Welcome to the State of South Carolina/College of Charleston Purchasing Card Program. As an agency of the State of South Carolina, the College of Charleston is participating in a program designed to help you better manage low-dollar, routine supply purchases and brings many benefits to you, the College, and our vendors.

The success of the Purchasing Card Program and its continuing use depends on your participation and cooperation. Please be sure to read and follow the program guidelines as specified within this manual.

**What is the Purchasing Card?**

The Purchasing Card is a Visa credit card issued by Bank of America. It is a fast, flexible tool which offers an extremely efficient and effective method for purchasing and paying for small purchases with a total value of $2,500 or less. The card is to be used only for official College purchases. It may not be used for personal purchases.

The Visa Purchasing Card will enable you to purchase non-restricted commodities directly from the vendors, in person or by telephone, fax, internet, or mail. It will eventually eliminate the need for issuing low dollar purchase orders, many blanket purchase orders, and the use of many Direct Expenditure Vouchers (EA's).

The Visa Purchasing Card will be issued in the approved employee's name with the State of South Carolina emblem, the wording "For Official Use Only" and the College of Charleston clearly indicated on the card.
The Purchasing Card program brings many benefits to...

Cardholders - You will be able to obtain supplies directly from your vendors without using a purchase order. This streamlines the purchasing process and can help improve turnaround time on receipt of your order. It significantly reduces the workload and processing costs related to the purchase and payment of supplies.

The College - The Purchasing Card program provides a cost-efficient, method for purchasing low-dollar supplies. Built-in card features make the program easy to control and manage and reduces processing costs at all levels by reducing the number of requisitions, purchase orders, invoices and checks. The Purchasing Card enables all departments to focus on higher yield, value-added activities.

Vendors - The Purchasing Card will be welcomed by vendors who accept VISA. When they accept the card for business purchases, vendors need not send invoices or statements to the College, and they will receive payment directly from Bank of America within 48 hours.

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Agency - the College of Charleston who arranges with the card issuer for the issuance of Purchasing Cards to approved College employees and agrees to accept departmental liability for the employees' use of the cards.

Cardholder - an employee of the College who is approved by his/her department head to use the Purchasing Card to execute purchase transactions on behalf of the College.

Card Issuer - Bank of America was selected by the State of South Carolina to issue Visa Purchasing Cards to College employees, to bill the College for all purchases made on the cards, and to collect payment from the College on behalf of the vendors/suppliers.

Department Head - College official who must approve employee's request for a Purchasing Card, assign Departmental Liaison, designate a default account number for the Purchasing Card, and submit application to the College Purchasing Card Coordinator. Department Head approval delegates transaction authority to the Cardholder.

Departmental Liaison - an employee in each department responsible for proper use of the Purchasing Card within that department. Each Cardholder will be assigned a Departmental Liaison, and the Liaison will be responsible for reviewing transactions of individual Cardholders to make sure the transactions are classified as an appropriate college expense.

Purchasing Card Coordinator - the central coordinator located in the College of Charleston's Procurement Department who coordinates the Purchasing Card program for the College and acts as the College's intermediary in correspondence with the card issuer.

Vendor/Supplier - the merchant from whom Cardholder is making a purchase.

PURCHASING CARD REQUIREMENTS AND ISSUANCE PROCEDURES

In order to receive a College purchasing card all applicants must meet the following requirements:

1/2014
Applicant must be a College employee
Applicant must have his/her department head approval
Applicant must have a department liaison assigned
Applicant must attend a Pcard training session
Applicant must pass the Procurement Card Test

The applicant completes the Card Request Form. On the form, the Department Head will provide the name of the Departmental Liaison to whom Cardholder will be assigned and the default College account number for the Purchasing Card. The approved request is sent to the College Purchasing Card Coordinator.

Before receiving a Purchasing Card, applicants are required to attend a training session, achieve a minimum score of 85% on the electronic test, and sign the College’s Purchasing Card Cardholder Agreement. By signing this agreement you indicate that you understand the intent of the program, and will comply with all College policies and procedures.

All Pcard cardholders are required to complete and submit a PCard application annually.

CARDHOLDER TRAINING

Cardholders are required to attend a P-Card training session when applying for their first P-Card and every two (2) years thereafter. P-Card training is offered a minimum of once per month.

KEY CARDHOLDER RESPONSIBILITIES

The following are several key areas that require on-going Cardholder support. A Cardholder must:

- Ensure the Purchasing Card is used only for legitimate business purposes. Misuse (inappropriate, unauthorized, or fraudulent use) of the card will subject Cardholder to disciplinary action per College policy.

- Adhere to the purchase limits and restrictions of the Purchasing Card and ensure that the total transaction amount of any single transaction does not exceed $2,500. Furthermore, the Cardholder must ensure that all purchases are within all other spending and vendor guidelines established by the College.

- Ensure that the Purchasing Card is only used by the approved Cardholder. Use by anyone other than the approved Cardholder is strictly prohibited. The Purchasing Card is not transferable between cardholders or departmental personnel.

- Obtain all sales slips, register receipts, and/or Purchasing Card slips and provide to Departmental Liaison for reconciliation, approval and allocation of transactions. A Cardholder must also notify the Departmental Liaison if the default account number should be changed on an individual transaction.

