.

Enter a 1 at the Select===> prompt and hit the Enter KEY

- 14 -
B. Accessing the Citibank® System

When the screen above appears, hit the **CLR button**, last button on the right to clear the screen. If the screen above does **NOT** appear and the message your session has been terminated appears, contact Eileen Scanlan at escanlan@uamail.albany.edu. Please provide your IP address in the email. Enter **SCSO** on the clear screen and press the **ENTER** key.

When the screen above appears, hit the **CLR button**, last button on the right to clear the screen. If the screen above does **NOT** appear and the message your session has been terminated appears, contact Eileen Scanlan at escanlan@uamail.albany.edu. Please provide your IP address in the email. Enter **SCSO** on the clear screen and press the **ENTER** key.
B. Accessing the Citibank® System (Continued)

On the screen below, enter our organization code: $SU$ followed by your User ID, password, and job function provided by the Accounting System Security Administrator.

If your sign-on is successful, the following message will appear:

NO MESSAGES, SIGNON IS COMPLETE - PRINTER ID = NONE
C. The Citibank® System

Once your sign on is complete, clear the screen and type **AEPC** to access the main menu of the Citibank® System and hit the **Enter** key.

(1) Description of Cardholder Transactions

<table>
<thead>
<tr>
<th>TRANSACTION</th>
<th>PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEPC MAIN MENU</td>
<td>USED TO ACCESS ALL TRANSACTIONS</td>
</tr>
<tr>
<td>VI01 LOGGING</td>
<td>USED TO CREATE MANUAL LOGS</td>
</tr>
<tr>
<td>VI02 RECONCILIATION</td>
<td>USED TO RECONCILE AND CERTIFY</td>
</tr>
<tr>
<td>VI03 LOG LIST</td>
<td>USED TO VIEW CARDHOLDER LOG</td>
</tr>
<tr>
<td>VI04 BILLING STATEMENT</td>
<td>USED TO VIEW BILLING STATEMENT</td>
</tr>
<tr>
<td>VI06 CARDHOLDER INFO</td>
<td>LISTS CARDHOLDER DATA</td>
</tr>
<tr>
<td>VI09 PREFERRED VENDOR</td>
<td>LIST OF VENDORS IN AEPC PROGRAM</td>
</tr>
</tbody>
</table>
IX. MONTHLY CARDHOLDER CERTIFICATION OF PURCHASES

A. Retrieval of Your Monthly Citibank Statement

As soon as you start using your Citibank® Visa card you will receive an e-mail inviting you to visit the following link:

www.cards.citidirect.com

This will bring you to the CitiDirect® Card Management System. A CitiDirect® system client code is entered to begin the log-in process.

The procurement client code is: NYS-P

Enter this code in the space provided on the web site and click the “start log-in process” button directly below.

After entering the system client code you are brought to a screen that asks for your Username and Password. The first time that you enter this information it will be in the following format:

Username – first four letters of your last name AND the last six digits of your account number

Password – username in reverse - using all upper-case letters

For Example: Joe Lue receives a Visa card with the last six digits – 356954.

His username would be: lue356954
His password would be: 459653EUL

If your last name does not contain at least four letters, use your entire last name and the last six digits of your account number. The password would follow the same format as the example above – which is the username in reverse order using all upper-case letters. Note that the username field is not case sensitive – it may contain either upper or lower-case letters.
A. Retrieval of Your Monthly Citibank Statement (Continued)

At any time in the process if you are not able to login, call the 800 number found on the back of your Visa card to speak with a CitiDirect® Customer Service Representative. The representative can reset your Username and Password and assist you with any other log-in questions that you may have.

Type your username and password in the spaces provided.

After you sign in the first time you will be prompted to change your password.

