

POLICY: PROCUREMENT CARD POLICY AND PROCEDURES

Purpose

To establish the policies and procedures for the State of Georgia Purchasing Card Program at Georgia Southwestern State University. These policies and procedures follow current DOAS Procurement Card guidelines.

Discussion

Policy and Procedures for administering the Purchasing Card are needed in order to provide step-by-step instructions for proper use of the card and to document the Georgia Southwestern State University Purchasing Card Program activity while anticipating questions that may arise with use of the card. This Policy and Procedures provides Georgia Southwestern State University Cardholders and Approvers guidance on allowable purchases, as well as clear consequences for violation of policy.

Policy and Procedures

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SECTION 1. – Introduction

1.1 What is a Purchasing Card

The Purchasing Card is a Visa® credit card issued by Bank of America for the State of Georgia. The State of Georgia Purchasing Card is the property of the State of Georgia and is only to be used for State business purposes. Georgia Southwestern State University (GSW) is responsible for purchases made with the card, which will then be charged back to GSW's budget. Although the card is issued in an individual's name, its use does not affect personal credit in any way. One should be aware that abuse of the Purchasing Card or failure to follow the procedures established in this Policy may result in revocation of card privileges or other disciplinary action.

The State of Georgia entered into an agreement with Bank of America and Visa®. Under this program, Bank of America will provide the State with purchasing card services through the use of the internationally accepted Visa® credit card and WORKS™ Payment Manager (WORKS™) which is a web-based technology that connects payment management automation with the global Visa® payment network. A number of unique features have been developed for the program that are not provided in a traditional credit card environment, such as real-time card administration and exception-based transaction processing. These features ensure that the card can be used only for specific purposes and within specific dollar limits.

1.2 What is a Purchasing Card Program

The State of Georgia Purchasing Card Program has been designed to allow Cardholders to directly purchase small dollar items. It should be viewed as a supplemental tool to purchase approved items which are more efficiently bought by a Purchasing Card, or to buy from vendors who routinely only do business via credit card or cash. Using this system will reduce the time and paperwork normally associated with these types of purchases. In addition, GSW will recognize savings in administrative time and effort spent to process such transactions.

1.3 Overview

This Policy and Procedure has been developed to provide step-by-step instructions for proper use of the card and to document the State of Georgia Purchasing Card Program activity while anticipating questions that may arise with use of the card. Please be aware that in addition to reviewing the Policy and Procedures, Cardholders, Reviewers, and Approvers must attend training that will highlight and supplement the information provided in this document. GSW has developed a Purchasing Card training program to meet this statewide requirement.

1.4 Parties Involved

The following parties are involved in the State of Georgia Purchasing Card Program:

Card Issuer: Bank of America was selected as the State of Georgia's Purchasing Card Provider. Bank of America's services include issuing Visa® Purchasing Cards to State of Georgia employees, providing electronic transaction authorizations, and billing GSW for all purchases made on the cards.

State of Georgia State Purchasing: The State of Georgia Purchasing Card Program Manager coordinates with the Card Issuer and GSW Purchasing Card Administrator to have Purchasing Cards issued to approve employees. They provide oversight to the Statewide Purchasing Card Program and provide in-depth training to ensure program understanding and compliance. Their

mission is to enable GSW to adequately maintain oversight and control of their Purchasing Card purchases, while realizing a significant reduction in administrative costs.

University Procurement Officer: GSW point-of-contact with regard to all things related to purchasing. He/She is ultimately responsible for setting the cumulative credit line for the GSW Purchasing Card Program.

Purchasing Card Administrator (P-Card Administrator): The P-Card Administrator establishes GSW internal procedures related to the Purchasing Card. All GSW procedures are within the scope of the terms and conditions of the State of Georgia Purchasing Card Program Policy and best business practices and controls. The Administrator approves all card credit limit changes. The State Purchasing Card Program Manager approves any single-transaction limit changes to accommodate purchases associated with State or Agency Contracts.

Some of the duties of the GSW Purchasing Card Administrator are:

1. Interacting with Bank of America to assure compliance with the terms and conditions of the contract agreement.
2. Reviewing and evaluating for acceptance, Purchasing Card applications from GSW faculty and staff.
3. Adding and deleting Purchasing Card users; establishing and adjusting accounting codes.
4. Establishing reporting requirements and coordinating the electronic interface needs. The electronic interface involves merging information from WORKS™ into GSW's financial recording system.
5. Implementing distribution and receipt of Bank of America Purchasing Card data within established timelines to ensure appropriate retrieval of statistical data.
6. Conducting Purchasing Card orientation/training sessions for all new Purchasing Card recipients, including coordinating and conducting group sessions and individual sessions for refresher training when necessary.
7. Maintaining policies and procedures to support the GSW Purchasing Card Program, Cardholders, and program participants.
8. Reviewing and analyzing reports and statistical data to evaluate user activity and to assure compliance with the policy and regulations governing the use of the Purchasing Card. These activities include monitoring inconsistencies within the report data and ensuring that corrections occur.
9. Developing and maintaining auditing standards for individual Cardholders to include scheduling and implementing routine reviews of Cardholders and participating in reviewing processes with other auditing agencies to include GSW internal audits, Board of Regents audits, and statewide audits.
10. Serving as the point-of-contact with GSW, Bank of America, DOAS and other state agencies.
11. Assisting GSW management with program review and analysis; suggesting changes and adjustments for improvements.
12. Assisting departmental personnel in establishing internal approval procedures for purchasing card transactions.
13. Interpreting GSW and program policies and procedures for GSW faculty and staff.

Cardholder: Each department within GSW will determine which employees are eligible for a card based on their need for Purchasing Card privileges, but prospective Cardholders must meet established University requirements. The department must complete and submit a *Purchasing Card Request and Change Form* with the appropriate signatures (See EXHIBIT A). Purchasing cards are only distributed to those who understand State of Georgia Purchasing guidelines and

have read and understand GSW's *Purchasing Card Policies and Procedures*. GSW requires that all Cardholders attend training prior to issuance of a Purchasing Card. In addition, Cardholders are required to sign the *Georgia Southwestern State University Cardholder Purchasing Card Agreement* (See EXHIBIT B) prior to card distribution.