- Attempt to first resolve a dispute or billing error directly with the vendor. If cardholder cannot resolve the dispute or error with the vendor directly, then cardholder should fill out a dispute form and forward the Purchasing Card Coordinator and their Departmental Liaison. A Cardholder must also ensure that an appropriate credit for the reported disputed item(s) or billing error appears on a subsequent Cardholder
Memo Statement. Under no circumstances should a Cardholder accept cash in lieu of a credit to the Purchasing Card account.

- **Call Bank of America at 1-888-449-2273 immediately** (24 hours a day, 365 days a year) **to report a Purchasing Card lost or stolen.** A Cardholder must also notify the College Purchasing Card Coordinator about a lost or stolen Purchasing Card at the first opportunity during business hours.

- **Return Purchasing Card** to Procurement Office upon request to forfeit card, terminating employment or transferring Departments.

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**KEY DEPARTMENTAL LIAISON RESPONSIBILITIES**

Each Department Head must designate a Departmental Liaison(s) for his/her department. The Department Head will assign a Departmental Liaison for each Purchasing Card application approved for his/her employees. All cardholders must have a liaison assigned. If cardholder is a one-person department, someone in another area or their supervisor must be assigned to act as their liaison. A Departmental Liaison may not be a liaison for his/her own card. The Departmental Liaison must be trained before any individuals in the department may receive a Purchasing Card. Responsibilities include:

- Collecting all vendor sales receipts and purchasing card receipts from Cardholders and reconciling to Bank of America billing statements.

- Retaining all charge slips and receipts for audit by internal and external auditors.

- Approving and/or updating default account number, object code and cost-sharing information on billing distribution of individual Cardholder accounts in advance of the monthly default cut-off date for approvals established by the College Purchasing Card Coordinator.

- Identifying transactions which require the submission of use tax to the South Carolina Department of Revenue.

- Attempting to resolve any disputes with vendor and/or Bank of America not resolved by Cardholder.

- Notifying College Purchasing Card Coordinator in 3 to 5 days of any unresolved disputes, noting the reason for dispute and brief statement of steps taken.

- Authorizing College Purchasing Card Coordinator to change default account for individual cards as needed and approved by Department Head and to manage these changes internally when a desktop software program is available to them.

- Notifying Controller’s Office or College Purchasing Card Coordinator when an out-of-state vendor has charged sales tax to billing.

- Notifying College Purchasing Card Coordinator of lost or stolen cards.

- Requesting College Purchasing Card Coordinator to cancel a Cardholder's card e.g. (terminated employees, loss of purchasing card privileges) as requested by Department Head.

- Collecting canceled cards from Cardholders and forwarding to College Purchasing Card Coordinator.
COLLEGE PURCHASING CARD COORDINATOR RESPONSIBILITIES

The College Purchasing Office has assigned coordinators who are responsible for the over-all management of the Purchasing Card program. Responsibilities include:

- College liaison with Bank of America
- Utilizing Bank of America software and training Department Liaisons to use the software, as appropriate.
- Reviewing Department approved applications for completeness of required information
- Submitting completed application to Bank of America and receiving Purchasing Card from Bank of America
- Training Departmental Liaisons before releasing Purchasing Cards
- Training Cardholder before releasing Purchasing Card
- Having Cardholder sign Cardholder agreement, signifying agreement with the terms of the Purchasing Card program
- Handling disputed charges/discrepancies not resolved by Cardholder or Departmental Liaison
- Initiating change of Purchasing Card default account number upon request of Department Liaison as approved by Department Head
- Securing revoked Purchasing Cards and submitting information to Bank of America
- Processing upload of bill to accounting system to allocate departmental charges
- Approving payment to Bank of America and submitting invoice to accounting
- Reconciling College accounting statements to Bank of America and charges to individual departments
- Reviewing usage of Purchasing Card for appropriateness
- Performing random audits of Department’s purchasing card records.
PURCHASING CARD MAINTENANCE AND CLOSURE

All contact with Bank of America for card set up, maintenance and closure (except for reporting lost or stolen cards) will be handled by the College Purchasing Card Coordinator who is located in the College Procurement Department (953-5510).

The College Purchasing Card Coordinator is required to close an account if a Cardholder: (a) transfers to a different College department; (b) moves to a new job in which a Purchasing Card is not required; or (c) terminates College employment;

The College Purchasing Card Coordinator is required to adhere to, and enforce, College policy and the disciplinary plan in the following circumstances:

- The card is used for personal or unauthorized purposes.
- The card is used to purchase alcoholic beverages or any restricted substance, material, equipment or service (see list of restricted items) which violates policy, law or regulation pertaining to the College.
- The Cardholder allows the card to be used by another individual.
- The Cardholder splits a purchase to circumvent the limitations of the South Carolina Consolidated Procurement Code.
- The Cardholder uses another Cardholder's card to circumvent the purchase limit assigned to either Cardholder or the limitations of the South Carolina Consolidated Procurement Code.
- The Cardholder fails to provide Departmental Liaison with required receipts.
- The Cardholder fails to provide, when requested, information about any specific purchase.
- The Cardholder does not adhere to any of the Purchasing Card policies and procedures.