Passwords must meet the following criteria:

☑️ The username and password must be different.
☑️ The password must contain a mix of alphabetic and numeric characters. It must not consist of all numbers, all special characters, or all alphabetic characters.
☑️ The password must not contain leading or trailing spaces.
☑️ The password must not contain more than 2 consecutive, identical characters.
☑️ The password must be at least 4 characters and no more than 9 characters.
☑️ The password must contain a mix of uppercase and lowercase characters.
☑️ The password must be identical to the password confirmation.
☑️ The new password must be different from the old password.

After the new password is entered, click the “Change” button to continue.
To view your entire monthly Visa Statement or separate transactions go to the “Inquiry” drop-down menu item on the main toolbar.

To view the inquiry drop-down menu move the mouse over the word “Inquiry” on the CitiDirect® toolbar. There is no need to click for the menu to appear. Select whether you want to view:

- Statements
- Transactions
- Dispute Log (screen)

Move the mouse over the statement option and click to access.

Using the Cycle drop down menu, select the statement you would like to view and click the SEARCH button.
A RESULTS section will appear below the search criteria. Click on the account number to view the statement.

Click **print statement** to print a copy for your records.
The Dialog box above will appear to select your printing preferences. Always print the statement summary with transaction details including all detail options. You must check all boxes as shown and click print. This is your official statement for auditing purposes.

**Important!**

After you conclude your business on CitiDirect® you MUST click on the LOGOUT link located on the upper right side of the web page just below the X for closing the page. Failure to do so can cause the system to lock you out.

If you have problems logging in please feel free to call CitiDirect® between 7am and 8pm Eastern Time Monday through Friday at 1-800-790-7206, option 2. Or contact Eileen Scanlan in the University Accounting Office at 518-442-3195 (e-mail: escanlan@uamail.albany.edu).

**Password Problems**

After the username and password are set up, cardholders have 45 days to log-in to the web. Users, who don’t log in for 46 days or more, will have their password turned off. Cardholders will have to call the CitiDirect® Helpdesk(1-800-790-7206). If you try three times to log in and are not successful do not continue to try, close the browser window and open a new window, go back to the CitiDirect® web page and then call the CitiDirect® Helpdesk.
B. Timeframe for Cardholder Certification of Charges

Cardholders download the previous month’s statement during the second week of the current month. The electronic copy of the bill usually becomes available on the CENT system during this week. Cardholder certifications can not be completed until the electronic copy of the bill is on the system. The Campus P-Card Manager will notify all cardholders via email once the electronic copy of the bill is on the CENT system. This email will issue a deadline date by which all cardholder certifications must be completed. In most cases, this deadline is 5 business days from the day the bill is placed the system. On the rare occasions that the electronic bill is posted late, cardholders will be asked to certify ASAP. The Campus P-Card Manager is available by email, by phone, and by appointment to assist cardholders who encounter problems while certifying monthly charges. New cardholders will always be assisted with their first certification. Cardholders must certify their charges by the deadline issued. This timeframe is mandated by SUNY System Administration and is not at the campus’s discretion. Cardholders who fail to certify will be subject to disciplinary action.

C. Timeframe for University Certification of Charges

Upon receipt of the campus voucher, the University Accounting Office must certify all Citibank® Charges for the campus within seven business days. Late cardholder certifications will delay the campus-wide certification. OSC has the power to revoke the University’s card privileges permanently for late certifications.

D. Citibank® Procurement Card Transaction Logs

(1) Citibank® Procurement Card Coding

Each card is coded to charge one University account, automatically. Cardholders should code the card to charge the account to be used most often with the card. This will minimize the number of transaction logs that the cardholder will need to move to different accounts. Card coding can be changed to automatically charge a different account, if necessary.

(2) System Generated Cardholder Transaction Logs

On a daily basis, Citibank® transmits, via electronic tape, the sales data received from vendors to the AEPC system within the CENT System. Cardholder logs are generated by this tape transmittal. Cardholders can view the logs using transaction V103 throughout the month to see what transactions have hit the SUNY system. These cardholder logs create a pending expenditure transaction in the account the card is coded to charge. These pending transactions will include the
purchase date, amount charged, and the vendor name. Cardholders can also view these pending expenditures in the *All Funds Accounting Application*. The presence of a log entry within the AEPC system does **not** mean your account has paid the expense. The log sets aside funds, via a pending expenditure against your account, to pay it. Monthly Visa charges will roll from pending to actual within 5 business days of the campus-wide certification. Charges that have been paid are posted under actual expenses in your account and are assigned a document number that starts with an X.

