

UFV Purchase Card Program Handbook

Procedures and Regulations
V2.0

Purchase Card Services Team

Email: pcard@ufv.ca

www.ufv.ca/supply-chain/procurement



Table of Contents

Introduction	2
Roles and Responsibilities.....	3
<i>Purchase Card Services Team</i>	3
<i>Cardholder</i>	3
<i>Reviewers</i>	3
<i>Cardholder Approver (one over one approver)</i>	3
Purchase Card Contacts	4
Program Violations.....	5
Scotiabank Visa Card Restricted Items	6
How to Obtain a Card.....	8
<i>Eligibility</i>	8
<i>Application Process</i>	8
<i>New Card Issue and Activation</i>	8
How to Use the Card	9
<i>Receipts</i>	9
<i>Missing Receipts</i>	9
<i>Online Orders</i>	9
<i>In Person Orders</i>	9
<i>Email / Fax Orders</i>	10
<i>Shipping Instructions</i>	10
<i>Ordering Outside of Canada</i>	10
<i>Foreign Currency Transactions</i>	10
<i>Splitting Transactions</i>	10
<i>Declined Transactions</i>	11
<i>Transaction Disputes</i>	11
<i>Fraud</i>	11
<i>Lost or Stolen Card</i>	12
<i>Renewal Cards</i>	12
Reconciliation.....	13
<i>PCard Statements</i>	13
<i>Absentee Cardholders</i>	14

Card Changes	15
<i>Permanent Increases</i>	15
<i>Temporary Increases</i>	15
<i>Card Cancellations</i>	15

Introduction

The UFV Scotiabank Visa Card (PCard) Program is based on the world's most widely accepted credit card, Visa. It has been implemented to enable departments to make low dollar (up to \$5,000) purchases and payments according to university purchasing policies and procedures. This program will significantly reduce the need for personal fund expenditures, petty cash, or reimbursements.

The PCard Program is intended to work in conjunction with existing UFV policies and procedures and preferred supplier agreements or contracts. The PCard will have restrictions on specific types of purchases, merchant types and dollar limits to comply with public sector procurement requirements and to provide expenditure controls.

Benefits include:

- Convenient and cost-effective method of making purchases up to \$5,000
- Online reconciliation and coding of charges
- Reduced need for petty cash funds
- Improved management reporting of purchasing activities
- Reduced vendor payment time and volume
- Automated monthly upload of charges into the reporting system
- No annual credit card fees

Prior to applying for a UFV PCard, please read this Handbook carefully and in its entirety. This handbook provides guidelines under which you may utilize your PCard and provides information about the process, the allowable and restricted purchases, records that must be maintained as well as other needed information. Your signature on the Cardholder Agreement Form indicates that you understand the intent of the program and agree to adhere to the guidelines established for the program.

Record keeping will be essential to ensure the success of this program. This is not an extraordinary requirement – standard reimbursement policies require retention of receipts.

Remember, you are committing UFV funds each time you use the PCard. This is a responsibility that cannot be taken lightly. You are asked to treat this program with the same sense of responsibility and security you would use with your own personal credit card.

Roles and Responsibilities

Purchase Card Services Team

The Purchase Card Services team oversees the program, establishes procedures and regulations, provides reports and assists Cardholders with issue resolution. The Team is responsible for monitoring the efficiency of the programs and compliance with the procedures as outlined in this handbook.

Cardholder

The Cardholder accepts the responsibility of being issued a university PCard by reviewing the Purchasing Card Handbook, signing the Cardholder Agreement, and taking possession of the physical card. Cardholders are responsible to adhere to the Cardholder Agreement. Cardholders are expected to respond to requests from the Purchase Card Services Team regarding overdue expense reports, missing receipts or insufficient documentation and questions regarding specific expenditures charged to the PCard in a timely manner.

Reviewers

Reviewers are assigned by the Cardholder Approver to be responsible to review transactions on the Cardholder's behalf to ensure the Cardholder is adhering to both the Purchasing Card Handbook and the Cardholder Agreement. Once the Reviewer confirms the expense report is accurate and has all of the appropriate supporting information, the Reviewer will submit the expense report electronically to Accounts Payable via CentreSuite and will submit the hardcopy of the expense report to the Cardholder Approver (one over one approver).