A request for closing a Cardholder account will be submitted to Bank of America by the College Purchasing Card Coordinator. *If the Purchasing Card account being closed has an outstanding plastic card, you should return it to the Procurement Office immediately.*

HOW THE PURCHASING CARD WORKS

When using the Purchasing Card there is no need to submit any other form. If an unnecessary form such as a Requisition or Expenditure Authorization form is submitted for something bought by a Purchasing Card and a duplicate shipment is received (or other problems occur) the Cardholder is responsible for resolving the issue(s).

The card works just like your personal credit card, except all charges are paid in full by the College. It is to be used for the purchase of supplies and services that do not require a contract to spell out complicated specifications. College of Charleston spending parameters for each Purchasing Card issued are to be set at a maximum of $2,500 per transaction and $10,000 per month per card. The College of Charleston will adjust monthly limits as determined by demonstrated need.
**State and/or College Contracts:** When a State or College contract is in place for specific commodities, Cardholder MUST purchase these goods from the contract supplier. Contact the appropriate buyer in the Purchasing Department to determine what contracts are available. In addition, State contract information is available via the Internet [http://www.mmo.sc.gov/PS/agency/PS-agency-sw-contracts.phtm](http://www.mmo.sc.gov/PS/agency/PS-agency-sw-contracts.phtm).

The State of South Carolina requires that certain types of vendors be blocked from Purchasing Card use. Among these are travel, entertainment, and cash transactions. Please refer to the listing in the back of this manual for the types of vendors at which the Purchasing Card may not be used. Transactions will be blocked at the point-of-sale level.

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**PURCHASING CARD/ACCOUNT NUMBER SECURITY AND STORAGE**

Cardholders should always treat the College Purchasing Card with at least the same level of care as one does their own personal credit cards. Treat it as if it were cash. The card should be maintained in a secure location and the card account number should be carefully guarded. The only person entitled to use the card is the person whose name appears on the face of the card. The card may not be lent to another person for any reason. **It is not a Departmental card.** However, a cardholder may use his or her card to make purchases for Departmental faculty or staff.

Cardholder's vendor receipts/packing slips/charge slips will be sent to and maintained by the Departmental Liaison assigned to the card. All other documentation concerning the Purchasing Card program will be maintained by the College Purchasing Card Coordinator located in the College Procurement Department. This documentation includes, but is not limited to, applications, Cardholder agreements, agency billing statements, reconciliation of accounting statements, software programs, and copies of transmittals and correspondence with Bank of America.

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**CARDHOLDER LIABILITY**

The Purchasing Card is a corporate charge card. Your personal credit is not checked nor affected by the Purchasing Card. It is your responsibility to ensure that the card is used within stated College Policies and Procedures. Failure to comply with program guidelines may result in permanent revocation of the card, notification of the situation to the administration, and further disciplinary measures that may include termination. These are listed in detail under the Inappropriate, Unauthorized, or Fraudulent Use of Purchasing Card section and in Disciplinary Action Process.

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**INAPPROPRIATE, UNAUTHORIZED, OR FRAUDULENT USE OF PURCHASING CARD**

**General**

The following guidelines are established for various types of Purchasing Card infractions or exceptions. Administrators should review these guidelines so they are aware of the range of disciplinary standards and what possible disciplinary actions may be taken against employees, and be able to pass that awareness on to their employees.

**Guidelines**

1/2014
The circumstances surrounding an offense, such as the severity of the infraction, the number of times it has occurred and any previous counseling, will suggest what action should be taken. A record of this action with the employee’s and the supervisor’s signatures will be placed in the employee’s personnel file and in a "discipline" file maintained by the Purchasing Card Administrator. The individual circumstances of the charge and the Cardholder’s history will be taken into account by the Purchasing Card Administrator to determine an appropriate disciplinary action. At management’s discretion, individual offenses calling for counseling and written reprimands could cumulatively result in suspension or termination of card privileges.

**Disciplinary Action Process**

When a Purchasing Card exception or discrepancy is discovered the Purchasing Card Administrator will investigate the circumstances surrounding it and make a recommendation for appropriate discipline to the Director of Purchasing based on the Purchasing Card Progressive Discipline Guidelines and the Purchasing Card Program Policy. The Director will determine what action will be taken up to suspension of card privileges.

Should stronger disciplinary action be deemed appropriate it will require approval by the Sr. VP of Business Affairs and shall be taken under the authority and signature of the Sr. VP with the Purchasing Card Administrator initiating such action.

A written notice of action taken will be sent to the Internal Auditor and the appropriate Dean or Department Head.

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<tr>
<th>PURCHASING CARD PROGRESSIVE DISCIPLINE GUIDELINES</th>
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<tbody>
<tr>
<td><strong>Offense</strong></td>
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<tr>
<td>Missing receipts*</td>
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<tr>
<td>Unintentional splitting of purchase over $2500</td>
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<td>Splitting purchase willfully</td>
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<tr>
<td>Splitting purchase with criminal intent</td>
</tr>
<tr>
<td>Inappropriate purchases outside scope of fund mission</td>
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<tr>
<td>Unauthorized purchase</td>
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<tr>
<td>Allowing use of card by another</td>
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Failure to interface with liaison

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<tr>
<th>Failure to Interface with Liaison</th>
<th>Written Warning</th>
<th>Suspension of Card Privileges for 6 Months</th>
<th>Revocation of Card Privileges</th>
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<tbody>
<tr>
<td>Use of card for personal gain</td>
<td>Revocation of card privileges, liable for personal purchases and termination</td>
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</tr>
<tr>
<td>Other non-compliant or inappropriate card use</td>
<td>At discretion of Director of Procurement with Sr. VP/Business Affairs approval</td>
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* In the event that a Cardholder loses or misplaces a receipt it is the Cardholder’s responsibility to obtain a duplicate receipt within a reasonable period of time or reimburse the College for the amount expended.