Cardholder responsibilities include, but are not limited to:

1. Using the Purchasing Card for State business purposes only, not personal use.
2. Abiding by and making each purchase in accordance with State Purchasing guidelines, and GSW's *Purchasing Card Policies and Procedures*.
3. Ensuring that the Purchasing Card is issued in your name and signed in ink on the back of the card.
4. Ensuring that the Cardholder executes all purchases made using the Purchasing Card. The card is **not** to be used by other employees.
5. Holding and keeping the Purchasing Card, the card number, and all transactions made with the card secure.
6. Adhering to the purchase limits and restrictions assigned to your Purchasing Card.
7. Ordering supplies, materials, and equipment that are needed and required by Cardholder's departments in accordance with GSW Purchasing Policy.
8. Receiving and inspecting all ordered supplies, materials, and equipment; report any discrepancies to vendor. Sales tax should not be included as a charge since the state is sales and use tax exempt.
9. Obtaining, validating, and reconciling all sales slips, register receipts, and/or Purchasing Card slips and provide them to Cardholder's supervisor for reconciliation and approval, as well as allocating transactions in WORKS™ within the time period specified by GSW policy.
10. Approving monthly statements (manual and/or electronic) to certifying charges prior to submission to your Supervisor, Business Affairs Manager (if applicable) and Purchasing Card Administrator.
11. Documenting attempts to resolve disputes or billing errors directly with a vendor. If the attempt is unsatisfactory, the P-Card Administrator, with the assistance of the Cardholder, is responsible for submitting Bank of America dispute forms to the bank in a timely manner. (See EXHIBIT C)
12. Ensuring that an appropriate credit for disputed items or billing errors appears on a subsequent Cardholder Statement.
13. Immediately reporting a lost or stolen card to Bank of America at 1-888-449-2273 (24 hours a day, 365 days a year).
14. Notifying his or her P-Card Administrator of a lost or stolen Purchasing Card at the first opportunity during normal business hours.
15. Destroying the card (cut in half) and returning it to the P-Card Administrator when the integrity of an existing card has been compromised,
16. Knowing the approved types of vendors with which the Purchasing Card can be used.
17. Contacting the P-Card Administrator if a vendor that accepts MasterCard® or Visa® does not accept the State Purchasing Card.
18. Ensuring that cash is never accepted in lieu of a credit to the Purchasing Card account in the event of a refund for any reason.
19. Ensuring that the Purchasing Card is not used for employee travel, entertainment, cash advances, food or alcohol.
20. Ensuring that restricted items are not purchased.
21. Ensuring that the appropriate purchasing or payment procedures are followed and not bypassed.

22. Ensuring that transactions are not split to avoid the Single Transaction Limit (STL) or to avoid established rules set forth by the Department of Procurement.
23. Cardholders should notify the P-Card Administrator or Internal Audit if they are being directed by their supervisor to execute disallowed transactions even after the Cardholder has notified the supervisor that the transaction is not allowed. All reports will be handled without retribution.

Supervisors/Approvers:

The approving official/manager is responsible for ensuring that all purchases made by the Cardholder are appropriate and that the charges are accurate. Therefore Supervisor/Approver's responsibilities include but are not limited to:

1. Reviewing and approving monthly statements and supporting documentation such as detailed receipts on a timely basis.
2. Ensuring that not more than 10 cards are issued to individuals in their span of control.

The P-Card Administrator will establish additional responsibilities as needed for particular departments or environments.

SECTION 2. – Assignment and Control of the Purchasing Card

2.1 Who is Eligible for a Card

If you have job responsibilities that require the purchase of certain types of supplies, materials or equipment under current small dollar purchase guidelines, you may be eligible for Purchasing Card privileges. A *GSW Purchasing Card Request & Change Form* must be approved by your supervisor and the P-Card Administrator.

Any full-time benefited employee of Georgia Southwestern State University may submit a *Purchasing Card Request and Change Form* to Purchasing with the approval of the employee's immediate supervisor. The P-Card Administrator will approve applications based on business need. The employee will be required to attend an initial Purchasing Card training prior to the card being issued and annual refresher training will be required by all employees as well. Before the card is issued, new Cardholders must sign the *Georgia Southwestern State University Cardholder Purchasing Card Agreement*.

Temporary and part-time GSW employees may apply for the Purchasing Card, but must show that securing the card is a matter of business necessity. A letter from the employee's immediate supervisor detailing this need should accompany the *Purchasing Card Request and Change Form*. A Purchasing Card can only be issued to a temporary or part-time employee with the written approval of the Vice President for Business and Finance.

2.2 How to Obtain a Card

State Purchasing Cards shall be applied for by completing a *GSW Purchasing Card Request & Change Form* (See EXHIBIT A). The prospective Cardholder's immediate supervisor and/or department head must approve requests for GSW Purchasing Cards. The *Purchasing Card Policies and Procedures* must be read in its entirety before a request for a card is made. The Policy and Procedures provide information about the process, the types of purchases that can and cannot be made, and what types of merchants will accept the card, records that must be maintained and reconciled, and additional information about the program. There will only be one

responsible individual assigned to each card, and only one card will be issued to each Cardholder.

When a prospective Cardholder's supervisor and/or department head have authorized the application, are satisfied that the prospective Cardholder understands established GSW policies pertaining to Purchasing Card usage, and have identified how the department will use the card in their environment, the *GSW Purchasing Card Request & Change Form* may be submitted to the P-Card Administrator to process.

Prospective Cardholders must attend an initial training class that covers the GSW Purchasing Card Policies & Procedures as well as the use of WORKS™. Once this training class has been attended and the *Georgia Southwestern State University Cardholder Purchasing Card Agreement* (See EXHIBIT B) is signed, a Purchasing Card can be ordered for the employee.