Note: Regardless of the assignment of a Reviewer, the Cardholder remains responsible for appropriate card usage and deadlines. The Cardholder must provide the Reviewer with adequate information so the Reviewer may complete the task in a timely manner in order to meet the deadlines stated in this handbook. This information includes the monthly credit card statement and all related invoices/receipts.

Cardholder Approver (one over one approver)

A Cardholder Approver is responsible for ensuring that the Cardholder to whom they issue a card, can be trusted to spend department and/or project funds in a responsible manner, this is also known as the spending authority on the account.

The Cardholder Approver is also responsible for ensuring the Cardholder's expense report is reviewed, approved and supporting documentation is attached prior to submission to Financial Services. By approving the expense report, the Cardholder Approver confirms that supporting receipts have been reviewed and that the charges are legitimate university expenses, are reasonable and in compliance with university policy.

Purchase Card Contacts

For all inquiries, please contact the Purchase Card Services Team at pcard@ufv.ca.

The Scotiabank Call Centre can also be contacted 24/7 for telephone support. When contacting the Call Centre, they will verify your identity by asking for your “significant date” which is the date you selected on the application form for your card.

The Call Centre can help with:

- Activating new cards
- Resetting the PIN
- Providing general account information
- Cancelling lost or stolen cards
- Processing disputes
- Providing available balance information

The phone number for the Call Centre is: 1-888-823-9657.

If your card has been compromised, call Bank Card Security at 1-800-813-6602.

Program Violations

The UFV PCard is entrusted to individuals in accordance with the procedures outlined in this Handbook and the PCard Agreement. Individuals are required to immediately bring to the attention of the Purchase Card Services team any misuse or unauthorized use of the PCard.

Failure to adhere to university policies and this Handbook may result in appropriate consequences, including but not limited to the cancellation of the UFV PCard, termination of PCard user privileges, reimbursement to the university of any unauthorized purchases, and may also result in disciplinary action. The Director of Financial Services or the Director of Supply Chain reserves the right to remove all cards at an individual or departmental level for non-compliance.

Policy violations include, but are not limited to:

- PCard used to purchase restricted items (page 6), including personal purchases made in error
- Not reporting a lost or stolen card
- Late submission of the reconciled and approved PCard statement to Financial Services, including CentreSuite approvals
- Missing backup documentation (i.e. receipts)
- Splitting transactions in order to stay within authorized limits
- Missing the appropriate signatures

The following steps may be taken if violations are found:

- 1st step - Warning
- 2nd step - 6 month card suspension
- 3rd step - Card cancellation

In the event the Cardholder disagrees with the decision to suspend or cancel their card, an appeal may be filed with the PCard Services Team.

Continuous monitoring of all PCard transactions will apply to all Cardholders. Please ensure all original documents are submitted as required.

Scotiabank Visa Card Restricted Items

Prior approval from the noted authority must be obtained prior to the following types of transactions. In the case of a discrepancy between this and the Business and Travel Expense procedures, the Business and Travel Expense procedures will prevail.

- Alcoholic beverages – approval from a Vice President or higher.

*Approval memo must be included along with supporting documentation when submitting the PCard expense report.

UFV Scotiabank Visa cards must **NOT** be used for the following transaction types. In the case of a discrepancy between this and the Business and Travel Expense procedures, the Business and Travel Expense procedures will prevail.

General

- Personal or private use
- Splitting transactions to circumvent limits
- Cash advances, ATM transactions, and the purchasing of bank drafts, money orders, or cryptocurrency
- On-campus/interdepartmental purchases of goods or services (i.e. Bookstore, Print Services)
- Professional development – any expense to be allocated to professional development is required to be completed through personal purchase and reimbursement (see HR website)
- Office furniture – all office furniture purchases must be made through Procurement Services.
- Club Memberships -for personal recreation or socializing purposes such as fitness, golf or social clubs (certain memberships, with departmental approval, may be allowed but a Cardholder must not personally benefit from the membership)
- Donations
- Fines including, but not limited to:
 - a. Library
 - b. Parking
 - c. Traffic fines
- Gift cards for employees; refer to the Business and Travel Expense procedures for further details
- Gasoline (UNLESS for rental or fleet vehicles), automobile repairs and expenses
- Household moving and relocation expenses
- Kennel costs for pets
- NEXUS border clearance fees
- Pre-Authorized/Automatic Payments