The above-indicated actions in response to specific offenses are to be used as a guide and are not intended to be all-inclusive. At the occurrence of any of the listed offenses, or any that are not listed, the appropriate discipline shall be determined after the particular circumstances of the case have been carefully considered.

**LOST, MISPLACED OR STOLEN PURCHASING CARDS**

Report any lost or stolen Purchasing Card immediately to Bank of America toll-free at 1-1-877-451-4602. Bank of America representatives are available to assist you 24 hours a day, 365 days a year. Be sure to notify your Department Liaison and/or the College Purchasing Card Coordinator about the lost or stolen card at the first opportunity during normal business hours.

**MAKING PURCHASING CARD TRANSACTIONS**

**A. Purchases in Person**

1. Follow proper internal procedures specific to your department to obtain authorization to make the purchase and to ensure adequate budgetary resources.
2. Determine whether the Purchasing Card is the most appropriate tool to use for this purchase (check the list to make sure it’s not a restricted item, and determine whether a State or College contract is available).
3. Be certain that the total amount (including all shipping, handling, postage, freight, etc.) will not exceed your card’s single purchase limit of $2,500.
4. Determine that the price quoted is the best you can obtain.
5. Ensure that sales tax is charged for in-state vendors (see Sales and Use Tax section for further instructions)
6. Obtain a receipt at the time of purchase
7. If asked for your billing address, it will always be: your name, your department, College of Charleston, 66 George Street, Charleston, SC 29424.
8. Notify Department Liaison as soon as possible after purchase of alternate account number or cost sharing information if purchase should be charged to account other than the default account number assigned to the Purchasing Card.
9. Follow your Department Liaison’s instructions regarding recording the purchase, and turn in receipts to the Department Liaison.

**B. Shipping/Delivery**

Remember to give the supplier your name, department name, phone number, and complete delivery instructions as follows if you are not picking up the goods. Tell the shipper all packages must be marked "PCP":

1. **Recommended method:** Have goods shipped directly to your campus address via UPS, Federal Express, or other method as suitable for the purchase. Be sure to use correct zip code for delivery address. If you are not sure what yours is please call the Purchasing Card Coordinator (29424 is our mail room zip code only).

2. **If direct shipment is not possible, please use the following address:**

   College of Charleston Central Receiving  
   Attn: (PCP + Your Campus Address & Name)  
   4750 Goer Drive, Units D&E  
   North Charleston, SC 29406

   **If this is not done correctly your goods may be returned to the supplier as undeliverable.**

3. When receiving the goods, whether via direct delivery or through Central Receiving, always retain all boxes, containers, special packaging slips, etc. until you are certain you are going to keep the goods. The Cardholder is responsible for inspecting the goods upon arrival (see Returns, Damaged Goods, Credits section).

**C. Purchases by Phone, Fax, Mail, or Internet**

When making phone, fax, mail, or internet orders the Cardholder should instruct the vendor to:

1. not write the credit card number on the shipping slip.  
2. note on the shipping slip that the package is a credit card purchase.  
3. note on the shipping slip that the package is to the attention of the Cardholder.  
4. include the credit card slip inside the package.

**Phone**

A written record must be made when placing a telephone order. Store this record in the same manner that you store receipts.

Remember, the Cardholder is the only person authorized to place the order. You may, when necessary, have someone else pick up the goods (the person picking up the items should only sign shipping or receiving papers, not the credit card slip).

**Procedure:**

Follow the applicable instructions for making Purchases in Person, including shipping/delivery. In addition:
1. When you call, state that you are calling from the College of Charleston and that you will be making your purchase with a Visa Purchasing Card.

2. For in-state orders, emphasize that the College is not tax exempt from sales tax (see Sales and Use Tax section for additional information).

3. Record the name of the person taking the order, place the order, and give the supplier your Purchasing Card number and expiration date.

4. Give the supplier your name, department name, phone number, and complete delivery instructions (as indicated in previous section). Make sure to include "PCP" in address information.

5. Request that a receipt and/or packing slip be sent with the purchase. Retain this with your record of the purchase.

**Fax**

Procedure:

Follow the applicable instructions for making Purchases in Person, including shipping/delivery. In addition:

1. Retain a copy of the order form and fax confirmation (if available) for your records.

2. You are urged not to mail the original to the supplier, to prevent a duplicate order. If the supplier requires that the original be sent be sure to clearly mark it "Confirmation Only - Order Placed By Fax."

3. Do not leave any paperwork containing the account number in fax area.

**Mail**

Procedure:

Follow the applicable instructions for making Purchases in Person, including shipping/delivery. In addition:

1. Retain a copy of the order form and the address it was mailed to, and request that a receipt be sent to you for your records.

