



University Policy: Corporate Credit Card Policy and Procedures

Policy Category: Operational Policies

Subject: Use of Corporate Credit Card

Office Responsible for Review of this Policy: Office of Finance and Treasurer

Related University Policies: Accounts Payable Policy, Procurement and Contracts Policies, Procedures & Guidelines, and Travel Policy

TABLE OF CONTENTS

POLICY STATEMENT	I
GENERAL POLICY GUIDELINES	I
CORPORATE CREDIT CARDS	I
INDIVIDUAL CARDS	II
DEPARTMENT CARDS	II
CARD AND TRANSACTION LIMITS	II
CARD LIMIT CHANGE	III
TEMPORARY CARD LIMIT CHANGE	III
INACTIVE CARD	III
TRAINING	III
CARDHOLDER RESPONSIBILITIES	III
APPROVAL OF TRANSACTIONS.....	IV
SEPARATION OF DUTIES	IV
USE OF THE CORPORATE CREDIT CARD	IV
LOST OR STOLEN CORPORATE CARDS	V
UNRECOGNIZED TRANSACTIONS.....	V
TRANSACTION DISPUTES.....	VI
RECEIPT REQUIREMENTS FOR ELECTRONIC SUBMISSION.....	VI
MISSING DOCUMENTATION	VI
SALES TAX	VII
ROLES AND RESPONSIBILITIES	VII
MASS COMPROMISE EVENT	X
AUDITS	X
FIELD AUDITS	X
COMPLIANCE REVIEWS.....	XI
VIOLATIONS OF CORPORATE CREDIT CARD USE	XI
MINOR VIOLATIONS.....	XI
MAJOR VIOLATIONS.....	XI
SUSPENSION AND REVOCATION OF CORPORATE CREDIT CARD.....	XII
REINSTATEMENT OF CORPORATE CREDIT CARD	XIII
LIMITATIONS ON VENDORS INCLUDING HIGH RISK VENDORS	XIII
INFORMATION AND ASSISTANCE	XIII
EFFECTIVE DATE	XIV
SIGNATURE, DATE AND APPROVAL	XIV
APPENDICES	XIV
APPENDIX A	XV
CORPORATE CREDIT CARD APPLICATION FORM	XV

APPENDIX B..... XVI
CORPORATE CREDIT CARD EXTRAORDINARY LIMIT APPLICATION FORM..... XVI

APPENDIX C XVII
CORPORATE CREDIT CARD AGREEMENT FORM..... XVII

APPENDIX D IV
PNC BANK BILLING INQUIRY - DISPUTE FORM IV

APPENDIX E..... V
MISSING RECEIPT FORM..... V

APPENDIX F VI
CORPORATE CREDIT CARD HIGH RISK VENDOR PURCHASE AUTHORIZATION FORM VI

APPENDIX G VII
RESTRICTED COMMODITY LIST VII

Policy Statement

American University will provide authorized full-time employees with a Corporate Credit Card at the University's expense to purchase selected goods and materials and/or University business travel expenses.

The Corporate Credit Card may be used to purchase supplies, retail items, and small dollar purchases and has a single transaction limit up to \$4,999.99. The proper name of the individual will be embossed on the credit card along with "American University". The Corporate Credit Card is issued by PNC Bank and is a Visa product. The Corporate Credit Card will have no impact on your personal credit. Although the card lists an individual's name, the card is issued to American University. Please remember that you are committing American University funds each time you use the Corporate Credit Card. You are solely responsible for all business-related charges made to the Corporate Credit Card which has been issued to you. Intentional misuse of a Corporate Credit Card may result in disciplinary action up to and including termination.