The card must be signed on the back as soon as it is received to prevent unauthorized use. Cards should be kept in a secure place at all times.

Upon receipt of the card, the Cardholder will need to call the toll-free Customer Service number on the face of the card to activate the account. The Cardholder will be required to acknowledge the assigned Single Transaction Limit, as well as the telephone number and the zip code listed for the account. Once the Cardholder acknowledges receipt of the card, the account will be activated for immediate use.

Purchasing Cards are issued in an individual's name, not in the name of Georgia Southwestern State University or a GSW department. The Cardholder is accountable for all purchases made with the assigned card. The card is the property of Georgia Southwestern State University and is to be used only for state business on behalf of GSW as defined in this guide.

Generally all supplies costing less than \$4,999.99 may be purchased with the card. A monthly (30-day) credit limit is selected for each Cardholder by the P-Card Administrator, based on the needs of the Cardholder and the budgetary limitations of their area.

Supervisors of Cardholders and approvers will be required to attend an initial training class covering the Policies and Procedures as well as the use of WORKS™.

Each Cardholder, Supervisor of a Cardholder/Approver, must attend annual training. Cardholders must attend annual training within 30 days of the notification given by the P-Card Administrator and Supervisors/Approvers must attend annual training within 60 days of the notification given by the P-Card Administrator. Failure of the Cardholder to attend training within this time frame will result in the temporary suspension of the employee's Purchasing Card until they have attended the refresher course. Failure of the Supervisor/Approver to attend the training within this time frame will result in the temporary suspension of the Purchasing Card of all Cardholders for whom the Supervisor/Approver is responsible.

If needed, special training sessions can be arranged for an individual or department by contacting the Administrator.

2.3 Changes

If the Cardholder changes departments or positions, or leaves employment, the Purchasing Card Administrator must be notified immediately and the card must be destroyed (cut in half) and returned to the Purchasing Card Administrator for cancellation.

Please notify the Purchasing Card Administrator immediately if a faculty or staff member is terminated for disciplinary reasons so that the card can be deactivated immediately.

Name changes and other changes to a Cardholder’s profile can be made by submitting a *Purchasing Card Request & Change Form* to the P-Card Administrator (See EXHIBIT A).

2.4 What Can and Cannot be Purchased with the State Purchasing Card

The Purchasing Card may be used for general supplies costing less than \$4,999.99 (including shipping) when not prohibited by Federal, State, and GSW Guidelines. All purchases must be made in accordance with established University policy and must be for expenses associated with official University business. NO equipment can be purchased on the P-Card. Equipment costing over \$3,000 must be recorded in the PeopleSoft Asset Management Module. Use of the Purchasing Card for unauthorized, inappropriate, or personal items may result in penalties as indicated in this Policies and Procedures.

Splitting of purchases with the University Purchasing Card is prohibited. Transaction splitting is the practice of committing multiple Purchasing Card transactions to circumvent the Cardholder’s one-time transaction limit, bypass University competitive bidding requirements, or avoid the card’s monthly card limit.

Any expenditures with one vendor for products or supplies that you anticipate will exceed \$4,999.99 within a fiscal year or expenditures with multiple vendors for the same product or supplies that you anticipate will exceed \$4,999.99 within a fiscal year, require due diligence by GSW’s Office of Procurement.

State of Georgia Purchasing Cardholders are designated as state purchasing agents with strict adherence to O.C.G.A. § 45-10-1 State Employee Code of Ethics and O.C.G.A. § 50-5-78 Financial interest of department personnel in contracts; acceptance of benefits from contactors.

Prohibited Purchases:

| | <u>Purchase Category</u> | <u>Examples of Excluded Purchase</u> |
|---|--|---|
| 1 | Georgia Sales Tax | Tax on any purchases made in the State of Georgia. |
| 2 | Employee Travel Expense | Airfare, hotel, automobile rentals, meals, events, parking, and other travel-related incidentals. |
| 3 | Meals and events separately priced in registration costs | Registrations where meals and events are listed in registration materials as an option at separate cost. |
| 4 | Expenses being reimbursed to GSW. | Any expenditures that will be reimbursed by the GSW Foundation or any other outside agency, government or otherwise. |
| 5 | Food & Catering | All types |
| 6 | Cash Advances | All cash advances including those received through teller machines, banks, or as "cash back" at the time of transaction. |
| 7 | Alcoholic Beverages | All types |
| 8 | Gifts, Gift Cards, and Calling Cards | Any type or style of gift including gift cards, awards and jewelry; any type of telephone calling cards in the U.S. and abroad. |
| 9 | Leases | Equipment or property leases. Contact Procurement. |

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| 10 | Personal Purchases | Any item for use by an individual. Examples include but are not limited to: radios, coffee, bottled water, or other snacks or beverages; tissues, hand sanitizer, academic stoles & accessories; personal magazine or newspaper subscriptions. |
| 11 | Hazardous Material | Motor vehicle fuel (for any use), propane tanks, helium tanks & balloons; asbestos removal; firearms and explosives; radioactive material |
| 12 | Chamber of Commerce Memberships | Any Chamber of Commerce membership dues or meeting expense. |
| 13 | Entertainment Expense | All types including movie tickets, amusement park tickets; arcades |
| 14 | Live Animals | All types |
| 15 | Drugs | All over-the-counter and prescription drugs. (Exemption for the Health Clinic) |
| 16 | Automatic Renewals | Monthly, annually, other |
| 17 | Contracts & Agreements | Any contracts or agreements pertaining to the purchase of goods or services; maintenance or service agreements. Exception: IIT-approved software licenses & support renewals. |
| 18 | Goods from an outside vendor that are available from an in-house department | Any goods that are provided by an in-house department such as Plant Operations, IIT, Materials Management, etc. |
| 19 | Furniture | Unless prior approval has been secured by the Office of Procurement. |
| 20 | Services | Any type, including consulting services, honorariums, speaker fees, temporary staffing, temporary labor, doctors, lawyers; labor for routine repairs or maintenance or installation of any type |
| 21 | Online Purchases requiring a Contract or Agreement | All, including E-Bay. |
| 22 | Blocked Merchant Category Code (MCC) | Any purchase where the MCC has been blocked. MCC's are determined by the State of Georgia and Purchasing Card Administration. |
| 23 | Holiday Decorations | All holiday decorations for the office, office door, or employee work station. |
| 24 | Greeting Cards | Holiday cards, sympathy cards, birthday cards, wedding cards, retirement cards, "congratulations" cards, "best wishes" cards, "think of you" cards, "good luck" cards, "get well soon" cards; any other type of cards. |
| 25 | Memberships & Dues | All memberships & dues are to be processed through a Disbursement Authorization. |
| 26 | Computers & Computer Equipment | Computers, laptop computers, monitors, printers (including combo printer/scanner/copier/fax), scanners, servers, software purchases. Exception: some software, USB flash drives, keyboards, mouse, PDA's and other misc. computer equipment may be purchased with prior approval as described below. |
| 27 | Multimedia Equipment | LCD data projectors and screens |