**Internet**

Many companies offer the option of making purchases via the internet. The Purchasing Card may be used to make these types of purchases as long as care is taken in at least these areas:

1. Make sure that the company is a bona fide company (i.e. someone you were doing business with previously that now has a Web page would be a better risk than a company you "discovered" via the internet, unless you are able to verify that the new company is a responsible supplier).

2. If supplying your card number via the internet be sure it is encrypted in an acceptable manner. If the information is not encrypted, or if you are not comfortable giving your card number over the internet, many companies offer the option of placing the order over the internet and then giving the card number via telephone after the order has been received (preferably you would call them as anyone could "receive" the order and then call you back for the card number).
As with other purchases, the Cardholder is ultimately responsible for purchases made with their card and is therefore responsible to determine whether the website is the most appropriate method to use to make a given purchase.

Also, Cardholders must follow any guidelines set within their department for internet purchases (i.e. some may not allow it; others may allow it only for "approved" companies, etc.)

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**RETURNS, DAMAGED GOODS, CREDITS**

If goods purchased with a Purchasing Card need to be returned, the Cardholder should work directly with the supplier. Here are some tips:

1. Always retain boxes, containers, special packaging, packing slips, etc. until you are certain you are going to keep the goods. Some items, such as software or fragile pieces, cannot be returned without the original packaging materials.

2. Read all enclosed instructions carefully. Often a phone number and other instructions are included on the packing slip and/or receipt.

3. Many suppliers require you to obtain a "Return Authorization Number" before they will accept a return. If you neglect to get this number when it is required the package may be refused and/or no credit issued to your account.

4. If something is being returned due to a supplier error or problem, the supplier should pay any fees involved in the return. In a case where something is being returned for any reason other than supplier error or product defect, you should get your department liaison’s approval since there may be a restocking fee (usually a percentage of the purchase price). You may use the Purchasing Card to pay this fee as long as it does not exceed any of your limits.

5. If you need help in packaging goods for return, limited assistance may be available through the Central Warehouse, 308-6500.

6. Either the customer or the vendor might be responsible for the cost of returning shipments depending upon the circumstances. If the customer is responsible, the mode of shipment, to some degree, is at the discretion of the customer. For example, the customer could choose to return material via the United Parcel Service (UPS), Federal Express (FedEx), or even via the U. S. Postal Service (USPS). The customer should ensure the method of shipment is acceptable to the vendor (some vendors, for instance, cannot accept returns via the USPS). Remember, P.O. box numbers are not sufficient addresses for any carrier except USPS.

If the customer is responsible for the cost of return, material can be returned via UPS and FedEx through the College Bookstore. Shipments should be accompanied by a properly completed IDT so the Bookstore can charge the customer’s account. Contact the Bookstore for additional information/specific questions.

If the vendor is responsible for the cost of shipment, they may choose to provide a "call tag," which is essentially a shipping label with billing information to charge the vendor’s account with the carrier. If the customer is provided a "call tag," (usually sent to customer by mail or carrier) the carrier may be contacted directly to pick up the material or the customer can deliver it to the Bookstore to be consolidated with other outbound shipments (no IDT required since the vendor is paying for shipping). A vendor might also direct a customer to return material "freight collect" and this can also be done, for UPS and FedEx, through the Bookstore. Some "local" companies (e.g. Office Max, Charleston Supply) provide local delivery service and will pick up material to be returned as well with prior liaison.
While this is not a comprehensive summary of all possible return scenarios, it does describe those most common. For additional assistance or answers to specific questions customers may contact the Central Warehouse directly at 308-6500.

7. Lastly, make sure that the charge for the returned items never appears on your monthly statement, or, that it is credited properly, and that you retain a credit slip/memo for your records.

If this does not happen refer to the Disputes and Billing Errors section on how to resolve the problem. The vendor should issue a credit to your card account for any item they have agreed to accept for return. This credit will appear on a subsequent statement. Under no circumstances should you accept cash in lieu of a credit to the Purchasing Card account.

ERRONEOUS DECLINES

There may be certain situations when a vendor receives a decline message when processing your Purchasing Card transaction. To determine the reason for the decline, contact the College’s Purchasing Card Coordinator at 843-953-5510 for an explanation of the decline. If the purchase is being made outside of normal College business hours, the employee must find an alternate payment method or terminate the purchase and contact the College Purchasing Card Coordinator during normal College hours.

EMERGENCY TRANSACTIONS OR OVER LIMITS PURCHASES

Emergency transactions over $2,500 may not be handled with the Purchasing Card due to State procurement regulations. For any transaction that does not meet the spending controls assigned to the card, the Cardholder must contact the College Procurement Office for assistance.

DISPUTES & BILLING ERRORS

You should always attempt to resolve any disputes or billing errors directly with the vendor. In most cases, the vendor will issue a credit to the card account. If an agreement cannot be reached with the vendor, you should contact your department’s Pcard liaison to download and fill out a “Dispute Form” (available on the Procurement website), send a copy to the Purchasing Card Coordinator, and give a copy to your departmental liaison. The Procurement Card Coordinator will forward it to the bank for action. The dispute process may take several months to resolve, so you must be patient and vigilant.

