

**Citibank Visa Corporate  
Procurement Card Program**

**Policies & Procedures  
Handbook**

**State University of New York  
College at Geneseo**

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## I. Program Overview

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The purpose of the Citibank Visa Corporate Procurement Card is to establish a more efficient, cost effective method of purchasing and payment for small dollar purchases. The procurement card will enable cardholders to make authorized purchases directly from a supplier without processing the traditional paperwork. Cardholders will be able to make purchases up to \$2,500 per transaction with the procurement card.

The cardholder will not be billed directly for the charges, but will receive a monthly statement of information online at [www.cards.citidirect.com](http://www.cards.citidirect.com). The State of New York will be liable for all authorized charges made using the procurement card.

**Travel expenses may not be charged on the Citibank Visa procurement card.** Registration fees may be charged to the procurement card provided there will not be any travel-related expenses.

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## II. Who Receives a Procurement Card

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Departments will identify the employees who are to receive a procurement card. Cards are issued to individuals. It is important to ensure that each person receiving a procurement card is familiar with State procurement policies and procedures.

Each cardholder will be responsible for verifying all charges associated with the department's specific account number. No unauthorized purchases will be permitted. Any employee making unauthorized purchases will be subject to appropriate disciplinary action. (See Section VIII. Suspension of Procurement Card Privileges.)

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## III. Application Process

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To obtain a procurement card, an Authorization Form (PC01) must be completed and approved by your department head, if applicable, and forwarded to the Purchasing & Central Services Department. Cards will take approximately four weeks to arrive. (See Attachment D for Authorization Form.)

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## IV. Purchasing with the Card

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### A. Dollar Limits

An individual transaction cannot exceed \$2,500. However, if a purchase exceeds the single per transaction limit by up to 10% because freight charges have been added, you may still use the procurement card. Freight is the only exception to the transaction limit. In addition, **orders should not be split in order to facilitate use of the card.** Each department may impose additional monetary limits on the procurement card at their discretion.



## B. Suppliers

The procurement card is intended for use with suppliers that accept Visa. Citibank and New York State will actively work to encourage suppliers who are frequently used by State agencies to accept the procurement card. Suppliers can call 1-800-790-7206 to enroll in the Citibank Procurement Card Program.

## C. Responsibility of Procurement Cardholders

When an employee receives a procurement card, they will also receive a Procurement Card Order Form (PC02). (See Attachment B, page 18B.) Cardholders will receive one original Order Form and should use this original to make additional copies. Cardholders are encouraged to use the Procurement Card Order Form, but may use the SUNY Geneseo Purchase Requisition in place of the Order Form if they so desire.

**The individual cardholder completes a Procurement Card Order Form or Purchase Requisition each time they make a purchase using the procurement card.** Supervisory authorization may be set up at this point at the discretion of the department heads.

**It is mandatory that cardholders use either the Order Form (PC02) or Purchase Requisition to log their transactions in order to ensure consistency with the documentation associated with the use of the procurement card.** This documentation is used to (1) verify all purchases; (2) audit a specific card; (3) reconcile a reported billing discrepancy; and (4) document purchase authority.



### 1. Required Purchasing Practices:

- **Funds must be available at the time of purchase.**
- **Use of the card is strictly limited to the purchase of commodities for official State use.** Do not use this card for personal charges. Such improper use may subject the cardholder to disciplinary action.
- If the item is available on state contract, it should be purchased from the contract supplier or Preferred Source/MWBE. This information is available by calling Purchasing & Central Services at 245-5100 or visiting their Web site at: <http://purchasing.geneseo.edu/>.
- If the item is not available on New York State contract, the cardholder should be able to substantiate the reasonableness of price.
- If the purchase will exceed the per transaction limit, do not split the order simply so that the procurement card can be used. Use traditional purchasing procedures.
- Do not give your card number to anyone other than the supplier from whom you are purchasing.



## 2. Placing Your Order:

Orders may be placed by phone, fax, online, or in person.