**(3) Changing accounts and/or sub objects to be charged**

The daily transaction logs generated by the tape transmittal are available for edit throughout the month. **TIP:** *Edit your log entries as they hit your log list. All edits must be done before your monthly certification. Editing logs throughout the month will ensure timely certification of your billing statement.*

**A. Changing the account to be charged**

Cardholders with several University accounts can change the account number to be charged for a purchase. On the main cardholder menu in the AEPC system, tab to **VI03**, and hit the *Enter* key.
3) Changing Accounts and/or sub objects (Continued)

A list of all pending charge logs for the current month will appear.
To view the charge detail for an individual log in the list, place an X to the left of the log number and hit the Enter key.

This will bring up the log detail screen for this transaction. This screen provides all the details about a given transaction. On the lower left side of the screen (see next page), the following is listed:

- The account to be charged including fiscal year
- The sub object to be charged
- The amount to be charged

To change the account charged, cardholders should tab down to the amount in the original entry and enter 0.00. (See next page) **Note: This is the only item the cardholder can edit in the original log.** The amount is provided in the upper right corner of the screen for your reference. Cardholders must tab down below the original entry and type in the appropriate charge information including:

- The account to be charged including fiscal year (FY field)
- The sub object to be charged
- The amount to be charged
Once these entries are input, place in S in the F=> field and hit the Enter key. The message Depress Enter to complete transaction will appear. Hit the Enter key again to complete the transaction.
B. Changing the sub object to be charged

When Citibank transmits the daily charge data to SUNY, the merchant commodity code (MCC) they have assigned to a purchase is automatically converted to the corresponding SUNY sub object and listed as a pending expenditure within a cardholder’s default account. If no corresponding SUNY sub object exists, the purchase will be charged to SUNY subject 3095—the sub object for general p card purchases. Under certain circumstances, cardholders must change the sub object charged for a credit card purchase:

- Construction fund purchases must be charged to sub object 7570 or 7601.

Recall that the only item in the original log entry that cardholders can edit is the amount. The process to change a sub object is identical to changing an account.

1. Access the log detail within VI03, log list, of the AEPC system
2. Zero out the amount charged in the original entry
3. Tab to the line below the original entry
4. Reenter the charge detail and enter the appropriate sub object.
5. Place an S by the F=> prompt and hit enter twice to save the change.

(4) Problems transferring expenses to different university accounts

A cardholder’s ability to transfer expenses to different accounts is governed by two factors. The cardholder’s account access, as defined by, their job function and the available resources within OTPS in the account to be charged. Based on these factors, when cardholders attempt to save account changes, the following systems errors can occur:

A. Job function does not have access to this account
B. Job function can only inquire against this account
C. SAMI unencumbered balance error
D. SUNY segregation error

Errors A and B require adjustments to your system access as defined by your job function. Cardholders will not be granted the authority to charge accounts for which they are not a signatory without the prior approval of the account manager in writing.

Errors C and D are funding problems. Error C indicates insufficient OTPS allocation within the account to be charged. Another account must be used in
these instances. Error D relates to a campus allocation problem and does not relate to an individual account balance. Cardholders with errors A, B, or D should contact Eileen Scanlan at 442-3195 or via email at escanlan@uamail.albany.edu.

IX. MONTHLY CARDHOLDER CERTIFICATION OF PURCHASES

E. The Procurement Card Statement Certification Process

Cardholders are alerted by an email from the Campus Procurement Card Program Manager that the electronic copy of the procurement card bill is ready for certification. The University Accounting Office must verify that the electronic bill is accurate and make any necessary corrections before cardholders can certify. Please do not certify your bill until you receive an email from the Campus Procurement Card Manager instructing you to do so.