Transactions Requiring Special Documentation or Approval

1. **Computer-related purchases** including software, flash drives, keyboards, and other misc. computer equipment. Secure prior approval from Information Instructional Technology (IIT) for these purchases by completing the web form at: http://www.gsw.edu/administration/business_forms/techpurchase.pdf. Print this form and attach it to your receipt and/or purchase request. Items costing less than \$100 can be purchased your P-Card without prior approval. A complete description of documentation must be noted on the receipt.

2. **Multimedia equipment** and purchases such as digital cameras, VCR's DVD players, camcorders, recording hardware. Secure prior approval from Information Instructional Technology (IIT) for these purchases by completing the web form at: http://www.gsw.edu/administration/business_forms/techpurchase.pdf. Print this form and attach it to your receipt and/or purchase request. Items costing less than \$100 can be purchased your P-Card without prior approval. A complete description of documentation must be noted on the receipt.

2.5 Card Limits

The P-Card Administrator will establish appropriate card limits for each Cardholder with the approval by the Controller based on the established GSW credit card limit, the needs of the Cardholder, and the budgetary limitations of their department. Departments and supervisors may establish lower limits, and in exceptional cases, may request a larger limit. If a larger limit is required, the department must request a credit line increase through the P-Card Administrator. Departmental participation in developing the credit line for each card is essential.

Monthly card limits are set at either \$3,000 or \$50,000. Any requests for limits over these must be submitted in writing to the P-Card Administrator. Annually, Purchasing Card Administration will analyze Cardholder activity to determine that spending limits are consistent with usage. Inactive accounts (those with little or no activity over the past 12 months) may be deactivated to meet DOAS guidelines.

The maximum dollar limit per transaction shall not exceed the cardholders Single-Transaction Limit (STL). Do not attempt to split transactions to avoid this STL.

The overall goal of the credit card program is to provide operational efficiency without sacrificing cost or control. GSW encourages the use of the Purchasing Card with vendors for small dollar purchases. Prior to making a purchase, Cardholders should notify vendors that the purchase is being made on behalf of the State of Georgia to ensure the benefit of favorable pricing that may be afforded by current State contracts with that vendor.

If you have any questions about the State of Georgia Purchasing Card Program or use of the State Purchasing card, please contact Nancy Rooks, GSW Purchasing Card Administrator, at (229) 931-2627 (direct) or e-mail nrooks@gsw.edu

2.6 Lost, Stolen, or Misplaced Cards

In order to protect the University's interest, lost or stolen Purchasing Cards must be reported immediately to Bank of America (24 hours) by calling 1-888-449-2273, and then reported to the Cardholder's immediate supervisor and Purchasing Card Administrator. If you have misplaced your card, contact Purchasing Card Administrator immediately so that the card can be temporarily deactivated while an attempt is made to locate the card.

To report a fraudulent transaction on your Purchasing Card, contact Bank of America Customer Service at 1-888-449-2273. The bank will request pertinent information regarding the transaction, cancel your current card, and order a new card for the Cardholder. Once you have notified Bank of America, notify your immediate supervisor, and then contact the P-Card Administrator so that your card can be deactivated permanently in WORKS™.

SECTION 3. – Cardholder Use of a Purchasing Card

3.1 Making a Purchase

To make a purchase using the card, do the following:

1. Be certain the transaction is consistent with the applicable rules for card usage.
2. Telephone, fax, or visit the supplier. You can use the Purchasing Card to purchase items from any supplier who accepts Visa®. To receive all applicable discounts, be sure to inform the supplier that your purchase is for the State of Georgia. Notify the supplier that the purchase is exempt from Georgia State sales tax and provide the supplier with a copy of the exemption certificate. A copy of this form can be found on the Business Forms page. This Sales and Use Tax Certificate of Exemption certifies that your purchase is for state business. (Note: All ordered materials must be shipped by the supplier before they bill any costs to a GSW Purchasing Card. Billing for partial orders or back orders is not permitted. Additionally, instruct the supplier NOT to send Accounts Payable a separate invoice.)
3. Verify the total amount to be charged with the supplier. Prior to signing a charge slip or authorizing a purchase by telephone, be sure to have the supplier identify and list all charges related to the transaction. All shipping & handling charges must be listed as a separate line item on the receipt and must be clearly identified.
4. Make sure to give the supplier proper delivery and shipping instructions. Unless the transaction will occur at the point-of-sale, all shipping costs (UPS, FedEx, etc.) MUST be prepaid and invoiced with the corresponding purchase. The supplier should identify the exact amount of all shipping and handling charges that will be added to the transaction amount. The Cardholder must retain receipts and other documentation for record-keeping and reconciliation purposes.
5. The Cardholder will need to notify the campus Post Office or Materials Management via e-mail regarding their delivery. In an effort to minimize re-delivery of desk top delivery items to campus and to ensure the quickest response, it is important to utilize the following formats when placing orders:

If you are using the US Postal Service, the proper address format is:

Georgia Southwestern State University
Your Name
800 GSW State Univ. Drive
Americus, GA 31709

If you are using any other delivery service (Fed-Ex, UPS, DHL), use this format:

Georgia Southwestern State University
Department Name
Building Name, Room #
800 GSW State Univ. Drive

Americus, GA 31709

For freight carrier deliveries, use this address only:

Georgia Southwestern State University
Department Name
Building Name, Room #
800 GSW State Univ. Drive
Americus, GA 31709

All receipts, proof of delivery, and other documentation supporting the purchase should be attached to the corresponding Purchasing Card Statement.