- **Make sure funds are available** and complete a Procurement Card Order Form (PC02) or Purchase Requisition.
- Notify the supplier you will be using the CITIBANK VISA Corporate Procurement Card and verify that they will accept it.
- **Identify yourself as a New York State employee.**
- **Notify suppliers that the purchase is tax exempt** and provide the NYS Tax Exempt Number (14740026K). (If the supplier requests a Tax Exempt Certificate, contact the Purchasing & Central Services at 245-5100.)
- Identify the item and provide a complete description. If available, use the item number as shown in the catalog, the manufacturer's name, model number, and/or part number.
  - a. Indicate the exact quantity you are purchasing.
  - b. Ask for the full dollar amount of each item, and enter this in the "Unit Price" column of the Order Form (PC02) or Purchase Requisition.
  - c. Ask if there will be any additional charges for shipping. If so, add additional charges to the Order Form (PC02) or Purchase Requisition.
  - d. Total the amount of the purchase.
- Give the supplier your name as it appears on the card, the account number and expiration date.
- **ALL MERCHANDISE SHOULD BE SHIPPED DIRECTLY TO THE ORDERING DEPARTMENT WITH THE LETTERS "VISA" CLEARLY MARKED ON EACH PACKAGE.**  
(The easiest way to accomplish this is to make "VISA" part of the ship to address, e.g., "VISA - cardholder's name, mail stop, 1 College Circle, SUNY College at Geneseo, Geneseo, NY 14454.")
- Receipt of merchandise should be documented on the Order Form (PC02) or Purchase Requisition.
- Attach original receipts to the back of the Order Form (PC02) or Purchase Requisition, to be retained for six (6) years, plus the current year. NOTE: If making your purchase in person, obtain an itemized receipt, in addition to the credit card receipt and check the credit card receipt to insure accuracy before signing.

## **D. Examples of Authorized Purchases (up to \$2,500):**

- Items on a centralized commodity ("P") contract. ("P" contracts are centralized New York State contracts awarded by the Office of General Services.)
- Maintenance/repairs of equipment
- Books
- Supplies and materials
- General equipment under \$1,500<sup>1</sup>
- Film processing
- Printing
- Registration fees for conferences and seminars<sup>2</sup>
- Subscriptions
- Memberships
- Shipping charges (UPS, Federal Express, Airborne, etc.)
- Freight

<sup>1</sup> When purchasing equipment under \$1,500, please contact the Property Control Office at 245-5614 to request a non-barcoded property decal to affix to the equipment item.

<sup>2</sup> Registration fees should be paid through the Travel Office on a Travel Requisition when related travel expenses will be incurred.

## **E. Restricted Items:**

- Personal use
- Alcoholic beverages, coffee service, etc.
- Orders exceeding the \$2,500 limit
- Items purchased separately that, when purchased together, would exceed the \$2,500 limit (i.e., split ordering).
- General equipment over \$1,500 (for Property Control purposes).
- Computer Systems (peripherals and components to be added to an existing system are okay)
- Gasoline
- Medical services
- Cash advances
- Cash back on purchases
- Cash refunds on purchases
- Cash refunds on returns
- Controlled substances<sup>3</sup> (e.g., narcotics, prescription drugs)
- Live animals
- Radioactive materials
- Specialty gases/cylinder rentals
- When a written agreement needs to be signed by a representative of the College (e.g., software license)
- Contracted services from an individual
- Leases, insurance
- Travel/Entertainment (e.g., airline, car rental, lodging, restaurant, etc.)
- Rents
- Non-employee compensation (payments for any personal services)
- Gift certificates
- Savings bonds

<sup>3</sup> Health Services may purchase prescription drugs; this is the only exception to this restriction

## F. Fiscal-Year Restrictions



**Before placing any order, make sure funds are available in your account.** Procurement card privileges will be suspended at the end of SUNY's fiscal year if a budget is not in place.

**Cardholders are advised to use the procurement card judiciously as the end of the fiscal year approaches.** Funding will not be available to cover any charges appearing in a new fiscal year until a budget has been passed. In accordance with the terms of the contract, in the event we are unable to pay Citibank promptly, the University will have to pay interest for those charges that appear on the account after card suspension has been enacted.

## G. Steps for Registering at CitiDirect Online

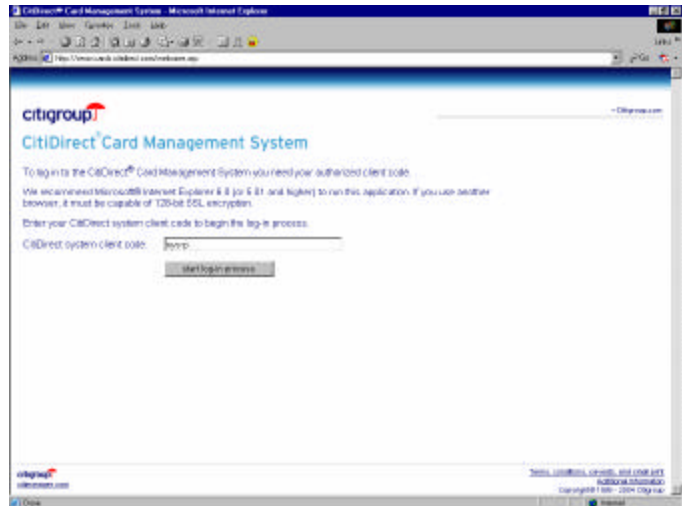
As soon as you start using your Citibank® Visa card you will receive an e-mail inviting you to visit the following link:

[www.cards.citidirect.com](http://www.cards.citidirect.com)

This will bring you to the CitiDirect® Card Management System. At this point it is required that a CitiDirect® system client code is entered to begin the log-in process.

**The procurement client code is: NYS-P**

Enter this code in the space provided on the web site and click the “start log-in process” button directly below.



After entering the system client code you are brought to a screen that asks for your Username and Password. The first time that you enter this information it will be in the following format:

**Username** – first four letters of your last name AND the last six digits of your account number

**Password** – username in reverse - using all upper-case letters

*For Example:* Joe Lue receives a Visa card with the last six digits – 35 6954.

His username would be: lue356954

His password would be: 459653EUL

If your last name *does not* contain at least four letters use your entire last name and the last six digits of your account number. The password would follow the same format as the example above – which is the username in reverse order using all upper-case letters. Note that the username field is not case sensitive – it may contain either upper or lower-case letters.

Type your username and password in the spaces provided.


After you sign in the first time you will be prompted to change your password.

## Change Expired Password

▼ Your password has expired. Please enter a new one.

New Password

Confirm



### Passwords must meet the following criteria:

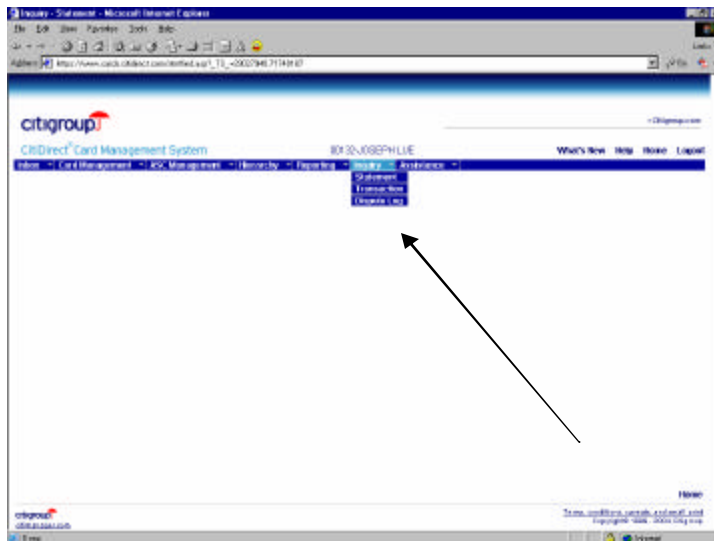
- ☑ The username and password must be different.
- ☑ The password must contain a mix of alphabetic and numeric characters. It must not consist of all numbers, all special characters, or all alphabetic characters.
- ☑ The password must not contain leading or trailing spaces.
- ☑ The password must not contain more than 2 consecutive, identical characters.
- ☑ The password must be at least 4 characters and no more than 9 characters.
- ☑ The password must contain a mix of uppercase and lowercase characters.
- ☑ The password must be identical to the password confirmation.
- ☑ The new password must be different from the old password.

After the new password is entered, click the “Change” button to continue.

You are now registered to use the CitiDirect Online system. Please make note of your username and password for future reference.

## H. Steps for Viewing Statements at CitiDirect Online

After signing on to the CitiDirect® Card Management System and personalizing a password the cardholder is ready to get started. To view your entire monthly Visa Statement or separate transactions go to the “Inquiry” drop-down menu item on the main toolbar.



In order to drop-down the Inquiry menu on the CitiDirect® toolbar move the mouse over the word (field) “Inquiry.” There is no need to click for the menu to appear.

At this point select whether you want to view:

- ⇒ **Statements**
- ⇒ **Transactions**
- ⇒ **Dispute Log (screen)**

Move the mouse over the option you wish to select and click to access.

To view your statement, click on **Statements** and then select the **Cycle** (month) that you would like to view.

**Note: Always choose the month after the transactions have taken place.** The month reflects the date that the statement became available. Citibank's billing cycle runs from the 7<sup>th</sup> to the 6<sup>th</sup> of every month. On the 7<sup>th</sup> of every month your statement will be available for you to view your charges of the prior month. For example: If want to view your charges for October, select November.