(1) Preliminary Steps in the Certification Process

A. Edit log entries to reflect the appropriate accounts and sub objects to be charged. **NOTE:** All log entry edits must be completed before the bill is certified. It is strongly recommended that cardholders edit log entries throughout the month, as they are generated in log list. Be sure to save all edits before proceeding.

B. Wait for email notification that the electronic bill is ready for cardholder certification.

C. Sign on to the AEPC System as outlined on pages 15-18 of this manual.

(2) Completing the Billing Statement Certification

Cardholder certifications must be completed by the deadline issued in the certification notification email. If you are going to be out of the office, please use the *Out of Office Assistant* within Outlook so that the Accounting Office can complete your certification.
IX. MONTHLY CARDHOLDER CERTIFICATION OF PURCHASES

E. The Procurement Card Statement Certification Process

(2) Completing the Billing Statement Certification (Continued)

Once on the main cardholder menu AEPC:
- Change the billing cycle to the month being certified
- Tab down to VI02, Reconciliation/Certification, as shown
- Hit the Enter key
- The cardholder’s reconciliation of charges will appear. This screen should have the message “Ready for Cardholder Certification—All Items Matched” at the bottom. (See following page) When the electronic billing statement from Citibank® is loaded to the system, the system attempts to reconcile the Citibank® billing entries and the pending logs for each transaction. As long as there is a pending log for each charge on the bill, the system reconciles the bill. This message on the bottom of the screen lets the cardholder know this automated reconciliation was successful. Should this message not appear, contact Eileen Scanlan, the Campus Procurement Card Program Manager, for assistance.
As long as the reconciliation has been successful:

- Place an X for IGNOR by the F=> prompt
- Place a C for CERT STMT by the A=> prompt
- Hit the Enter Key
IX. MONTHLY CARDHOLDER CERTIFICATION OF PURCHASES

E. The Procurement Card Statement Certification Process

(2) Completing the Billing Statement Certification (continued)

The certification screen will appear. Before certifying the statement, always verify that:

- The Statement Count and the Reconciled Count indicated on this screen are identical.
- If a discrepancy exists, contact Eileen Scanlan at 442-3195 or via email at escanlan@uamail.albany.edu for assistance. Discrepancies of this type are rare.

- To certify the statement, place a $C$ by the $F=>$ prompt
- Leave the $A=>$ prompt blank
- Hit $Enter$ key
(2) Completing the Billing Statement Certification (continued)

- The system will fill in the date and the cardholder’s name
- The message “Depress Enter to Complete Transaction” appears
- Hit the Enter Key to complete the certification. The message “Transaction completed” should appear at the bottom of the screen.
- Always print a copy of the completed certification screen
IX. MONTHLY CARDHOLDER CERTIFICATION OF PURCHASES

D. The Procurement Card Statement Certification Process

(3) Certified Billing Statement Documentation

A. Account Manager’s Approval of Monthly Charges

If the cardholder is not a signatory on the University account their card is charging, the account manager must sign the hard copy of the cardholder’s completed certification screen.

B. Retention of Billing Statement Documentation

As outlined in SECTION V, PART D, of this manual, cardholders must retain the following documentation for a period of seven fiscal years for audit purposes. The current fiscal year must be centrally located and readily available. The prior six fiscal years can be in storage. Cardholders should keep the following:

1. Original Monthly Citibank® Statements
2. A hard copy of Completed Certification Screen must be signed by a signatory on the account charged
3. Appropriate supporting documentation for each charge on the statement. See Section III, PART E, Paragraph (2) for details on appropriate documentation. Documentation should be arranged in the order that the charges appear on the bill.
X. PROBLEMS COMPLETING THE CARDHOLDER CERTIFICATION

A. Cardholder statement not fully reconciled

When the electronic copy of the billing statement from Citibank® is loaded to the system, the system attempts to match each charge on the statement to a pending log transaction within the system. The system will automatically reconcile all transactions from the Citibank® billing statement for which there is a corresponding pending log transaction.