General Policy Guidelines

Before a Corporate Credit Card is issued to an employee, a properly completed [Corporate Credit Card Application Form](#) must be submitted to the Corporate Credit Card Administrator at corporatecard@american.edu and the cardholder must obtain approval from his/her direct supervisor. The completed application with the required signatures is submitted to the Corporate Credit Card Administrator, who will order the card from PNC Bank and maintain the application in a Cardholder file. Before being issued a Corporate Credit Card, a [Corporate Credit Card Agreement Form](#) must be completed and signed by the employee. By signing the form, the employee acknowledges:

1. Receipt of training and understanding of the regulations for use and protection of Corporate Credit Card
2. Understanding of responsibilities in reconciliation process and billing disputes
3. Understanding and acceptance of consequences for Corporate Credit Card violations

The cardholder is responsible for the card's safekeeping. The card may not be transferred to, assigned to, or used by anyone other than the designated cardholder. PNC or the University may, at any time, suspend or cancel the cardholder's privileges for any reason and the cardholder will surrender the credit card to his/her supervisor upon request. Use of the credit card or account by the cardholder after notice of its cancellation may be considered fraudulent and legal actions by the University or PNC Bank may take place against the cardholder.

Corporate Credit Cards

The American University Corporate Credit Card Program includes two types of University-issued credit cards.

Individual Cards

This card is available to University employees who are authorized to purchase travel-related services and/or small-dollar supplies and limited off-campus services on behalf of the University, up to pre-approved limits. The card is issued in the name of the employee, upon approval of the department business manager and cannot be shared. The card cannot be used for restricted on-campus services, indemnification, or insurance certificates.

Each card is issued to a specific person, who assumes responsibility for authenticating the validity of charges incurred.

Eligibility

To be eligible for an individual American University Corporate Credit Card, staff and faculty members must meet the following criteria:

1. Must be a full-time staff or faculty member who has satisfactorily completed 4-months probationary period.
2. Department Head has deemed use of Corporate Credit Card is essential to job function and approves Card application.

Department Cards

This card is issued to a department but the responsibility is assigned to a primary user, usually the department business manager or a designee, who assumes responsibility for authenticating the charges. The department card provides a mechanism to secure travel-related services and/or to purchase small-dollar supplies and limited off-campus services on behalf of the department and its members.

This card bears the name of the department, not the name of an employee and can be shared; however, it should be stored in the business office and not be given to individuals to take on business trips.

This department card can be used to pay for business meals, food or catering expenses, supplies, air and rail travel and hotel/conference deposits to secure space. The department should maintain a record on who initiated each purchase and indicate the name of the initiator on the receipt.

Each department may request up to two department cards. Additional department cards may be requested in writing to the Corporate Credit Card Administrator and approved at the Administrator's discretion.

Card and Transaction Limits

All American University Corporate Credit Cards have a standard monthly credit limit of \$10,000, with a single transaction limit of \$4,999.99.

Card Limit Change

Higher monthly credit limits on the Corporate Credit Card may be requested by a Cardholder by completing a Corporate Credit Card Extraordinary Limit Application for approval by the appropriate Dean or department Vice President. Approved applications are then sent to the Corporate Credit Card Administrator for processing.

Temporary Card Limit Change

Extreme circumstances that may require a change to the standard limit may be considered by the Corporate Credit Card Administrator at corporatecard@american.edu.

If a temporary card limit change is approved, the temporary card limit is valid for 1 calendar day. Longer length of a temporary card limit change may be granted based on the Corporate Credit Card administrator's discretion.

Inactive Card

The Corporate Credit Card is placed into Inactive status if no transactions, excluding payments, have been posted in a rolling 12-month period. When a card is in Inactive status, the credit limit is reduced to prevent financial loss due to lost/stolen/mass compromise events. The credit limit can be restored to the previous credit limit level by written request from cardholder to remove Inactive status.

Training

Cardholders are required to complete training tutorial prior to receiving a card. Departments should ensure that Approvers complete the "Introduction to PNC Corporate Credit Card" training online or in-person. Departments are responsible for ensuring Cardholders and Approvers are trained in internal departmental Corporate Credit Card policies and procedures.

