

Suggested practices for placing orders with PCard

Keep your card in a safe place! We recommend that you keep the card number and bank customer service number in a safe place also, so if the card is lost or stolen, you have the necessary information to report it to the bank.

1. Placing an Order

When placing an order, please be sure to provide the vendor with the following information:

- a.) Inform the vendor Lafayette College has a sales tax exemption, PA 75-08039-4
- b) Provide your card number, expiration date, and the account address that is listed in your card profile on the JP Morgan site.
- c) Provide a complete shipping address.
- d) Do not use the card to purchase unauthorized items (see p-card procedures).

2. Receipt of Shipment

The cardholder is responsible for obtaining all receipts for purchases and following up with vendors to resolve issues. The cardholder must obtain a copy of the receipt from the vendor and keep all documentation (e.g., sales receipt, packing slip, confirming fax) for reconciliation purposes. Note: A vendor may not bill a credit card for purchases until the items have been shipped.

3. Returns and Exchanges

The cardholder is responsible for contacting the vendor when the purchase received is an incorrect, damaged, or defective item. The cardholder must arrange for returns and/or exchanges. The cardholder is responsible for obtaining and retaining a credit receipt from the vendor. Contact the specific vendor for instructions as to how to return or exchange items.

If the merchandise was ordered incorrectly, the cardholder usually pays for freight or shipping costs. The cost for freight or shipping is at vendor's expense if the return or exchange is due to vendor error. Packages may be delivered to Mailing Services for processing.

4. Reconciling the Purchasing Card Statement

With the authority to purchase products comes the responsibility to maintain adequate documentation. Both the cardholder and approver for the cardholder have responsibilities to review and approve all transactions on a monthly basis.

The cardholder must reconcile and retain all receipts and credit memos to the cardholder statement. Both paper and electronic receipts are acceptable forms of documentation. Receipts should be uploaded to the issuing bank's online website. The cardholder must go online to review and approve all transactions to ensure the proper budget is charged. All transactions must be reviewed and approved by the end of each month. Transactions not properly reviewed and approved may result in the loss of the use of the purchasing card.

Use the following website to review and approve transactions:

<https://smartdata.jpmorgan.com/sdportal/home.view>

At the website, you may perform any of the following processes that apply to each transaction:

- Reallocate charges to other indexes
- Change the account number
- Split a charge to multiple accounting codes
- Enter comments and notes to describe the transaction
- Dispute a transaction (see disputes section)

Your purchasing card statement is available electronically. Print a copy of the statement for reconciliation purposes. The end of the statement cycle is the 26th day of each month.

Documentation must support the legitimate business purpose of all transactions made with the purchasing card. Supporting documentation includes sales receipts, packing slips, copies of order forms or applications, cash register receipts, email verification, or copy of a document confirming the order with the Budget Administrator or appropriate individual's approval.

The charges will be automatically charged to the default index if a cardholder or approver has not approved or reallocated charges. Non-approval, late approval, or non-received statements may trigger an internal review of your purchasing card use. You are required to file all purchasing documentation with each statement. Once reconciled, your statement should be filed and maintained in your department. After seven (7) years the records may be destroyed by shredder.

5. Dispute Procedures

Before you dispute a transaction with JP Morgan, you must first attempt to resolve the issue directly with the vendor. If you are unable to resolve the issue with the vendor, then you can dispute the transaction directly with JP Morgan.

6. Lost, Stolen, or Damaged Purchasing Cards

Lost or Stolen Card - Immediately report a lost or stolen card to the bank, and then to the P-Card Program Administrator in the Procurement Office. Lafayette College is liable for all transactions until the card is reported lost or stolen. You will be asked to provide the

last “good” transaction including date, vendor name, and amount. Report a lost or stolen purchasing card by calling the bank’s customer service telephone number on the back of the card. A replacement card with a new account number will be issued by the bank within approximately (10) business days. The cardholder must call to activate and set/confirm their PIN once the new card is received. Cardholders are encouraged to program the phone number on the back of their card into their mobile device so that it is immediately available if lost or stolen.

Damaged Card - Contact the Program Administrator for a replacement card by phone or e-mail. Cut a damaged card in half and send it to the Program Administrator.

7. Canceling & Renewal of a Card

To initiate cancellation of a card contact the Program Administrator for instructions. JP Morgan will distribute replacement cards to the Program Administrator due to cancellation, loss, or theft.

When a card is due to expire, a replacement card will be sent to the Program Administrator during the month of expiration.

Cards not used within 18 months will be automatically closed by the bank, requiring a new application if the Cardholder wants a new card.

8. Rejection of Purchasing Cards by Vendor

The most common reason for the rejection of a card is the incorrect input of an expiration date, address, or cardholder name. Check the data input on your screen or repeat the information for the vendor telephone sales person. Transactions could be rejected because the vendor type category is not enabled for a specific cardholder, or the single transaction or monthly limit has been exceeded.

If a card transaction is refused, contact the issuing bank first before contacting the Program Administrator to determine the reason for rejection and to obtain a resolution to resolve the refused transaction.

9. Misuse of the Purchasing Card

Cardholders assume the responsibility for the protection and proper use of the purchasing card. Misuse/Violations of the purchasing card include:

- Purchases for the personal benefit of the employee
- Purchase of items listed on the non-allowable list in the P-card procedures, or in the Travel, Entertainment, and Expense Policy and Procedures
- Splitting of purchases over multiple card transactions in order to circumvent the single or monthly transaction limit
- Use of the card by anyone or any department other than the authorized cardholder

- Use of a purchasing card by a suspended or terminated employee
- Failure of cardholder and approver to electronically review and approve Transactions and/or expense reconciliations in a timely manner

Intentional misuse of the Purchasing Card for personal benefit could be grounds for disciplinary action including termination.

10. Using the Purchasing Card for Travel on Lafayette College Business

The use of the Purchasing Card program does not change Lafayette College policies regarding business travel. Those policies are defined in the Lafayette College Travel, Entertainment, and Expense Policy and Procedures. The purchasing card provides a means to process and pay those travel expenses. When an employee is assigned a purchasing card, the cardholder may use the card for all authorized business travel. The use of the purchasing card is a benefit to Lafayette College.

As with any travel on Lafayette College business, it is the responsibility of the traveler using their purchasing card to obtain full documentation/receipts for all expenses and to file and retain those receipts with the monthly statement mailed to the cardholder.

Please direct any questions regarding the use of the Lafayette College purchasing card to the Program Administrator at curto@lafayette.edu