Click **Search** and then click on the link below **Account Number** on the following page.

Review your charges and click **Print Statement**.

Choose **Statement Summary Only** for Print Options and click **Print**.

You will need one copy of the statement for your records and a second copy to go with the printed certification screen when you log on to the SUNY AEPC Card System to reconcile your charges. These steps can be found under **Section K - Steps for Cardholder Electronic Reconciliation**.



## I. Payment and Account Reconciliation

Citibank will issue a monthly summary report electronically to each participating cardholder for expenses incurred during that particular billing cycle via the Citibank website ([www.cards.citidirect.com](http://www.cards.citidirect.com)). Cardholders should only accept charges for goods and/or services that the supplier has delivered. In other words, any unauthorized charges should be properly questioned on the SUNY AEPC System and disputed on the Citibank website prior to final reconciliation and certification of your account.

The cardholder should review the Citibank summary statement online for accuracy and reconcile each transaction with the Order Form (PC02) or Purchase Requisition and the supplier receipts and/or invoices. **After completing hard copy reconciliation, electronic certification must be completed on the SUNY AEPC Card System.** The AEPC System may lag two-three days behind issuance of the Citibank summary statement. Cardholders should sign onto the AEPC System periodically after reviewing their summary statement online to see if it is available for cardholder reconciliation. When the system is ready, it will display a message indicating so immediately following the security sign-on screen. Whenever possible, the Procurement Card Administrator will also monitor the AEPC System and notify all cardholders and department heads by e-mail when it is available for electronic reconciliation. **Electronic reconciliation and certification must be completed within five (5) business days after the AEPC System becomes available.**

The Accounts Payable Office will electronically certify the monthly Citibank statements of all cardholders who do not certify within five business days after the AEPC System becomes available. Cardholders will remain responsible for ensuring the accuracy of all transactions contained in their statements, regardless of whether or not they personally complete the electronic certification process. **Failure to reconcile the hard copy and electronically certify the monthly Citibank statement twice in a fiscal year may lead to revocation of your Citibank Visa procurement card privileges and cancellation of your card.**



### **Review for reconciliation should include the following:**

- Make sure all receipts and/or invoices are attached to the back of the Order Form (PC02) or Purchase Requisition.
- If multiple receipts are issued for one transaction, make sure all associated receipts are stapled together and filed with the corresponding Order Form (PC02) or Purchase

Requisition. The original transaction total should equal the cumulative total contained on the receipts.

- Make sure any charges for sales tax are identified as a credit pending.
- Verify that credits for any returned items appear on the Citibank summary statement.
- If a charge appears on your Citibank summary statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until the goods have been shipped. If you cannot resolve the matter with the supplier, follow the process for disputes on page 10.
- Payment on account reconciliation takes place electronically via your computer monthly.

## J. Manually Creating Logs in the AEPC System

In theory, all Citibank Visa transactions should be logged onto the AEPC System automatically. However, sometimes Citibank Visa transactions **do not** get automatically logged onto the AEPC System. When this happens, logs must be manually created for the transactions that do not appear on the Cardholder's Log List (VI03) of the AEPC System. These transactions are considered "unreconciled". For every Citibank Visa transaction reported on the Citibank Online summary statement each month, there **must** be a corresponding log within the Cardholder's Log List (VI03) of the AEPC System. The amounts of the Citibank summary statement and Cardholder's Log List (VI03) must balance or the system will not allow the cardholder to complete electronic certification. The Function Field (F=>) on the Cardholder Certification screen will be hard coded with the letter "X" and the "Statement Count/Amount" and the "Reconciled Count/Amount" will not match.

When cardholders discover unreconciled Citibank Visa transactions they should contact the Program Administrator, Thomas Underwood, for assistance at 245-5100.

## K. Steps for Cardholder Electronic Reconciliation

1. Sign onto the SUNY AEPC System via SUNY's WebConnect. Follow the instructions below.

- Open Internet Explorer (version 5 or newer).
- Type in the URL: [wc.sysadm.suny.edu](http://wc.sysadm.suny.edu) (suggest that you add this as a favorite).
- Under the "Pick a Session" area, choose the "System Administration" link (this automatically forwards to the web connect sign on).

**For the Mac:** Select the Grant always button (this will eliminate the need to see this screen next time you use WebConnect).

**For the PC:** You will always need to select "Yes" to the first security alert. At the next alert, put a checkmark in the box next to "Always trust content from OpenConnect Systems, Incorporated" – so that you won't have to be bothered by future security warnings.