Business & Travel Expenses

- Airport lounge access fees
- Costs resulting from failure to cancel a guaranteed reservation
- Hotel fees including, but not limited to:
 - a. Upgrades
 - b. Non-mandatory activity fees
 - c. Pet Fees/Charges
- Excess personal baggage

- Loss or damage to personal possessions. Compensation may be available from other sources such as airlines, insurance, etc.
- Passport application or renewal fees

Utilities and Capital

- Building or equipment maintenance EXCEPT for minor maintenance with prior approval of Facilities Management
- Purchases that are part of a capital project (such as construction or renovations) including capital costs and related soft costs
- Consulting fees and contracted services of independent contractors
- Property taxes, gas or electricity bills
- Permits
- Discretionary carbon offset fees

Technology

- Computers
- Monitors
- Laptops
- iPads
- Smartphones
- Software and related licenses, subscriptions, and recurring fees

To procure the above items, contact ITS. The university has a number of existing licensing arrangements that may meet your needs.

- Printers – Contact Print Services to procure this item
- Cable modem, DSL, or other internet connection charges and/or services

Terms and Conditions

If a supplier is requesting an agreement be signed with Terms and Conditions, please contact Procurement before proceeding with the transaction.

How to Obtain a Card

Eligibility

To be a Cardholder, you must be a permanent university employee (full-time or part-time) authorized by a Vice President, Associate Vice President, Dean, or Director of your department. Signing the application indicates that the applicant has read and agrees to comply with this Handbook, university policies and the responsibilities associated with becoming a Cardholder.

Application Process

1. Complete the *UFV Scotiabank Visa Card Application Form* available on the Procurement website
2. Obtain all required signatures. All agreements must be approved by the applicants Cardholder Approver
3. Return the completed form for processing by intercampus mail to Procurement Services, Abbotsford Campus, A291
4. Applicants will be contacted by email to schedule a convenient time to receive their new card

Note: Any errors or omissions on the application form will result in delays in the processing of the form.

New Card Issue and Activation

Before the card is issued, it is mandatory for each new Cardholder to review the PCard Program Handbook which includes security, compliance and Cardholder responsibilities. Cardholder sign-off on the Cardholder Agreement acknowledges receipt of the card and agreement to program compliance.

To activate the card, first confirm the name embossed on the card is correct and sign the back of the card in the space provided. If the name is incorrect, contact pcard@ufv.ca immediately. The card can now be activated by following the instructions on the activation sticker on the face of the card. Make sure you know your significant date before activating, this will be required when you call to activate. Activation is instant, and card usage can begin immediately.

How to Use the Card

The UFV PCard may be accepted at any merchant that accepts the VISA card. You are responsible for the security of your card, and the transactions made with your card. A card used out of compliance with the guidelines established for this program will result in consequences, up to and including permanent termination of your Cardholder account.

The card is NOT to be used for ANY of the items listed on the Restricted Items List found on page 5.

Receipts

For each charge on the PCard, a detailed receipt must be obtained and submitted with the expense report to Financial Services by the **21st** of each month. At a minimum, this receipt must include the following information:

- Merchant Name
- Date of purchase/payment
- Description and quantity of each item purchased
- Unit cost
- Total cost charged to the card*

*Circumstances where the total cost charged to the card is different than the detailed receipt (i.e. restaurant purchase) the POS receipt is required.

Note: Please refer to the Business & Travel Expense Procedures for further details of required supporting documentation.

Missing Receipts

In the event a Cardholder has lost a receipt, the Cardholder must make an attempt to obtain a copy of the receipt directly from the merchant. If a receipt cannot be obtained, the Cardholder must complete the *Lost Receipt Declaration* form which can be found on the Financial Services website under Forms. Attach the completed form to the corresponding statement.

Note: Use of the *Lost Receipt Declaration* form is to ensure that this was a valid business expense, not as a replacement for the missing original receipt. A missing original receipt will still constitute a violation.

Online Orders

When placing an order over the internet ensure you are on a secure site. To know if a site is secure, there will be a closed padlock on the status bar located at the bottom of the web browser, and https:// included in the URL of the website.

