

-Who is the office/department card administrator?

This is typically the Administrative Assistant/Secretary of your office/department. It should be the person in your office/department that typically handles all of the billing, accounts receivable, and accounts payable. The person that you choose to be the Administrator is typically the person that has a finger on the pulse of the entire office. The department supervisor will be in charge of signing off on the card holders' initial application, and should have some knowledge of the usage of the cards that are in their department.

-Can other people in the department use my card?

We do not recommend that a department have one card for the entire office to use. That tends to cause a paper trail when it comes time to settle the statement at the end of the month. Also, the person's name that is on the card is the one that is ultimately responsible for the charges. Now, if you have a Purchasing Card and someone else in your office does not and needs to use it for a purchase once, there isn't a big problem with that. Just make certain that, as the card holder, you make certain to get the receipt for that person's purchase and make sure that it is a valid purchase. Again, you will be the one that is responsible for that charge. If this is something that happens a lot in your office/department, I would highly suggest that person ask their department supervisor and card administrator for their own card.

-NDSU is a tax exempt institution; do I need to carry that number with me for every purchase?

No, actually the tax exemption number is printed right on the front of your NDSU Purchasing Card. Each store handles tax exempt customers differently, so I suggest that prior to starting your check out process, you let the person know that this will be a tax exempt purchase.

-Can the card be used for Magazine or other "subscriptions"?

The NDSU Purchasing Card **cannot** be used for subscriptions. That is due to the fact that a typical subscription is annual. And if in the time frame, the employee is terminated or resigns, that subscription has been paid for and we cannot be reimbursed. Also, there have been instances where the subscription has been sent directly to someone's home, which is completely forbidden.

-What do I do when my NDSU Purchasing card has been declined?

Tell your department card administrator and have that person call the University card administrator (Kimberly Howard-Brasel 231-7462). She will go onto the JP Morgan site and check for the reason for the decline and reverse it, as long as it is a legitimate decline. The decline can usually be reversed immediately. Then the transaction can be tried again.

-What if my card is lost or stolen?

If the card is lost or stolen, immediately tell your department card administrator who will then let the University card administrator know. Then the card holder, and only the card holder, needs to call the Fraud Line at **1-800-270-7760**. Tell them that the card has been lost/stolen and ask them to close that account immediately and request a new card.

-Why do we get declines for items we may have purchased in the past?

You may be trying to purchase an item that you have purchased before, but it may just be at a different store or a different brand, and you get a decline on your card. This has to do with the MCC codes. Different products, brands, and stores may all use a different MCC code for the same item. We cannot open all MCC codes for the cards due to the State Merchant Category Code Exclusion Standard. Now, once the code for the particular product is opened, it will remain opened. When the credit card company is looking for declines, this also gives them a chance to look at the items that are trying to be purchased, and they will let the University Card Administrator know if it is something unusual. So when you call to ask for a code to be opened, please let the administrator know what the item is that is being declined and what the purpose of that item is.

-What constitutes a receipt?

Original, detailed receipts/invoices. The charge slip from the credit card system is not acceptable. It can be a store receipt, an online order confirmation (including the pricing and the acknowledgement that your NDSU Purchasing card was the card that was used), an E-mail order confirmation (including the pricing and the acknowledgement that your NDSU Purchasing card was the card that was used), or an invoice. A packing slip is not acceptable due to the fact that it typically does not have pricing on it or the payment method on it.

-What if I get a credit to my account?

All refunds or credits that go toward items that were purchased on your NDSU Purchasing card need to be credited back to that card. Cash or check refunds are not acceptable. When the department card administrators are coding their charges on the JP Morgan system each month, they should treat the credit exactly as they would a charge. It needs to be coded with the proper funding string. Typically it would be credited back to whatever funding string it was originally charged to.

-As department administrator, when do I need to send my settlement report and what do I need to send with it?

The download of the charges starts approximately the 8th of each month; all changes of funding need to be made by then. The Purchasing Card Record, statement, and receipts need to be sent over to Purchasing soon after that but no later than the 28th of the month. Reminder: you can also print the statement off from the JP Morgan website the day after the end of the statement period (typically the 3rd). The department administrator is in charge of making certain that all of the charges are:

#1) Properly coded in the JP Morgan system. Even if you don't think that there are any charges for that month, check the site anyway. There may be some charges that you didn't know about or you may catch a fraudulent charge. It only takes a minute to check. All of the charges for all of your card holders will come up with a default funding string that you provided when the application for a card was originally turned in. But the point of having the card and the JP Morgan system is to make it easier on the administrator when it comes to proper billing. You can make changes and even split the charges into different funding strings in a matter of seconds. All of this needs to be done before the 8th of the month. That is when the download of the cards begins and no changes can be made after that. If you miss changing the funding string before the download, you would just have to do the usual IDB.