**Now that you are in the SUNY Network:**

- **Click the "PF9" button** (or press the F9 key on your keyboard).
- **Type "1"** at the Select=> prompt to choose the CENT Option and click the **"Enter" button**.
- **Click the "Clear" button** to clear the screen.
- **Type "SCSO" and click the "Enter" button** to get to the Security Sign-on Screen.

- At the Security Sign-on Screen, refer to the packet of confidential information provided by the SUNY Geneseo Controller to complete the following fields:

**ORGANIZATION TYPE:**     SU

**USERID:**                     \_\_\_\_\_

**PASSWORD:**                 \_\_\_\_\_

**JOB FUNCTION:**           AMEXCO-1

**NEW PASSWORD:**           \_\_\_\_\_

(Do not enter any information here unless you are prompted to enter a new password.)

**PRINT DESTINATION:**       \_\_\_\_\_

(If you need to complete a Questioned Item Form, enter GEP4 for a print destination. Otherwise, leave this field blank.)

- After completing the Security Sign-on Screen, click the “Enter” button.
- Clear the screen by clicking the “Clear” button.**
- Type "AEPC" and click the “Enter” button.** Your computer will forward State University of New York Procurement Card Program Select Procurement Card Type Menu.
- Tab to VI00 – Select Citibank Visa and depress enter.** Your computer will forward to the State University of New York Citibank Procurement Card Program Primary Option Menu. Note: The first time you enter the system it will ask you to enter your card number to verify your account. This is only done the first time you enter VI00.
- Change the date in the Billing Cycle field** to the appropriate month (month prior to current month).
- Tab to VI02 (Reconciliation/Certification) and click the “Enter” button.** A list of transactions will appear. Verify all charges.
- At the lower right corner of the screen, there will be two transaction fields, Function (F=>) and Action (A=>). **Type an “S” in the F=> field and a “C” in the A=> field and click the “Enter” button.** The computer will prompt you to depress Enter a second time to complete the transaction. **Click the “Enter” button a second time .**
- The computer will forward to the Certification screen. **Type a "C" in the F=> field and leave the A=> field blank.** Click the “Enter” button. The computer will prompt you to depress Enter a second time to complete the transaction. Click the “Enter” button a second time. **Electronic certification is complete when the cardholder’s name and the current date appear in bold letters and the system prompts “Transaction Complete” at the bottom of the screen.** (NOTE: *Please be sure to click the “Enter” button a second time.* If you don’t, the information will not be saved and certification will not be complete.)
- Print two copies of the Certification screen** and retain one with your original Citibank statement and corresponding logs. (The second copy will be forwarded to the Purchasing & Central Services with a copy of the Citibank summary statement see Step 13.)

12. **Enter an "X" in the F=> field and an "E" in the A=> field** and click the "Enter" button to return to the main menu. Clear the screen by clicking the "Clear" button. Type "off" and click the "Enter" button. Close window.
13. **Sign the first page of the Citibank summary statement.** If the Department Head's certification is required, forward the certified Citibank statement and the corresponding logs (order forms, receipts/invoices, etc.) to Department Head for his/her certification prior to completing Step 14.
14. **Send a copy of the Citibank summary statement to the Purchasing & Central Services along with a copy of the final Certification Screen under VI02 (fax 245-5005).** NOTE: Cardholders should forward a brief justification for all Citibank Visa transactions that might be misinterpreted as "personal use" (e.g., games, balloons, candy, etc.) with their statement.
15. **Attach the original Citibank summary statement to the corresponding logs for the given month and retain within the departmental files.** The cardholder will retain all original receipts and statements for a minimum period of six (6) years plus the current year.



#### Tips

- **Passwords will expire after 60 days.** Log on to the AEPC System routinely to maintain your password.
- **The Security Sign-on Screen only permits three attempts to log on before a system violation occurs.** After the third unsuccessful attempt, a system violation will occur and the Geneseo Controller will need to reset your password.
- **If you forget or violate your password, contact the Geneseo Controller, Gary Root, at 245-5606.**
- **To clear a single field,** click the "Er EOF" button.
- **To clear a screen,** click the "Clear" button.
- **To back up one field on a PC,** depress and hold Shift key and then depress Tab key.