In Person Orders

A merchant will use a credit card payment terminal or point-of-sale (POS) system to process a transaction in person. The data from the card is read from the magnetic stripe on the back or by the chip on the card.

Email / Fax Orders

A merchant may request the Cardholder submit their order and payment information by fax or email. The Cardholder may submit the order this way, but are prohibited from sending card information by either fax or email.

Shipping Instructions

The Cardholder must provide the merchant with adequate delivery instructions for the shipment. All goods ordered should be shipped to:

Abbotsford Campus
University of the Fraser Valley
Building B, Room 110 33844 King Road
Abbotsford, BC V2S 7M8

Chilliwack Campus
University of the Fraser Valley
Building A, Room 1101 45190 Caen Ave
Chilliwack, BC V2R 0N3

Attention to: <your first name and last name> PCard (for example *Joe Smith PCard*)

Note: Goods may not be shipped to your home address.

Ordering Outside of Canada

If customs clearance is required, advise the merchant to use UFV's customs broker:

Pacific Customs Brokers Ltd.
101 – 17637 1st Avenue
Surrey, BC Canada V3S 9S1
Email: info@pcb.ca Tel: (604) 538-1566 Fax: (604) 538-7704

The Cardholder must ensure the vendor is made aware that the country of origin (where product is made) is included on the invoice of the product being ordered.

Foreign Currency Transactions

Transactions in a foreign currency are converted to Canadian dollars at the exchange rate in effect as determined by Visa International on the date the transaction was posted by the supplier to Visa, and is debited or credited to the card. The rate may be different from the rate in effect on the date the transaction was made. Cardholders should contact Scotiabank for more information about applicable transaction fees.

Splitting Transactions

A Cardholder should never request a merchant split a charge into smaller amounts to circumvent the card limits they have been authorized for. Splitting of transactions is a violation of this Handbook as well as the UFV Procurement Policies and Guidelines. If a transaction will exceed the transaction limit, the Cardholder can request a temporary increase by submitting the *Maintenance Request Form* to the Purchase Card Services team.

Declined Transactions

Some merchants have been prohibited from usage in the program (for example, liquor stores) because they do not fit into the policies established by the university. If you present your card to any of these merchants, the transaction will be declined. If you are declined and you feel the decline should not have occurred, you may contact the Purchase Card Services Team to determine the exact reason the transaction was declined. Please note that transaction and monthly limits are strictly enforced and you will be declined if you attempt to purchase items that exceed those limits.

Other common reasons for a declined transaction:

- Billing address and information provided by the Cardholder does not match that on file with Scotiabank
- The merchant is incorrectly classified under a MCC (merchant category code) Code
- The merchant has incorrectly noted the card number and/or expiration date (the Cardholder should verify)

Transaction Disputes

Each month, Cardholders should review their statement, regardless of whether or not the card was used. In the event of a discrepancy with any charges on the statement, Cardholders should first attempt to resolve directly with the merchant. If the merchant is unable to assist, the Scotiabank Call Centre can be contacted to assist in the matter.

The Scotiabank Call Centre should be called at 1-888-823-9657 in the following situations:

- Do not recognize charge
- Billed for different amount than receipt shows
- Billed for merchandise/service not received
- Disputing quality of merchandise/service received
- Billed for cancelled serviced
- Returned merchandise with no credit received
- Unauthorized transaction
- Fraudulent transaction

A formal dispute can be submitted once a transaction is identified as invalid or fraudulent. Cardholders have 60 days to dispute a transaction from the date the transaction was made. Scotiabank will investigate the matter and will contact the Cardholder with a final resolution.

Fraud

For an unauthorized transaction, disputing a transaction will cause the card to be immediately cancelled, and a new card will be issued.

The process to dispute an unauthorized transaction involves the following steps:

1. Contact Scotiabank Commercial Card Services
2. Scotiabank will validate the transactions that are valid and invalid
3. Scotiabank will cancel the card and initiate a fraud investigation

4. A new card will be issued
5. Details of the dispute(s) are to be noted on the *Declaration of Disputed Charges form*
6. Cardholder signs and forwards a copy to the Purchase Card Services Team

Note: In the event a card is compromised, Scotiabank will cancel the card immediately upon notification and issue a new card. Cardholders should ask the Customer Service agent to send their new card by courier at no charge. Cardholders should be aware that they will be without a card until the replacement arrives.