Cardholder Responsibilities

The Corporate Credit Card is valuable property which requires proper treatment by the cardholder to protect it from misuse by unauthorized parties. The cardholder is required to activate (as per instructions received with the card) and sign the Corporate Credit Card immediately upon receipt. The Corporate Credit Card may be used upon activation. When a new card is issued to the cardholder, it is the cardholder's responsibility to destroy the previous card (cut it in pieces) and discard. If the cardholder's employment is terminated for any reason, the cardholder will give the card to his/her supervisor to destroy.

It is the cardholder's responsibility to obtain itemized transaction receipts from the vendor each time the Corporate Credit Card is used. American University has implemented a web based Corporate Credit Card reconciliation system, PNC's IntelliLink, that:

1. Allows cardholders and coordinators to review Corporate Credit Card transactions and reallocate GL account numbers.
2. The University's method of archiving Corporate Credit Card receipts is through uploading a scanned image to PNC's IntelliLink and linking it to the relevant transaction. The Cardholder is expected to scan and upload all receipts \$50 or more to PNC's IntelliLink. Receipt images are available through IntelliLink for a rolling 24-months period.
3. After the rolling 24-months period, receipt images can be obtained by contacting the Corporate Credit Card Administrator.

Individual transaction receipts shall be uploaded to the cardholder's IntelliLink account for monthly reconciliation. The Corporate Credit Card has a pre-set per transaction maximum spending limit. Splitting of transactions is not allowed. The cardholder will be advised of his/her limits.

Approval of Transactions

It is the responsibility of the Department Heads to monitor the use of the Corporate Credit Card and to authorize the credit card limit. The individual responsible for approving the corporate cardholder's transactions must be an authorized Approver in Colleague, must be in a position of authority higher than the cardholder who incurred the transactions, and must review the business nature and the substantiation of charges incurred by the cardholder. Additionally, the Approver is responsible to call upon the Corporate Credit Card Administrator, as appropriate, to report or investigate potential improprieties.

Separation of Duties

1. Departmental Corporate Credit Card roles and duties must be separated so that one person's work routinely serves as a complementary check on another's work.
2. No one person is allowed to have complete control of a financial transaction.
3. Appropriate separation of duties requires a minimum of two people to complete the transaction (supervisor/approver and cardholder); best practice suggests three people (supervisor, approver and cardholder).

Use of the Corporate Credit Card

1. Allowable purchases
 - a. The Corporate Credit Card may be used to purchase most non-restricted, low-value goods and services under the departmental purchase delegation.
 - b. Purchases must be limited to materials and supplies not available either through campus stores or through local or Strategic Sourcing Agreement; however, purchases

of items available from these sources can be obtained from other sources if operational need dictates.

2. Prohibited purchases
 - a. Any items or services that have restricted commodity codes, or are otherwise restricted by policy.
 - b. Corporate Credit Card should not be used for the purchase of radioactive materials and/or products that contain hazardous materials.
 - c. Corporate Credit Card should not be used for donations, contributions, or fines and penalties.
 - d. For a full list of restricted commodities, please see the [Appendix G: Restricted Commodities List](#).

Lost or Stolen Corporate Cards

Lost or stolen Corporate Credit Cards shall be documented immediately and the following steps are to be followed:

- The cardholder is to immediately contact PNC Bank's 24-hour toll-free answer center at (800) 685-4039. The cardholder then reports the incident to his/her immediate supervisor.
- The cardholder or supervisor also needs to contact the Corporate Credit Card Administrator by email to alert of the lost or stolen Corporate Credit Card and confirm that notification to PNC has been completed.
- Theft of the card also must be reported to the appropriate law enforcement agency. The Cardholder must provide a copy of the law enforcement report documenting the incident to the Corporate Credit Card administrator.