#2) Check over all of the charges and make certain you have corresponding receipts for all cardholders. On the last page of the Purchasing card manual, there is a Purchasing Card Record. One of these needs to be filled out for each cardholder in your department monthly **if there are charges to the account**. You will list all of the transactions on there and then both you and the cardholder need to sign this. Along with the Purchasing Card Record, you need to send the receipts (either a copy of the original) for all transactions and the statement that you receive in the mail from the credit card company (either a copy or the original). We realize that the statement usually doesn't come until after the download is done, however, you can print them off from the JP Morgan site. So we ask that you have your settlement reports in to us by the 28th the following month. You will send this over to the Purchasing Department in Old Main. If there are any reports that are not signed or do not have the correlating receipts, they will be sent back to the department administrator and that person must obtain the proper information in the timeliest manner possible.

-When does the download happen?

The download of the credit card charges typically is started on the 8th of each month. This gives all of the administrators' ample time to go onto the JP Morgan website and check over and change funding on any of their charges. The actual transaction schedule is from the 3rd-2nd of each month. So any transactions that post between those dates are going to be on your billing. You can make the changes on the funding in the JP Morgan system at any time before the download. As soon as the merchant posts that charge, you can make your changes. Or if you prefer, you can do it all at once. Once we start the download, those charges are given to the accounting office to do a budget check. If there are any errors, they are then sent back to the University card administrator to get the proper information from the department card administrator. Once all of the budget checks are completed, then the information is uploaded into PeopleSoft. So if it takes a few extra days before you see the charges post to your PeopleSoft account, it is because of the budget checking. If/when you are asked for proper information for certain charges; please get that back to the University card administrator as quickly as possible so that we can get the upload started.

-What is my address for the Bill To and Ship to address?

Your billing address should be your PO Box or whatever address you receive your mail at. Your ship to address should be whatever address you give to UPS, Fed Ex, DHL, etc. If you don't know what address you have given, you can either ask your department administrator or you can call the University administrator and we can look that up for you. Department administrators, if you go to the JP Morgan website and log in, you can click on "Accounts" then "Manage" and a list of all of your cards will come up. Click on the persons' name that you are looking up. All of the information including the address, phone number, and credit limits will be on there.

-Can I use the card for travel?

The NDSU Purchasing card is designed to make purchasing items faster and easier. However, there are only certain travel purposes that the card can be used for. Airfare, train tickets, bus tickets, and conference registration are about the only things that the Purchasing card can be used for when referring to travel. Due to the fact that room service, valet parking, internet usage, and movies are usually on the hotel room bill, it cannot be used for paying for hotels. Gas, extended usage, additional drivers are the main reasons for not being able to use it for car rental. The Purchasing cards are audited monthly and if charges like this are found, the cardholder will need to immediately reimburse NDSU and then fill out a Travel Voucher for proper reimbursement. The card holder will be warned of the offense. If a second offense of this happens, it may be grounds for immediate cancelation of the Purchasing card.

-How do I change the card holders default funding?

If you had initially requested a particular default funding code and would like to have that default fund changed, just let the University card administrator know whose card it is and the new default account/fund/department/project/program that you want on there. Now, this is just for the default. It is not to be changed month to month. That is up to the department card administrator to go in and do on the JP Morgan system. This is just a default account where, if the download is done without you making the changes, there will be funds available.

-Does this affect my personal credit?

The card is put in your name and the application does require you to give your social security number. However, the credit is not based on your personal information. This information is for security purposes only. The card is based off of the University's standing.

-What if I need to make an approved purchase for more than my credit card limit?

Once you have gotten the purchase approved through the proper channels, the Department Head/Chair/Manager/Director will need to email/fax the University card administrator the completed "Credit Limit Increase" form. They will be required to give reasoning and provide authorization for the raising of the credit limit. We will also need to know what the limit needs to be raised to, is it the monthly and the per transaction limit that need to be raised, is it a permanent or temporary raise. The University administrator will then raise the limit. Once that particular charge has gone through, the limit will then be lowered back to the original limit if it is a temporary limit raise.

-What if I know I made a charge that month, but the charge is not showing up on either JP Morgan or my statement?

Perhaps the vendor has not posted that charge to their credit cards yet and that is why it is not showing up. However, do not put that on your settlement record that you send over to the University administrator. Keep the receipt that you have and watch for that charge to show up. If after time it does not show up on any statements, call the vendor to find out why.

-What if I have a purchase that I need to make that is over \$2,500.00?

If you have a charge that is for over the \$2,500.00 limit set by the Purchasing Department, you would need to have a Sole Source form or the completed “Request for Approval over \$2500” form that is signed by the Director of Purchasing. Those items would also need to be included when you send over your Purchasing Card Record, **JP Morgan** Statement, and receipts. If you cannot provide those things, you would need to go through the Purchasing Department for that purchase.

-What if I have travel that exceeds the \$2,500.00 limit?

Travel is something that you can purchase without competitive bids. You can purchase any of the **approved travel items** that are listed in the Purchasing Card Policies & Procedure Manual for over the \$2,500.00 amount. However, we do suggest that you shop for the fairest pricing that is available.

-Can one department have two Department Administrators?

Each department is only allowed to have one Department Administrator. This is due to the fact that one person will need to be accountable for the Department Administrator responsibilities. If you have more than one administrator, one might make changes that the other is not aware of. It is for less confusion and also a matter of accountability.