Lost or Stolen Card

Cards must be stored in a safe place. In the event a card is lost, stolen, or compromised, the Cardholder must first report to the Scotiabank Help Desk and then inform the Purchase Card Services Team. Contact numbers are below:

In Canada or USA: 1-888-823-9657
All other locations: 1-416-750-6138

Renewal Cards

The expiry date for each card falls on the last day of the month identified on the card. Renewal cards are issued automatically, and arrive shortly before expiration. Cardholders are contacted when the card is available for pick-up.

If a card has expired without a replacement being issued, Cardholders must contact the Purchase Card Services Team immediately. In addition, if the Cardholder is scheduled to travel around the card expiry date, a renewal card can be issued early upon request. Cardholders should expect 10-14 business days for delivery.

Reconciliation

Each card has a default budget code and account code which is assigned to each transaction made by that card. Payment of transactions will be automatically charged to those default codes unless changed within CentreSuite during reconciliation.

Departments are responsible for ensuring the expenses are allocated correctly.

PCard Statements

On a monthly basis, Cardholders must send a reviewed and approved expense report with supporting documentation to Financial Services, this is a requirement of the PCard program. Failure to adhere to this requirement will initiate a violation process that could result in deactivation and eventual termination of the Cardholders account.

Steps to complete the monthly reporting process are:

- After the last day of the billing cycle (monthly on the 5th), logon to CentreSuite to review your expense report for accuracy of charges and compliance with university policies
- Review the PCard transactions and reallocate charges to the appropriate budget and account codes as necessary
- Record a description of the transactions, for example, “office supplies for new faculty office”. Be as descriptive as possible by including (if applicable):
 - The number of people attending
 - Length of travel
 - Where travel originated and ended
- Electronically submit your expense report to your reviewer (if applicable)
- Print out the expense report from CentreSuite, attach supporting documentation/receipts and submit to your reviewer (if applicable)
- Once reviewed, obtain one-over-one approval and send the reporting package to Financial Services by the **21st** of the month as well as submit your expense report electronically through CentreSuite
 - Handwritten changes to default coding on expense reports are not processed by Financial Services
- Follow up with the merchant and Scotiabank on disputed charges or charges that are inaccurate.
- Ensure disputed charges, if any, from the previous month have been resolved

For more detailed information, please refer to the Scotiabank Visa Card-Getting Started guide available on the Financial Services website.

Absentee Cardholders

If a Cardholder is away from the university for an extended period of time while carrying on their regular work activities and there are monthly charges to their PCard, reporting to Financial Services is still required. If it is not possible to sign the PCard expense reports in person and provide original receipts at the time the expense report is due to Financial Services, the Cardholder must work with their Reviewer or Cardholder Approver to provide the necessary approvals and documentation to Financial Services.

Cardholders who are on leave from the university, must have their PCard deactivated while they are on leave. The PCard can be reactivated upon return to work by request from the Cardholders one-over-one approver.

Card Changes

The following types of changes can be made for the PCard:

- Card cancellation
- Card suspension
- Default account changes
- Temporary limit increases
- Permanent increases

To make a change to a card, the *UFV Scotiabank Visa Card Maintenance Request* form must be filled out and signed by the appropriate one-over-one approver before being submitted to the Purchase Card Services Team.

Permanent Increases

The PCard program was intended for transactions \$5,000 or less. Any requests to change the limit must be supported by the *UFV Scotiabank Visa Card Maintenance Request* form mentioned above. The justification must clearly demonstrate an ongoing need for a higher threshold.

Temporary Increases

Under certain circumstances, a temporary increase to your limit may be requested by using the *UFV Scotiabank Visa Card Maintenance Request* form mentioned above. The justification must clearly demonstrate the reason for the temporary increase.

In the event a temporary increase is required immediately, please contact the Purchasing Card Services Team directly at pcard@ufv.ca. Authorization from the spending authority must still be obtained for the increase.

Card Cancellations

A Cardholder, or their respective one-over-one approver, must notify the Purchase Card Services Team of a card cancellation request by using the *UFV Scotiabank Visa Card Maintenance Request* form. All outstanding transactions should be reconciled, and supporting documentation should be submitted for review and approval.