Unrecognized Transactions

Corporate Credit Card transactions that were not authorized by the cardholder are possible fraudulent transactions, however, transactions are sometimes processed under a parent or associated company's name. It is suggested to call the merchant in question to attempt to resolve questions about a particular purchase. If the transaction is still unrecognized, the transaction is now considered fraud and Cardholder needs to report it by following the steps below:

1. The cardholder should notify PNC immediately at 1-800-685-4039 and request the card be canceled and reissued.
2. The cardholder will be required to complete and return a fraud affidavit certifying that the transactions in question were not authorized by the cardholder.
3. Do not process the transactions in IntelliLink until the bank has completed the investigation (60-90 days). At the end of the bank's investigation, the bank will issue a letter to the cardholder indicating if funds have been recovered and the Corporate Credit Card Administrator will receive a copy. A credit will be issued for all recovered funds.
4. If all funds were recovered, the cardholder should process an IntelliLink report with the fraudulent transactions, the corresponding credits, and attach a copy of the affidavit to the IntelliLink report.

5. If some or all of the fraudulent transaction funds were not recovered, please contact the Corporate Credit Card Administrator at (202) 885-3899 for further processing instructions.

Transaction Disputes

1. If a cardholder has made a transaction with their Corporate Credit Card, but believes that they were charged the incorrect amount or not properly credited then they have a transaction dispute with the merchant. In the event of a transaction dispute, the cardholder should immediately attempt to resolve the dispute directly with the vendor involved.
2. If this does not resolve the dispute, or if the cardholder is unable to contact the vendor please complete and email the [PNC Bank Billing Inquiry and Dispute Form](#) to PNC Bank per instructions on the form, and copy the Corporate Credit Card administrator within 30 days of the transaction's cycle closing date.

Receipt Requirements for Electronic Submission

Receipts supporting transactions will be attached to the account statement at the line level. The system will only ask for a receipt if the line item expense is equal to or greater than \$50 and Level 3 detail is not present, or the purchase is made on a sponsored research grant or contract. Receipts are not required for expenses of less than \$50, unless the purchase is made on a sponsored research grant or contract in which case a receipt must be attached for every transaction.

It is highly recommended, but not a requirement, for the traveler to submit all receipts even those that are less than \$50. After the account statement is processed, the associated receipts under \$50 should be shredded. Approvers have the right to inquire and review receipts for expenses under \$50 in situations they deem appropriate and in cases where the funding source requires such receipts.

Receipts can be attached by scanning the receipt into their desktop and attaching the scanned receipts to the account statement, or by email sent to IntelliLink's Image Library for each cardholder.

Once the receipts are attached, the original receipts should be retained for ninety (90) days after the end of the month in which the transaction took place. After the ninety (90) days the receipts should be shredded. The PNC system will store the receipt image for two (2) years. After two years, receipt images can be obtained by contacting the Corporate Credit Card Administrator.

Missing Documentation

If an original receipt is missing for Corporate Credit Card transactions which is required under the limits outlined above, the individual should request a duplicate receipt from the vendor. In the absence of a duplicate receipt, one of the following alternative documentation methods is acceptable:

- Vendor confirmation via email or fax for the item(s) purchased

OR

- Packing slip delivered with the item(s)

Alternative documentation must provide sufficient details to:

- Enable proper classification of expenses;
- Identify unallowable, allocable and reasonable costs for sponsored research grant or contract.

Authorization for missing receipts is an exception requiring appropriate approval. Missing receipt forms for expenses less than \$1000 must be reviewed and approved by Department Heads. Missing receipts for expenses \$1000 or greater, a [Missing Receipt Form](#) is required to be signed by cardholder and appropriate Dean or department Vice President. The completed [Missing Receipt Form](#) is uploaded and linked to the appropriate transaction in PNC's IntelliLink system. Employees who frequently fail to submit required receipts will be advised that they are subject to loss of card privileges.