3.2 Approving Transactions in WORKS™ Payment Manager

WORKS™ is a web-based technology that connects payment management automation with the global Visa® payment network. Transactions can be approved on-line:

1. The Cardholder will receive an e-mail notification when a transaction is pending approval. The frequency of the e-mail notifications can be controlled by the Cardholder.
2. Each transaction needs to be opened and reviewed. The review should consist of verifying validity of transaction, check/modify the G/L coding (specifically account code, fund code, and project grant number). The Cardholder should notify the reviewing manager when changes to G/L coding is needed, including changes to the department or account code. Notify the reviewing manager of charges that need to be allocated to a project, grant, or agency account as well. See Exhibit E for list of Account Codes.
3. A comment should be entered in WORKS™ outlining pertinent transaction detail. For example, purchases made with some vendors would appear to be unallowable based on knowledge of the vendor. However, some purchases might be allowed if justified with a specific business purpose. The Cardholder should document the business purpose in the comment section to avoid further inquiry from the P-Card Administrator or auditors.
4. Each transaction must be verified, signed off and submitted in WORKS™ by the Cardholder, supervisors and/or Dean. The Cardholder and supervisor must **both** manually sign the Summary Sheet(s) (with all supporting documentation attached). The package should be forwarded to Purchasing Card Administrator by 3 PM on the 10th day of the month.

Segregation of Duties: No Cardholder shall be his or her own reviewer / approver. Sufficient internal controls must be established and implemented to ensure that a knowledgeable individual such as a direct supervisor within the organization reviews the statement, receipts and reconciliation documents in a timely manner during regularly scheduled billing cycles for approval.

In the case where a department head or other manager is the Cardholder, the reconciliation must go to their immediate supervisor for approval. This approval is done electronically in WORKS™, but both Cardholder and their manager must always manually sign the Summary Sheet.

3.3 Paying the Bill

Bank of America will make arrangements for a payment, which covers all card activity for all Cardholders during the billing cycle at the onset of each new program. Under no circumstances should a Cardholder or departmental representative send a payment to Bank of America; Accounts Payable will handle all payments.

3.4 Record Keeping

To facilitate reconciliation and approval of your monthly Cardholder statement of account, it is MANDATORY that the Cardholders obtain and retain supplier documentation for purchases. Proof of purchase and proof of receipt are required.

Proof of Receipt: The term most frequently applies to the printed record given to a Cardholder at “check-out” that identifies the vendor, the date of sale, lists the purchases made, the total amount of the transaction including any discounts, and other adjustments, the amount paid and the method of payment. Acceptable receipts include printed receipts and/or electronic receipts. Invoices and statements should include the following information in accordance with the Georgia Vendor Manual Ch. 8, Section 8.2:

- Contractor name, address, and I.D. number;
- Agency name, address, and zip code;
- Item description and line number;
- Quantity, unit, unit price, and extension for each item;
- The invoice number and invoice total;
- Discount, if applicable;
- Date of order and shipping date;
- Back order, if any, and shipping date.

If a receipt is missing, a missing receipt form may be prepared with the above information and signed by the Cardholder and Supervisor.

Proof of Delivery: A packing slip must be included with each purchase. Include the date of delivery and the Cardholder signature to verify receipt of the merchandise. If a packing slip is not available, note the delivery date on the purchase receipt. The Cardholder and Supervisor must sign the purchase receipt if the packing slip is missing.

IMPORTANT: The business purpose of each transaction must be notated on the supplier documentation unless it is obvious or intuitive. Please remember that restricted expenditures include items for personal consumption or benefit such as meals, food, cash, motor vehicle fuel, professional services, gift cards, entertainment and travel (Reference: OCGA 50-79 & 80).

3.5 Reconciling Monthly Statements (Manually and Electronically)

A complete Purchasing Card statement must be submitted to Purchasing by 3 PM on the 10th day of the month. The statement consists of the following documents that can be printed from WORKS™:

1. Summary Sheet (printed from the Business Forms page)

2. Memo Statement with specified date range (top)
3. Payable Allocation with specified date range (second)
4. Supporting Documentation as defined in Section 3.4 Record Keeping. (Behind Payable Allocation) **Tape smaller receipts to an 8 ½ x 11 sheet of paper, stating WHAT the purchase was for, WHY it was needed, and WHERE it is located/stored.**
5. Additional Purchase Authorization Documentation (as may be required by IIT or Procurement as defined in Section 2.4)
6. Staple your statement on the upper left hand corner. Please do not use paper clips. Use binder clips if needed for large statements.
7. Your signature on the front page.
8. Your immediate supervisor's signature on front page.
9. Mail or deliver your statement to "Purchasing Card Administrator", Purchasing Department. Make sure to give your statement plenty of time to arrive by the deadline.

You can sign off on transactions and allocate transactions at any time during the month, but do not print your statement prior to the end of the period. Keep in mind that if you change an allocation for a transaction, this change will not be reflected on printed reports for 24 hours (usually the next morning).

For additional guidance on how to prepare this statement, contact your Purchasing Card Administrator.

All Purchasing Card records must be retained by the Business Office for at least five (5) years

3.6 Resolving Errors and Disputes

Problems with merchandise delivery or incorrect billing may occasionally arise. It is the Cardholder's responsibility to initiate action to resolve all such issues.