## L. Steps for Department Head Electronic Reconciliation

1. Sign onto the SUNY AEPC System via SUNY's WebConnect. Follow the instructions below.

- Open Internet Explorer (version 5 or newer).
- Type in the URL: [wc.sysadm.suny.edu](http://wc.sysadm.suny.edu) (suggest that you add this as a favorite).
- Under the "Pick a Session" area, choose "System Administration" link (this automatically forwards to the web connect sign on).

**For the Mac:** Select the Grant always button (this will eliminate the need to see this screen next time you use WebConnect).

**For the PC:** You will always need to select "Yes" to the first security alert. At the next alert, put a checkmark in the box next to "Always trust content from OpenConnect Systems, Incorporated" – so that you won't have to be bothered by future security warnings.

### Now that you are in the SUNY Network:

- **Click the PF9 button** (or press the F9 key on your keyboard)
- **Type "1"** at the Select+> prompt to choose the CENT Option and **click on the "Enter" button.**
- **Click the "Clear" button** to clear the screen
- **Type "SCSO" and click the "Enter" button** to get to the Security Sign-on Screen

2. At the Security Sign-on screen, refer to the packet of confidential information provided by the SUNY Geneseo Controller to complete the following fields:

**ORGANIZATION TYPE:**     SU

**USERID:**                     \_\_\_\_\_

**PASSWORD:**                 \_\_\_\_\_

**JOB FUNCTION:**            AMEXCO-2

**NEW PASSWORD:**            \_\_\_\_\_

(Do not enter any information unless you are prompted to enter a new password.)

**PRINT DESTINATION:**        \_\_\_\_\_

(If you need to complete a Questioned Item Form, enter GEP4 for a print destination. Otherwise, leave this field blank.)

3. **Clear the screen by clicking the "Clear" button.**
4. **Type "AEPC" and click the "Enter" button.** Your computer will forward State University of New York Procurement Card Program Select Procurement Card Type Menu.
5. **Tab to VI00 – Select Citibank Visa and depress enter.** Your computer will forward to the State University of New York Citibank Procurement Card Program Primary Option Menu.
6. **Change the date in the Billing Cycle field to the appropriate month** (month prior to current month).
7. **Tab to VI05 (Department Certification)** and click the "Enter" button. The screen will display the names(s) of the cardholders(s) and certification status.
8. **Enter a "C" in the F=> field and a "C" in the A=> field and click the "Enter" button.** Your computer will forward to the Departmental Certification screen.

9. Enter a “C” in the F=> field and leave the A=> field blank. Click the “Enter” button. The computer will prompt you to depress Enter a second time to complete the transaction. Click the “Enter” button a second time. **Electronic certification is complete when the department head’s name and current date appear in bold letters on the screen.** (NOTE: Please be sure to click the “Enter” button a second time. If you don’t, the information will not be saved and certification will not be complete.)
10. Enter an “X” in the F=> field and an “E” in the A=> field and click the “Enter” button to return to the main menu. Clear the screen clicking the “Clear” button. Type “off” and click the “Enter” button. Close window.
11. **Sign the first page of the cardholder’s Citibank summary statement** and return the statement and back up materials to the cardholder.

## Tips

- **Passwords will expire after 60 days.** Log onto the AEPC System routinely to maintain your password.
- **The Security Sign-on Screen only permits three attempts to log on before a system violation occurs.** After the third unsuccessful attempt, a system violation will occur and the Geneseo Controller will need to reset your password.
- **If you forget or violate your password, contact the Geneseo Controller, Gary Root, at 245-5606.**
- **To clear a single field,** click the “Er EOF” button.
- **To clear a screen,** click the “Clear” button.
- **To back up one field,** depress and hold Shift key and then depress Tab key.



## M. Monthly Summary Reports

Citibank will supply an electronic copy of the monthly summary report of transactions to the cardholder. In addition, Citibank will send a MIS report entitled Cardmember Activity to the cardholder and/or the department head, if applicable. Both of these reports should be used by the cardholder and/or department head to obtain budget information and monitor compliance with procurement card guidelines.

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## V. Questioned Items & Returns

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### A. Cardholder Responsibilities

Whenever an item purchased with the card is returned to the supplier, if the supplier charges sales tax, or if a credit is due, the cardholder must request that the supplier issue a Citibank Visa credit. **Under no circumstances will cash be accepted to resolve a credit situation.**

#### 1. Sales Tax

The College is tax exempt. If a charge for sales tax appears on the Citibank statement, the cardholder should contact the supplier directly to arrange to have this charge reversed. Ask the supplier to credit your account for the sales tax charged and fill out the credit pending section of the Credit Pending/Disputed Item Form (PC03) and retain with corresponding log. (See Attachment C, page 18C.)