Business managers are responsible to ensure that these guidelines are followed consistently. For any specific exceptions or if additional guidance is needed, please contact the Corporate Credit Card Administrator at (202) 885-3899.

Sales Tax

When using the Corporate Credit Card, the Cardholder should inform the vendor that the purchase is for official use of American University, and therefore, may not be subject to DC, MD, VA, NJ, or NY state and local sales tax. The certificate is available online at <http://otr.cfo.dc.gov/page/registration-and-exemption-tax-forms>.

Sales tax is not automatically exempt by using the Corporate Credit Card. Vendors require the certificate to provide sales tax exemption. It is the responsibility of the cardholder to make certain that sales tax is not inappropriately charged to the Corporate Credit Card. If sales tax is erroneously charged by the vendor, Cardholders should make every effort to obtain a credit directly from the vendor. Documentation of attempts to obtain credits should be maintained with the transaction documentation. If a credit cannot be obtained from the vendor, the department must pay the tax. Cardholders should bring sales tax issues to the attention of the Corporate Credit Card Administrator at corporatecard@american.edu.

Roles and Responsibilities

The Cardholder:

1. Is accountable for all activity on the Corporate Credit Card.

2. Uses the card only for appropriate University business.
 - a. The cardholder will reimburse the University for any improper charges and fees related to the collection of those charges.
 - b. The cardholder may be subject to disciplinary or legal action for improper use of the Corporate Credit Card.
 - c. The cardholder's Corporate Credit Card may be suspended or revoked for improper use.
3. Safeguards the card by keeping it securely in his/her possession, signs the back of the card, and destroys an expired or replaced card.
4. Safeguards the card number by ensuring that only the last four digits of the card number appear on any printed document (e.g., packing slip, sales receipt, bank statement).
5. Reports a lost or stolen Corporate Credit Card to PNC, and to the business manager (or designee). Theft of the card also must be reported to the appropriate law enforcement agency. The Cardholder must provide a copy of the law enforcement report documenting the incident to Corporate Credit Card administrator.
6. Obtains source documentation for all Corporate Credit Card transactions. Best practice is to retain source documents as electronic attachments rather than as hard copies, with any confidential information masked.
7. Verifies account statements against source documents or an optional purchase log on a monthly basis and verifies proper credit is given for returns, adjustments, or erroneous charges.
8. Reconciles account statements and completes General Ledger coding and attaches source documents, if required, within 7 calendar days of statement cycle closing.
9. Obtains duplicate copies of source documentation from the vendor when necessary, and contacts the Corporate Credit Card Administrator when not possible.
10. Collects and forwards source documents to the business manager or account delegate to adequately support the department review process.
11. Completes required cardholder training.
12. Upon leaving the department or University, or at the direction of the Corporate Credit Card Administrator, destroys the Corporate Credit Card and notifies the Department Head.
13. Disputes
 - a. A dispute arises from authorized charges. Most common disputes are caused by transaction postings and/or merchandise related issues.

- b. Immediately attempts to resolve transaction disputes with the vendor. When resolution cannot be reached with the vendor, complete and send the [Billing Inquiry and Dispute Form](#) to PNC Bank and copy the Corporate Credit Card Administrator within 30 days of the transaction's cycle closing date.

14. Fraudulent Transactions

- a. ALL unauthorized charges are considered fraudulent transactions.
- b. Immediately contact PNC Bank to report fraudulent activities. Cooperate with bank investigations of suspected fraud or University investigations. Failure to comply with bank requests to complete the fraud affidavit will result in reversal or denial of credits for fraudulent transactions.

The Cardholder Delegate:

1. Assumes all responsibilities of a cardholder.
2. May not use the Corporate Credit Card for which one is the designated delegate.