Occasionally, the daily tape transmittal of charge data sent by Citibank® to the system does **not** contain all of a cardholder’s charges for that day. This daily tape transmittal creates the pending log transactions in the system. In the event of an incomplete transmittal from Citibank®, pending log entries will not be generated in the system. These charges will appear on a cardholder’s monthly Citibank® statement, but no pending log entries will exist in the system. In order to certify a billing statement, all charges must be reconciled. In other words, there must be a pending log transaction for each charge on the bill.

If a cardholder’s statement contains a charge for which there is no corresponding pending log transaction, the cardholder must manually create a log entry within the system. This is done using transaction **VI01** in the on-line system.

1. Steps to determine if manual pending logs must be created:

   - Begin on the AEPC main Menu (AEPC)
   - Place a **U** in the **RECONCILE IND**: FIELD
   - Change the billing cycle to the previous month
   - Tab down to **VI02** and hit the enter key
   - The unreconciled Items screen will appear
X. PROBLEMS COMPLETING THE CARDHOLDER CERTIFICATION

A. Cardholder statement not fully reconciled

1. Steps to determine if manual pending logs must be created

In the sample screen provided below, a pending log entry was not generated for a $146.70 charge from Superior Business Products, Inc that appears on the cardholder’s billing statement.

```
<table>
<thead>
<tr>
<th>Date</th>
<th>Vendor Name</th>
<th>Amount</th>
<th>Log #</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/07/10</td>
<td>Superior Business Prd Inc</td>
<td>146.70</td>
<td></td>
</tr>
</tbody>
</table>
```

B. Steps to Create Manual Cardholder Log Entries

Cardholders must create a log entry identical to the Citibank® entry:

1. Log on to the AEPC system
2. Tab down to V101 Logging and hit the Enter Key
3. Enter the following information as shown

- The purchase date
- The dollar amount of the purchase
- The vendor name
- A description of item purchased
- The account to be charged
- The sub object to be charged
- The amount to be charged
X. PROBLEMS COMPLETING THE CARDHOLDER CERTIFICATION

B. Steps to Create Manual Log Entries (continued)

Once these items have been entered on the screen, save the log by placing an $S$ in the $F=>$ field and hit the Enter key twice to save the log.

C. Reconciling Manually Created Log Entries

Since all manually created log entries are created after the automated reconciliation process has occurred, cardholders must reconcile any manual logs.

1. Steps to Reconcile Manual Cardholder Logs:

   A. Begin on the AEPC main menu (AEPC)
   B. Place a $U$ in the RECONCILE IND: field
   C. Change the billing cycle to the previous month
   D. Tab down to $V102$ and hit the Enter key
   E. To reconcile the log place an $R$ next to the Citibank log and an $S$ in the $F=>$ field, before hitting the Enter key.
X. PROBLEMS COMPLETING THE CARDHOLDER CERTIFICATION

C. Reconciling Manually Created Logs Entries

Reconciliation of the manual log created for *Superior Business Products* is provided below:

(2) Verifying the Status of Manual Cardholder Logs

To verify that any manual logs have been reconciled access your log list using *VI03*. Locate the manual log within the list and look for the word *RECONCILED* below the transaction date listed on the right side of the screen.
XI. KEY CONTACTS FOR THE CITIBANK® PROCUREMENT CARD

Questions about the Procurement Card,

Contact: Eileen Scanlan
Campus Manager of the Procurement Card Program
Management Services Center Room 203
E-mail Address: escanlan@uamail.albany.edu
Phone: (518) 442-3195

To report a lost or stolen Procurement Card, or
Questions about your Citibank® account,

Contact: Citibank® Customer Service
Phone: 1 800 248-4553

This number is available twenty-four (24) hours per day,
seven (7) days a week.