SALES & USE TAX

Purchases From Vendors Located In South Carolina - The vendor is responsible for collecting retail sales tax at the point of sale. The amount of sales tax should be indicated on the receipt provided by the vendor.

Purchases From Vendors Located Outside South Carolina - The College is responsible for paying use tax on tangible personal property purchased from vendors located outside the state and brought into South Carolina. This includes items purchased by telephone order or mail order.
VENDOR PARTICIPATION

If a vendor frequently used by College employees does not accept the Visa card, the College will assist in recruiting the vendor to take the necessary steps to begin acceptance of the card. Cardholders should contact the College Purchasing Card Coordinator when encountering vendors who do not accept the card.

AUDITS

A. State and Federal Audits - All records retained by the Department are subject to the review and scrutiny of State, Federal, and Independent Auditors as part of their review of College financial records. Documentation for Federal grants must be maintained for seven (7) years. All other documentation must be maintained for a minimum of three (3) years.

B. Internal Audit - The College’s Internal Auditor will make regular periodic audits to ensure compliance with College policies and procedures.

C. Courtesy Audit – Procurement and Accounting personnel will visit departments on a random and scheduled basis to review Purchasing Card records retained by the Departmental Liaison and may make recommendations to the Cardholder, Departmental Liaison, and Department Head to improve record keeping. Serious deficiencies in record keeping may result in Purchasing Card termination and/or disciplinary action against the Cardholder.

CUSTOMER SERVICE

Bank of America Customer Service is available 24 hours a day, 365 days a year at 1-888-449-2273 for:

- Reporting a lost or stolen card
- Disputes or billing errors
- Account information

For all other questions or issues, please contact the College Purchasing Card Coordinator located in the College’s Procurement Department, telephone 953-5510.
RESTRICTED PURCHASE TRANSACTIONS

Restricted Items – Items you CANNOT Purchase with the Procurement Card

- Travel Expenses, including:
  - Hotel Room Charges
  - Airline Tickets
  - Conference Registrations
  - Car Rentals
- Any items for personal use or consumption
- Gift Cards/Certificates
- Any item(s) via eBay
- Employee meals
- Items or supplies that are considered employee “Perks,” including:
  - coffee supplies
  - gifts
  - flowers
  - plaques
  - birthday cakes/cards
  - holiday decorations/cards
  - party supplies
- Microwaves, refrigerators, freezers for employee use
- Art objects exceeding $1,000
- Computers, Desktops, Laptops, Notebooks, iPads; any equipment that attaches to the network. (This equipment must be tagged and made network-ready by the College’s IT Department)
- Software
- Consultant services over $1,500
- Telephone/cell phones (These types of purchases must be coordinated with the College IT Department)
- Furniture for President or Senior Vice President offices or adjacent conference rooms exceeding $500
- Payments to foreign vendors for services provided in the U.S.
- PCards may not be used to purchase from auction or bidding platforms
- Potentially hazardous chemicals or substances; biological hazards or bio-toxins, radioactive materials

The above list is provided as a guideline and is in no way comprehensive. It is possible there may be a legitimate business purpose for making an exception regarding the above list. Cardholders should call the Procurement Office whenever they have a question concerning the appropriateness of procurement card use.

Purchases exceeding the $2,500 small-purchase limit, or for restricted items, must be made by submitting an IDT/Requisition to the Procurement Office. All travel-related expenses are paid for or reimbursed by submitting the appropriate forms to the Controller’s Office.

All purchases, whether made with the Procurement Card or some other method, must be approved and allowable by the Department Head.
BLOCKED VENDORS

The State of South Carolina requires that certain types of vendors be blocked from Purchasing Card use. Transactions will be blocked at the point-of-sale level. You may not use your card to make purchases from the following types of vendors.

- 7311 Advertising Services
- 0763 Agriculture Co-operative
- 3000 - 3299 Airlines
- 4511 Airlines, Air Carriers (Not Elsewhere Classified)
- 4582 Airports, Flying Fields, Airport Terminals
- 4119 Ambulance Services
- 7996 Amusement Parks, Circuses, Carnivals, Fortune Tellers
- 5937 Antique Reproductions
- 5932 Antique Shops
- 7998 Aquariums, Sea Aquariums, Dolphinariums
- 8911 Architectural, Engineering & Surveying Services
- 5542 Automated Fuel Dispensers
- 5521 Automobile and Truck Dealers (Used Only)
- 8675 Automobile Associations
- 7523 Automobile Parking Lots & Garages
- 7295 Babysitting Services
- 7929 Bands Orchestras, Entertainers
- 7230 Barber & Beauty Shops
- 7995 Betting (Including Lottery Tickets, Casino Gaming Chips, Off-track
- 5940 Bicycle Shops - Sales & Service
- 7932 Billiard & Pool Establishments
- 4457 Boat Rentals and Leases