Cardholders must contact the supplier directly when a billing problem or a problem with merchandise is first noted to attempt to resolve such problems directly with the supplier. When appropriate, one should ask the supplier to provide a credit to your Purchasing Card account. Under no circumstances should there be a direct cash refund from suppliers for credit card transactions. If, however, a direct cash refund is received, contact the P-Card Administrator for the proper course of action.

If a Cardholder is unable to resolve the problem directly with the supplier, the Cardholder should notify the P-Card Administrator to assist in resolving or filing a Bank of America dispute form (See EXHIBIT C).

Important Note: All Bank of America disputes must be filed within 60-days of the transaction date. Do not continue to use vendors who have not resolved errors within 30-days of the cycle date following the error or dispute.

Additional procedures for special situations as described below should be followed by Cardholders:

3.7 Lost or Misrouted Products

If a sufficient amount of time has elapsed without receiving the ordered product, the following steps should be taken:

1. Contact the supplier to determine when the product was shipped, what carrier shipped it (i.e., UPS, FedEx, US Mail, etc.), and what location it was shipped to.
2. If there is no record of the shipment by the carrier, call the supplier and request a proof of delivery.
3. If the supplier cannot supply this documentation, the supplier should acknowledge that no product was actually delivered, and either the Purchasing Card account should receive a credit, or product reshipped.
4. If a satisfactory resolution cannot be reached with the supplier within a 30-day period, contact the P-Card Administrator to file and process a dispute. **There are only 60 days from the date of the transaction for a dispute to be filed.**

3.8 Incorrect Quantity or Defective Product

The Cardholder must always check any incoming order as soon as it is received to ensure the product received matches what was ordered in terms of quantity, description, and quality. If there is a discrepancy (e.g., damage or defects), do the following:

1. Contact the supplier to resolve the issue over the telephone. This should be sufficient to resolve most discrepancies.
2. If satisfactory resolution cannot be reached with the supplier, contact the P-Card Administrator to file and process a dispute.

3.9 Cardholder Statement Discrepancies

If discrepancies are noted on the monthly Cardholder Statement (for quantity, price, duplicate billing, no credits from prior transaction, billing for item not received, etc.) take the following steps:

1. Contact the supplier and attempt to resolve the discrepancy. Make a note in WORKS™. Keep a record of all communications with the supplier.
2. If satisfactory resolution cannot be reached with the supplier, contact the P-Card Administrator to file and process a dispute.

3.10 Sales Tax Charged by a Supplier

As previously detailed in the *Making a Purchase* section of this Guide, GSW is exempt from paying sales tax on purchases. Accordingly, sales tax should not be billed by suppliers. In the event sales tax is charged by a supplier and appears on a Cardholder statement, the following steps need to be taken by the Cardholder:

1. Contact the supplier and request that a credit be processed for the amount of the sales tax charged.
2. Maintain written records of communications with suppliers regarding credits for sales tax.

3. If the supplier refuses to issue a credit or does not issue a credit within the next billing cycle, please notify the Purchasing Card Administrator concerning your attempts to obtain a credit for the sales tax billed. DO NOT place any further orders with the supplier. The Purchasing Card Administrator will notify all other Cardholders to refrain from doing business with the supplier.

Recovering charged sales tax requires time and effort that is not very productive for anyone. It is, therefore, essential that GSW departments make vendors aware that GSW is exempt from sales tax.

3.11 Restocking Fees

When goods are returned through no fault of the supplier, the supplier may charge a restocking fee. If this occurs, reference the transaction number for the restocking fee to the transaction number of the original purchase in WORKS™.

3.12 Making Returns/Exchanges

1. Cardholders must usually prepare a shipping order for all returns or exchanges of merchandise purchased using a Purchasing Card. On the shipping order, be sure to indicate that this was a Purchasing Card purchase and state the amount of credit due for the returned item. In some instances, a vendor may supply a return authorization number (RA number), which should be noted on the shipping order. If the supplier provides a material return authorization number, be sure to include that number on the shipping order.
2. A copy of the shipping order should be attached to the monthly Cardholder Statement with details surrounding the return.
3. All return credits must be applied to the Purchasing Card account, and must not be taken in cash.
4. Be sure to note the shipping arrangements on the documentation (i.e., if the supplier or state paid for the freight).

It is the Cardholder's responsibility to follow up and obtain a credit for any recoverable amounts.

SECTION 4. – Process Review & Compliance

State Purchasing, Process Improvement/Audits, and the DOAS Program Manager, will review various reports provided by Bank of America on a monthly basis to ensure that purchasing card transactions appear within reasonable parameters. In addition, random reviews of card statements and appropriate processes will be conducted by the State Purchasing, Process Improvement/Audits.

The primary purpose of these reviews is to ensure the program policies and guidelines are being followed. Findings of failure on the part of a GSW's Purchasing Card Administrator, Department, or Cardholder to properly implement stated procedures for use of the Purchasing Card may result in revocation of Purchasing Card Program privileges for GSW.

The P-Card Administrator will routinely analyze electronic transaction data to ensure that purchasing policies and procedures are being followed. Areas of interest include: split transactions, over-limit purchases, unusual transaction patterns, use of non-standard vendors for

standard purchase, and even-dollar transactions. Examples of commonly used reports include the following:

- a. Account Activity Reports-Such reports can provide details on each transaction such as transaction date, merchant name, and dollar amount. These reports can be used to sort transactions by dollar amount, merchant, date or type and can be useful for identifying suspicious merchants, unusually high spending patterns, or untimely purchases.
- b. Declined Authorizations Report- This report identifies Cardholders who have attempted to use a card to make a purchase for which they are not authorized, that exceeds their single-purchase limits, that exceeds their monthly purchase limits, or from a merchant that has a blocked Merchant Category Code.
- c. Disputes Report-This report identifies date, merchant, reason code, dollar amount and status of each dispute filed by a Cardholder. Reviewing the report would identify Cardholders with excessive disputes which could indicate that a Cardholder needs additional training or that he/she may be trying to disguise misuse or fraudulent activity.
- d. Unusual Spending Activity Report-Based on a variety of criteria, this report identifies transactions, which may warrant further review.
- e. Lost/Stolen Card Report-This report identifies cards that have been reported lost or stolen. It may be reviewed to identify Cardholders who have repeatedly reported their cards missing. This may be an indicator that the Cardholder needs to secure his card or that the Cardholder is attempting to disguise misuse or fraudulent activity by denying charges.