If the cardholder has requested the reversal of sales tax and the credit does not appear on the following Citibank statement, they should complete the disputed item section of the Credit Pending/Disputed Item Form (PC03) and attach the documentation showing that the request for a charge reversal was made.

#### 2. Returns and Credits

All credits and returns should be documented on credit pending section of the Credit Pending/Disputed Item Form (PC03) and filed in your received/pending file for reconciliation of the next statement.

To make a return, contact the supplier directly to determine the proper return procedures. Any credits issued will appear on a subsequent Citibank statement.

If you have returned an item you purchased and a credit for this item does not appear on the following Citibank summary statement, complete the disputed item section of the Credit Pending/Disputed Item Form (PC03) and attach the credit voucher or documentation showing the item was returned.

#### 3. Items Not Received

If a charge appears on your Citibank statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until goods have been shipped. If you cannot resolve any of the above matters with the supplier, follow the process for disputes as described in the following section.



#### 4. Disputes

Because Citibank Visa purchases are paid in total by the Office of the State Comptroller prior to issuance of the Citibank summary statements, disputed charges always have to be reconciled and certified. However, prior to completing electronic reconciliation, the cardholder is responsible for bringing any disputed charges to the attention of the Accounts Payable Office. This is done by completing the Statement of Questioned Items on-line and by placing a check next to the specific items in question on the Citibank summary statement. In addition, the cardholder must complete the disputed item section on the Credit Pending/Disputed Item Form (PC03). The Statement of Questioned Item form is completed electronically within the AEPC system. **For assistance with**

**completing the Questioned Item Statement, cardholders should contact the Program Administrator, Thomas Underwood, at 245-5100.**

In addition, cardholders are responsible for resolving disputed charges within a reasonable time frame and in accordance with procurement card policy. However, if the cardholder cannot resolve a dispute with a supplier, or there is a charge that is unauthorized or unrecognized on the cardholder's Citibank statement, the cardholder must initiate a dispute with Citibank by completing the Citibank Government Cardholder Dispute Form and attaching any pertinent information. This information must then be faxed to Citibank at 605-357-2019 within 60 days of receipt of the monthly summary statement. Citibank will investigate the dispute on the cardholder's behalf and assist in the resolution. Citibank will issue a temporary credit pending final resolution. If the charge is found to be accurate, the temporary credit will be reversed. If the charge is found to be inaccurate, a permanent credit will be applied to the account. Below are the steps needed to access and complete the dispute form on the CitiDirect Online system:

1. Access the electronic statement containing the transaction being disputed. (See Section G on Page 5 for Steps for Viewing Statements through CitiDirect Online.)
2. Click the option button next to the transaction item you wish to dispute.
3. Click **Dispute**. The Dispute Transaction form appears.
4. Scroll to the bottom of the Dispute Form window. Click **Print** then click **OK**.
5. After the form has been printed, place an "X" in the bracket located to the left of the reason for your dispute. Sign, date and fax the form along with any necessary documentation to Citibank at 605-357-2019 for investigation and resolution.

At the cardholder's request, the Procurement Card Administrator will provide assistance with supplier disputes. After receiving a complete description of the dispute, the Procurement Card Administrator will review the dispute and initiate any necessary and appropriate action.

## **B. Citibank Responsibility**

Citibank will issue a temporary credit to the cardholder's account when notified of a questioned item. This credit will appear on the cardholder's Citibank statement the month following Citibank's notification. The credit amount will be subtracted from the new balance.

Citibank will issue a permanent credit to the cardholder's account and process the appropriate charge back for all questioned items resolved in favor of the state agency.

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## **VI. Lost or Stolen Procurement Card**

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### **A. Cardholder Responsibility**

**Any lost or stolen procurement cards must be reported immediately to Citibank at 1-800-790-7206.** The cardholder should be prepared to give their name exactly as it appears on the card, the account number, expiration date, and a brief explanation surrounding the loss.

**Immediately following verbal notification to Citibank, the cardholder must notify the Procurement Card Administrator at 245-5100.** The Program Administrator will complete the NYS Procurement Card Program Maintenance Form to support this report and forward it to Citibank. Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

### **B. Citibank Responsibility**

Citibank will take immediate action to cancel the card reported lost or stolen. Citibank will initiate steps to issue a replacement card within 48 hours of receipt of this written notification. The replacement card will be sent to the Procurement Card Administrator.