For assistance logging in to the Citibank Card Management Web site,

Contact: CitiDirect Help Desk
Phone: 1-800-790-7206, option 2

To determine if a desired item is available on a state contract,

Contact: University Purchasing Office
Phone: (518) 437-4579

To determine if an equipment purchase should be reported, or
For assistance completing the New Equipment Receipt Form,

Contact: Office of Equipment Management
Phone: (518) 437-4596
XII. Frequently Asked Questions About The Citibank® Procurement Card

1. Can a co-worker use my Procurement Card?

    No. Procurement cards can only be used by the cardholder. Lending the card to other University employees is strictly prohibited.

2. Will my card be mailed to my campus address?

    All cards are sent to the Campus AEPC Manager. Should you receive a card in the mail, do not use it. Hand deliver the card to the Accounting Office. Cards must be activated on the system first to ensure proper reporting for log creation.

3. What do I do if I need to return a purchase?

    Contact the vendor directly and make arrangements for the return. Be sure to give the vendor your card number and order confirmation number, so your account will receive the appropriate credit.

4. What do I do if my card is lost or stolen?

    Contact Citibank® and the Campus P-Card Manager immediately. Follow up these verbal notifications by sending a copy of the Citibank® Maintenance Form to the Campus P-Card Manager indicating the card was lost and whether or not a replacement card is necessary.

5. How will I get my statement?

    Paper statements will not be issued. Statements will be available via the Citibank web site. Each cardholder will automatically be assigned a user ID and password. Citibank will send an email to cardholders informing them when the statement is ready for downloading from the web.

6. How soon should cardholders activate their cards?

    The cardholder should activate the card as soon as he or she receives it.

7. Is the electronic signature enough on a Cardholder acknowledgement form?

    No. To be sure that the cardholder has seen the acknowledgement agreement, we require an actual signature.
8. Do we need the full 9 digits for the social security number?

Citibank will use the last four digits of the social security number for identification purposes when a cardholder contacts them for account information and card activation. The full social security number is not required and will not be transmitted to Citibank.

9. How do we dispute a charge?

First, try to settle any dispute with the vendor. If you are unsuccessful, contact the campus procurement card administrator to formally dispute the charge. A notarized affidavit of unauthorized use must be completed and faxed to Citibank.

10. Can we adjust our bill for disputes or credits?

All bills must be paid in full within 30 days. If a dispute has been filed with Citibank, the bill will still be paid in full. All adjustments will be credited to your account(s) on the next bill.

11. May a cardholder keep the same card when moving from one department of the University to another?

Yes, but cardholders must have the card coded to charge their new department’s account.
APPENDIX A
VISA FORMS

FORMS INCLUDED IN THIS APPENDIX

1. APPLICATION/ACKNOWLEDGMENT FORM

   http://www.albany.edu/accounting/media/s_pcardapplication.pdf

   **Purpose:** Used to apply for a Citibank® Procurement Card.

   For further details on the application process, see pages 2-3 of this manual.

2. RECEIPT OF PROCUREMENT CARD GUIDELINES FORM

   http://www.albany.edu/accounting/media/s_forms_card_guide_receipt.htm

   **Purpose:** Used to document that cardholders have received a card and a copy of the procurement card guidelines as required.

   For details about when to submit this form, see page 3 of this manual.

3. PROCUREMENT CARD UNAVAILABLE DOCUMENTATION

   http://www.albany.edu/accounting/media/s_cardunavailable.pdf

   **Purpose:** Used to document purchases when vendor invoices are unavailable.

4. PROCUREMENT CARD MAINTENANCE FORM

   http://www.albany.edu/accounting/media/s_forms_card_maint.htm

   **Purpose:** Used to report a lost or stolen procurement card and to request a replacement card. Also to request names changes and card limit increases.

   For details about lost or stolen procurement cards, see page 11-12 of this manual.

5. NEW EQUIPMENT RECEIPT FORM

   http://www.albany.edu/accounting/media/new.pdf

   **Purpose:** Used to report the receipt of new equipment to the Office of Equipment Management. For details about how and when to report the receipt of new equipment, see page 8-9 of this manual.