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7933 Bowling Alleys
4131 Bus Lines, Including Charter, Tour Buses
8244 Business & Secretarial Schools
7399 Business Services (Not Elsewhere Classified)
7278 Buying-Shopping Services, Clubs
5441 Candy, Nut, and Confectionery Stores
7512 Car Rental Agencies (Not Elsewhere Classified)
7542 Car Washes
5811 Caterers
8351 Child Care Services
8049 Chiropodists, Podiatrists
8041 Chiropractors
5993 Cigar Stores & Stands
7941 Commercial Sports, Professional Sports Clubs, Athletic Fields, Sports
7372 Computer Programming, Integrated Systems Design & Data Processing
7321 Consumer Credit Reporting Agencies
8241 Correspondence Schools
7277 Counseling Service - Debt, Marriage, Personal
4215 Courier Services -- Air or Ground, Freight Forwarders
5451 Dairy Products Stores
7911 Dance Halls, Studios & Schools
7273 Dating & Escort Services
8021 Dentists, Orthodontists
7393 Detective Agencies, Protective Services, and Security Services
5960  Direct Marketing Insurance Services
5962  Direct Marketing Travel-Related Arrangement Services
5963  Direct Selling Establishments/Door-to-Door Sales
8011  Doctors
5813  Drinking Places (Alcoholic Beverages) Bars, Taverns, Cocktail Lounges,
5309  Duty Free Stores
5997  Electric Razor Stores - Sales & Service
8211  Elementary and Secondary Schools
7361  Employment Agencies, Temporary Help Services
7833  Express Payment Service Merchants - Motion Picture Theaters
7524  Express Payment Service Merchants - Parking Lots
7342  Exterminating & Disinfecting Services
6011  Financial Institutions - Automated Cash Disbursements
6010  Financial Institutions - Manual Cash Disbursement
6012  Financial Institutions - Merchandise & Services
5422  Freezer & Locker Meat Provisions
7261  Funeral Service & Crematories
5681  Furriers & Fur Shops
5947  Gift, Card, Novelty & Souvenir Shops
7992  Golf Courses - Public
7298  Health & Beauty Spas
7280  Hospital Patient Personal Funds Withdrawal Accounts
8062  Hospitals
3501 - 3722  Hotels and Motels
7375  Information Retrieval Services
6399  Insurance (Not Elsewhere Classified)
6381  Insurance Premiums
6300  Insurance Sales & Underwriting
7211  Laundries - Family & Commercial
7210  Laundry, Cleaning & Garment Services
8111  Legal Services, Attorneys
4111  Local/Suburban Commuter Passenger Transportation, Including Ferries
7011  Lodging - Hotels, Motels, Resorts, Central Reservation Services
5948  Luggage & Leather Goods Stores
7392  Management, Consulting and Public Relations Services
7297  Massage Parlors
7997  Membership Clubs (Sports, Recreation, Athletic), Country Clubs, Private
5599  Miscellaneous Automotive Dealers (Not Elsewhere Classified)
7299  Miscellaneous Personal Services (Not Elsewhere Noted)
5271  Mobile Home Dealers
7519  Motor Home & Recreational Vehicle Rentals
5592  Motor Home Dealers
5571  Motorcycle Dealers
6051  Non-Financial Institutions -- Foreign Currency, Money Orders (not wire)
8050  Nursing & Personal Care Facilities
8044  Optical Goods & Eyeglasses
8043  Opticians
8042  Optometrists, Opthamologists
8031 Osteopaths

5966 Outbound Telemarketing Merchant

6611 Overpayments

5921 Package Stores - Beer, Wine & Liquor

4112 Passenger Railways

5933 Pawn Shops

5172 Petroleum & Petroleum Products

8651 Political Organizations

5094 Precious Stones & Metals, Watches & Jewelry

4225 Public Warehousing - Including Farm Products, Refrigerated Goods,

4011 Railroads

7999 Recreation Services, (Includes Swimming Pools, Miniature Golf and Driving Ranges

5561 Recreational & Utility Trailers, Camper Dealers

8661 Religious Organizations

6760 Savings Bonds

6211 Security Brokers/Dealers

5541 Service Stations (with or without ancillary services)

7251 Shoe Repair Shops, Shoe Shine Parlors, and Hat Cleaning Shops

5598 Snowmobile Dealers

7032 Sporting & Recreational Camps

5972 Stamp & Coin Stores - Philatelic & Numismatic Supplies

4411 Steamship/Cruise Lines

7339 Stenographic Services

7276 Tax Preparation Service
4121 Taxicabs/Limousines
4814 Telecommunication Service Including Local and Long Distance Calls, Credit
4821 Telegraph Services
7922 Theatrical Producers (Except Motion Pictures), Ticket Agencies
7012 Timeshares
4784 Toll and Bridge Fees
7549 Towing Services
7033 Trailer Parks & Camp Grounds
4789 Transportation Services (Not Elsewhere Classified)
4761 Transportation/Travel-Related Arrangement Services-Mail or Telephone
4722 Travel Agencies
7513 Truck & Utility Trailer Rentals
4723 TUI Travel
0742 Veterinary Services
7993 Video Amusement Game Supplies
7994 Video Games Arcades/Establishments
4815 VisaPhone
8249 Vocational & Trade Schools
4829 Wire Transfer - Money Orders
5935 Wrecking & Salvage Yards
The College of Charleston ("College") is pleased to present you with a Purchasing Card ("Card"). This Card represents the College’s trust in you to make certain purchases, and with this trust comes the responsibility to protect the College’s assets.

I, the undersigned, hereby acknowledge receipt of a College Purchasing Card.