4.1 Purchasing Card Violations

The Department of Administrative Services, State Purchasing, expects every individual Cardholder to strictly adhere to the policies and guidelines governing use of the State Purchasing Card. Failure to do so may result in disciplinary action up to and including termination of employment. Additionally, such failure could result in prosecution to the fullest extent of the law, including financial restitution and criminal prosecution.

Violations of policies and procedures governing use of the Purchasing Card can be classified as *minor* or *major*. The action taken is dependent upon the type of violation and the number of previous Cardholder violations. The P-Card Administrator can suspend a Cardholder's privileges with or without input from the GSW department; however, the department will be notified of any such action. All other actions are determined at the appropriate level. Any alleged violation or questionable transaction could result in an immediate suspension of card privileges pending a review to determine what, if any, action is appropriate.

Listed below are the disciplinary guidelines associated with Purchasing Card violations:

MINOR VIOLATIONS

Minor violations are instances that are "accidental" and without willful intent, or associated with a delinquent reconciliation statement. Examples include but are not limited to:

1. Using the wrong credit card when doing personal shopping and usually includes immediate discovery and notification of the Purchasing Card Program Administrator/Coordinator as well as restitution,
2. Purchases with the card that should be made through the Entity requisition system or some other means, or

3. Failure to reconcile and return the statement (manually and electronically) in a timely manner.
4. Purchasing items to be reimbursed from another entity such as the Foundation.
5. Sales tax in one P-Card statement.
6. Not obtaining prior approvals as described in Section 2.4

Cardholders will receive a minor violation in the form of an email from the P-Card Administrator.

A copy of the violation email will be sent to the Cardholder's immediate Supervisor, Department Head, and Vice President for Business and Finance. Any action required by the violation email should be handled on a priority basis.

An accumulation of three minor violations of the same type or 9 minor violations of any type in a 12-month period will result in a major violation being issued.

MAJOR VIOLATIONS

Major violations are instances that show "willful intent" to disregard established policy and procedures. Examples include but are not limited to:

1. Purchasing unauthorized or restricted items,
2. Splitting orders to avoid the single transaction limit,
3. Allowing others to use the card,
4. Knowingly making personal purchases.
5. Accumulating minor violations as defined above.

Any major violation will result in immediate suspension of the Cardholder's privileges and notification to the department. If deemed appropriate, Bank of America, GSW Public Safety, GSW Human Resources, and GSW Vice President for Business and Finance will also be notified. If no fraud or theft is involved, reinstatement of the P-Card privileges can be made after 30 days at the request of the Cardholder's Supervisor. If a second suspension is required, it will be permanent.

*Adoption and enforcement of any disciplinary actions is coordinated through Business Services and Purchasing Card Administration. If Purchasing Card misuse (intentional fraud by the Cardholder) is discovered, the P-Card Administrator **MUST** do the following according to DOAS Directive :)*

1. **Cancel the purchasing card.**
2. **NOTIFY STATE PURCHASING CARD PROGRAM MANAGER, Donna Rayner, (404) 656-5344 (desk), (404) 386-9641 (cell) or drayner@doas.ga.gov**
3. **NOTIFY APPROPRIATE GSW OFFICIALS –i.e., Public Safety, Human Resources, and Vice President for Business and Finance, etc.**
4. **Cardholders who violate the State Purchasing Card Program by committing fraudulent activity against the State must be immediately terminated. (Coordinated through appropriate levels with the minimum of director level involvement.)**
5. **Bank of America will coordinate the filing of appropriate liability waiver documents (insurance claim to recover losses). Notify Bank of America when employee is terminated.**

Please be aware that Bank of America will provide corporate liability protection under Visa®'s Liability Protection Coverage; however, certain conditions apply. The principal condition is that the employee has been terminated and Bank of America is notified of the termination within TWO DAYS of its occurrence. Bank of America will rely on and shall be protected in acting on issuance requests or other requests or instructions which the bank believes to be genuine and to have been signed by a State of Georgia Purchasing Card Administrator.

Effective March 20, 2008

EXHIBITS

State of Georgia & Georgia Southwestern State University Purchasing Card Program

PURCHASING CARD REQUEST & CHANGE FORM

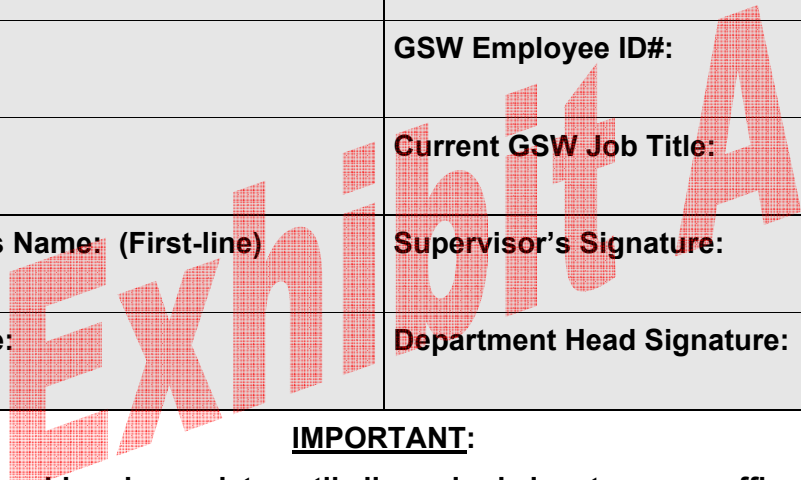
(Use "Tab" key to navigate through fields)

| |
|-----------------------------|
| GSW Department Name: |
|-----------------------------|

Check the appropriate box for the type of request:

- New Cardholder Request
- Cardholder Change Request

| | |
|--|---|
| Card Applicant Name: | I have read and understand the P-Card Policies and Procedures - Applicant Signature: |
| Applicant Department Address (include MD#): | Applicant Office Phone Number: |
| | GSW E-Mail Address: |
| GSW Department ID#: | GSW Employee ID#: |
| Business Purpose: | Current GSW Job Title: |
| Immediate Supervisor's Name: (First-line) | Supervisor's Signature: |
| Department Head Name: | Department Head Signature: |



IMPORTANT:
Form will not be considered complete until all required signatures are affixed. Mail form to:
Purchasing Card Administrator, Purchasing Department

| | |
|---|--------------------------------------|
| FOR OFFICIAL USE ONLY | |
| <input type="checkbox"/> Approved | <input type="checkbox"/> Disapproved |
| Reason: | |
| | |
| By: | |
| Title: GSW Purchasing Card Administrator | |
| Date: | |

State of Georgia & Georgia Southwestern State University Cardholder Purchasing Card Agreement

The **State of Georgia & Georgia Southwestern State University** is pleased to present you with this Purchasing Card. It represents trust in you and your empowerment as a responsible agent to safeguard and protect State of Georgia assets.

I, _____, Card Number XXXX-XXXX-XXXX-XXXX, with Employee ID # _____, hereby acknowledge receipt of a Georgia Southwestern State University Purchasing Card, which is a VISA® card issued by Bank of America, that will only be used to acquire materials and supplies for Georgia Southwestern State University. I agree to comply with the following terms and conditions relating to my use of the Purchasing Card.

1. As an authorized Cardholder, I agree to comply with the terms and conditions of this Agreement and with the provisions of the Georgia Southwestern State University Purchasing Card Policies and Procedures. I have received a copy of the Policies and Procedures and confirm that I have read and understand its terms and conditions. In addition, I have completed the required Purchasing Card Training.
2. I understand that Georgia Southwestern State University is liable to Bank of America for all charges I make on the Purchasing Card.
3. I agree to use the Purchasing Card for authorized official business purchases only and agree not to charge personal purchases. I authorize Georgia Southwestern State University whatever steps are necessary to collect an amount equal to the total of improper purchases, including but not limited to declaring such purchases an advance on my wages to the extent allowed by law.
4. I agree to notify the Georgia Southwestern State University Purchasing Card Administrator at 770-499-3672 or dhumphr7@kennesaw.edu if my name or contact information changes. I further acknowledge that name changes will require proof of change, i.e. copy of marriage license and/or decree of legal change.
5. If the Purchasing Card is lost or stolen, I will **immediately** notify Bank of America at 1-888-449-2273. I will also notify the Georgia Southwestern State University Purchasing Card Administrator in writing at the first opportunity during normal business hours.
6. I understand that improper or fraudulent use of the Purchasing Card may result in disciplinary action, up to and including termination of my employment. I further understand that Georgia Southwestern State University may terminate my right to use the Purchasing Card at any time for any reason.
7. I agree to surrender the Purchasing Card immediately upon request or upon termination of employment for any reason.

Agreed and accepted this _____ day of _____, 200__.

Cardholder:

Signature: _____ Date: _____

Print Name: _____ Phone: _____

Entity/Department: _____

Approving Authority:

Signature: _____ Date: _____

Print Name: _____ Phone: _____

Entity/Department: _____

Entity Purchasing Card Administrator:

Signature: _____ Date: _____

Print Name: _____ Phone: _____

Cardholder Name _____

PURCHASING 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.
 - E-Mail or FAX completed form with required enclosures within 60 days from the billing close date to:

Bank of America – Business Card Services Operations

P. O. Box 53101
Phoenix, AZ 85072-3101
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: _____
Original Sales Slip Requested: Yes No

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

Please Check Only One (After choosing one of the following options, feel free to provide additional details regarding the transaction on a separate piece of paper)

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.

State of Georgia & Georgia Southwestern State University Purchasing Card Program

CARDHOLDER SPECIAL APPROVAL REQUEST FORM

(Use "Tab" key to navigate through fields)

GSW Department Name:

Check the appropriate box for the type of approval requested and justify purchase below:

- Purchase - Greater than \$5,000 (Single Transaction Limit)
- Purchase – Exception to State Purchasing Card Policy
- Purchase – Other circumstances (detailed below)
- Annual use of Statewide or Agency Contracts ≥ \$5,000

Contract #

Vendor Names(s)

Justification (in detail):

| | |
|---|--|
| Cardholder Name: | Signature: |
| Purchasing Card Administrator Name: | Signature: |
| Entity CUPO Name: | Signature: |
| <p>IMPORTANT: Form will not be considered complete until all required signatures are affixed. E-Mail, Fax or Mail form to:</p> | |
| Donna Rayner, Purchasing Card Program Manager Department of Administrative Services State Purchasing Division 200 Piedmont Avenue SE, Suite 1308 Atlanta, GA 30334-9010 | (404) 656-5344 Office (404) 386-9641 Cell (404) 657-8444 Fax Donna.rayner@doas.ga.gov |

FOR OFFICIAL USE ONLY

Approved Disapproved

Reason:

By:

Title:

Date:

Definitions of Acct. Codes:

702100 - Bookstore Expenses (Bookstore only)

712100 – Motor Vehicle Expenses

Used only by physical plant and public safety depts. (Requires Special Approval Request Form)

714100 – General Supplies & Materials

Most purchases will fall under this object code

715100 – Repairs & Maintenance

Minor repairs to equipment

719100 – Rentals

Rental of equipment. Does not include rental of real estate.

727103 - Advertising

727107 – Freight

Any charges to ship merchandise to you, or any charges used to ship merchandise back to the vendor.

727109 – Subscriptions

727110 – Testing

727112 – Film Processing

Used only by University Relations & Physical Plant

727116 – License Fees

733100 – Software (Approval needs to be given by OIIT)

742100 – Printing

Any printing of posters, flyers, booklets, etc. (No business cards, letterhead or envelopes)