### **C. Agency Procurement Card Administrator**

Upon receipt of the new card, the agency Procurement Card Administrator will complete Section C of the NYS Procurement Card Program Maintenance Form to reflect the associated card as reported lost and/or stolen, and record the receipt of the replacement card. The agency Procurement Card Administrator will then release the replacement card.

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## **VII. Liability**

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New York State will be initially liable for all charges to the procurement card except for fraudulent use of the card by a supplier and/or an employee, those in excess of the single per-transaction limits, and any other limits imposed by the participating State agencies.

While New York State will be responsible to Citibank for all employee charges associated with the procurement card, the cardholders themselves will be responsible for reimbursing the State of New York for any charges incurred as a result of misuse or fraudulent use of the card.

New York State will not be liable for any charges incurred by non-employees. Therefore, it is important to immediately report any lost or stolen procurement cards to Citibank. (Section VI - A of these procedures contains the information necessary to report this loss.) Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

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## **VIII. Suspension of Procurement Card Privileges**

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Improper use of the procurement card by the cardholder may lead to suspension of all procurement card privileges. Card usage may be audited at any time. The Procurement Card Administrator authorizes all requests for suspension.

### **A. Misuse or Abuse of the Card**

The term "misuse or abuse" means the use of the procurement card outside the employee's authorized parameters (e.g., charges in excess of the permitted limit; purchases of items of a type other than those allowed). Depending on the severity of the violation, the following actions may be taken:

**1st Offense:** Both the cardholder and the cardholder's supervisor will be notified of the infraction. The cardholder will be advised to use the card for official purposes only, and within the parameters established by NYS and Citibank. The cardholder will also be advised that all procurement card privileges will be suspended if further violations occur. The cardholder will be personally responsible for reimbursing the state for unauthorized purchases.

**2nd Offense:** All procurement card privileges will be suspended for a period of three (3) months. The cardholder's supervisor and the Associate Vice President for Finance and Administration/Controller will be notified of this violation and subsequent suspension of privileges. At the end of the three-month period, the cardholder's supervisor may elect to reinstate the cardholder's privileges, with the approval of the

Procurement Card Administrator. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

**3rd Offense:** Use of the procurement card will be suspended permanently. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

**Note:** Departments may implement further departmental disciplinary action.

## **B. Fraudulent Use of the Card**

The term "fraudulent use" means the use of the procurement card with a deliberately planned purpose and intent to deceive and thereby gain a wrongful advantage for oneself or anyone else other than the State of New York. The following actions will be taken:

- Immediate suspension of card privileges;
- Removal of cardholder's purchasing authority;
- Mandate employee reimbursement to the state; and
- Formal disciplinary action which may result in termination of employment pursuant to applicable contract provisions or, for Managerial/Confidential designated employees, in accordance with the provisions of Section 75 of Civil Service Law.

## **C. Employee Separation**

If the cardholder leaves the University, the department head will send the card to the Procurement Card Administrator. The Procurement Card Administrator will direct Citibank to cancel all procurement card privileges for any cardholder that leaves University Service for any reason.

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## **IX. Audits of Individual Accounts**

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It is important to note that the agency issuing the card, or the Office of the State Comptroller, may elect to audit any and all procurement card accounts at any time. Performance of these audits does not require advance notice. Therefore, it is extremely important that all departments retain accurate records of all transactions made using their assigned procurement cards.

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## X. Key Contact Information

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### SUNY Geneseo Procurement Card Contacts

Thomas R. Underwood  
Assistant Director of Purchasing & Central  
Services/Citibank Visa Program Administrator  
Tel: (585) 245-5100  
Fax: (585) 245-5005  
Email: [underwoo@geneseo.edu](mailto:underwoo@geneseo.edu)

Rebecca E. Anchor  
Director of Purchasing & Central  
Services  
Tel: (585) 245-5100  
Fax: (585) 245-5005  
Email: [anchor@geneseo.edu](mailto:anchor@geneseo.edu)

Karie Frisiras  
Accounts Payable  
Tel: (585) 245-5703  
Fax: (585) 245-5005  
Email: [frisiras@geneseo.edu](mailto:frisiras@geneseo.edu)

### Agency/Employee Questions

Questions on purchasing procedures, reconciliation, and day-to-day processes should be referred to Purchasing & Central Services at 245-5100.

### Citibank Customer Support

- Customer Service - 800-790-7206, option 1
- CitiDirect Online Help Desk- 800-790-7206, option 2

## TO REPORT LOST OR STOLEN CARDS



**CALL 1-800-790-7206, option 1**  
**This number is available 24 hours per day,**  
**7 days per week.**