As an authorized cardholder I agree to comply with the terms and conditions of this Agreement and with the provisions of the College’s Cardholder’s Manual ("Manual"). I acknowledge receipt of this Manual and confirm that I have read and understand its terms and conditions. I also acknowledge that I have attended the required training course. I understand that the College is liable to Bank of America for all charges I make using the Card.

I accept responsibility for protection and proper use of the Card as outlined in this Agreement and in the Manual. I understand that the Card may be used only for authorized College business in accordance with College Policies and State of South Carolina laws, and that no personal expenses are to be charged to the Card. I acknowledge that acceptance of this Card makes me responsible for record keeping and providing information regarding specific purchases and transactions. I also understand that the Card may not be used to purchase various restricted items as described in the Manual.

I further understand that improper or fraudulent use of the Card may result in disciplinary action, up to and including termination of employment. I agree to allow the College to collect any amounts owed by me for improper purchases even if I am no longer employed by the College. Should I fail to use the Card properly I authorize the College to take whatever legal steps are necessary to collect an amount equal to the total of the improper purchases. If the College initiates legal proceedings to recover amounts owed by me under this Agreement I agree to pay legal fees incurred by the College. These monies may be withheld or deducted from my salary.

I understand that the College may terminate my right to use the Card at any time for any reason. I agree to surrender the Card immediately upon request or upon termination of my employment.

I HAVE READ THE ABOVE INSTRUCTIONS, I HAVE ATTENDED THE REQUIRED TRAINING COURSE AND I UNDERSTAND THE CONDITIONS OF THIS AGREEMENT. _____________(Initial)

Received by: ________________________________
(Print Cardholder Name)

Cardholder Signature: ________________________________

Date: ________________________________

Received by: ________________________________
College Purchasing Card Coordinator

2013
PURCHASING CARD ORDER FORM  (For your record and audit purposes: To be used only when there is no detailed receipt available. Form is not to be used to replace lost/misplaced receipt(s))

Date:    Vendor:        State:____________________

<table>
<thead>
<tr>
<th>Item #</th>
<th>Quantity</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total</th>
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</table>

Total without tax: ________________________

Vendor Order #:__________________________

Out-of-State vendor:  Y    N  Will  Will not  charge sales tax %:________

**Instructions:**

1. **Date:** Enter date of order
2. **Vendor:** Enter name of vendor
3. **State:** Enter state in which vendor is located
4. **Enter:** Quantity, description, unit price, and total price in spaces provided for each item.
5. **Vendor Order #:** Enter order confirmation number provided by vendor.
6. **Out-of-State Vendor:** Circle Y if vendor is located outside of SC. Circle N if a SC vendor.
7. **Will or Will not charge sales tax %:** The College is not tax exempt. We pay either sales or use tax to the state of South Carolina. (See manual under sales or use tax). Tell SC vendors to charge sales tax. Out-of-state vendors should not charge sales tax. We will pay it as use tax. If an out-of-state vendor insists on charging tax, please be sure to note it.
8. **Instruct vendor to ship merchandise to you,** making sure it is addressed to you at your building with your room number and street address and ask that they mark the package “PCP” (Procurement card Purchase).
9. **When package is received,** compare this form with packing list/receipt enclosed with delivery. **INSPECT YOUR MERCHANDISE. REMEMBER: BY LAW, WE HAVE ONLY 15 DAYS TO NOTIFY VENDOR OF DAMAGED GOODS.**
10. **Send copy of this form and all receipts to your department liaison.**
COMMERCIAL CARD CLAIMS
STATEMENT OF DISPUTED ITEM

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form and FAX or mail with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101
Phone (800) 410-6465, FAX (888) 678-6046

Company Name: ________________________________
Account Number: ________________________________
Cardholder Name: ________________________________

This Charge appeared on my statement, billing close date: ________________________________
Transaction Date: ________________________________
Reference Number: ________________________________
Merchant Name/Location: ________________________________
Posted Amount: ________________________________ Disputed Amount: ________________________________

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One
1. Unauthorized Transaction: I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.
2. Charge Amount Does Not Agree With Order Authorizing the Charge: The amount entered on the sales slip was increased from $ _______ to $ _______. I have enclosed a copy of the unaltered sales slip.
3. Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was _______. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)
4. Defective or Wrong Merchandise: I returned the merchandise on _______ because it was (check one): defective; wrong size; wrong color; wrong quantity. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)
5. Recurring Charges After Cancellation: On _______ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged _______ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.)
6. Recurring Charges Already Paid by Other Means: I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)
7. Credit Appears as a Charge: The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.
8. Credit From Merchant Not Received: I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)
9. Hotel Reservation Cancelled: I made a reservation with the above hotel which I later cancelled on _______ (date) at _______ (time). I received a cancellation number which is _______. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.
   _______ I was not given a cancellation number.
   _______ I was not told at the time that I made the reservation that my account would be charged for a “No Show”.
   _______ I was not informed of the cancellation policy.
10. Double or Multiple Charges: My Bank of America Commercial Card Account has been double charged. The valid charge appeared on _______ (date). The duplicate charge(s) appeared on _______.
11. Do Not Recall the Transaction: The statement has an inadequate description of the charge. Please supply supporting documentation.
12. Other; Above Descriptions Do Not Apply: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.

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