The Business Manager or Manager Delegate:

1. Ensures that each cardholder has received a signed copy of the [Corporate Credit Card Agreement Form](#) and completes training to use the purchasing authority appropriately.
2. Ensures that transactions are properly authorized.
3. Verifies the appropriateness and reasonableness of purchases, both in general terms and with regard to the specific fund used.
4. Identifies questionable/unallowable transactions such as travel, entertainment, services, or food supplies not relevant to teaching or research and notifies the Corporate Credit Card Administrator of cardholder noncompliance.
5. Ensures that source documentation provides sufficient detail to verify all transactions.
6. Rejects all transactions with insufficient source documentation and/or reconciliation information.
7. Completes and ensures that other appropriate persons complete required cardholder and reviewer training.
8. Establishes a process that ensures there is evidence that items purchased were properly received.
9. Verifies or transfers the Corporate Credit Card expense in IntelliLink within 30 days (not to exceed 14 calendar days after cycle closing) of receipt of goods and services.

10. Takes or recommends corrective action when purchasing cards have been used inappropriately.
11. Cooperates with bank investigations of suspected fraud or University investigations into alleged improper misuse activities.
12. Immediately notifies the Corporate Credit Card Administrator when a cardholder leaves the department or University.
13. Approves reconciliation and transactions within 14 calendar days of cycle closing date.

Mass Compromise Event

In a mass compromise event where multiple cards' information has been stolen, all affected cards may be replaced by PNC Bank. Replacement cards will have the same card number with an updated expiration date and security code. New cards will be delivered to the Corporate Credit Card Administrator and cardholders will be contacted to receive new cards.

Audits

Field Audits

To ensure the continued success of the Corporate Credit Card Program and meet American University's audit requirements, periodic audits of a Cardholder's transaction file and monthly summaries may occur. The Procurement and Contracts Department reviews the summary of departmental charges monthly and may question the relevancy of any particular transaction. The primary purpose of the audit is to ensure that the Cardholders adhere to the University's Policies and Procedures. In addition, **Field Audits** are conducted randomly with no advanced notice.

Auditors and the Corporate Credit Card Administrator will be looking for the following:

1. Retention of proper documentation
2. Items purchased are from preferred or strategic suppliers
3. Items purchased are not from the Restricted Commodities List
4. Items purchased are directly for American University
5. All Corporate Credit Card and Procurement & Contracts Policies are adhered to

The Corporate Credit Card Administrator will review the following quarterly:

1. Segregation of duties between Cardholder, reconciler, and Approver in departmental Corporate Credit Card processing
2. Responsibilities of Cardholders, reconcilers, and Approvers
 - a. Receipt availability
 - b. Bank statement review
 - c. Complete required documentation

Compliance Reviews

Transactions will be reviewed online in accordance with plans on file in Procurement and Contracts. Cardholder files will be reviewed in accordance with a plan on file in Procurement and Contracts. Internal Auditing periodically conducts on-site compliance reviews in each department. These visits will be designed to:

- Review departmental records and record keeping practices
- Monitor adherence to policy guidelines
- Identify opportunities for process enhancements
- Offer “best practice” procedures

Results of these reviews will be used to enhance American University’s Corporate Credit Card processes and will be shared with the Department Heads.

To change the status of a Cardholder (i.e. name change), notify the Corporate Credit Card Administrator at corporatecard@americian.edu.

Violations of Corporate Credit Card Use

Violations of rules governing use of Corporate Credit Cards can be classified as minor or major. Violations are evaluated on an individual basis and any action taken is dependent upon the nature and frequency of the violation.

Minor Violations

Includes, but not limited to, inadvertently using the wrong card; allowable purchases from University funds, but those which are not allowed on the Corporate Credit Card.

Minor violations should be addressed as follows:

- First Offense - The department is to address the violation with the Cardholder and provide additional guidance as needed. Actions taken should be documented in writing with a copy sent to the Corporate Credit Card Administrator.
- Second Offense - Corporate Credit Card(s) will be suspended. Cardholder must re-certify by completing the “PNC Corporate Credit Card Refresher” training.

Major Violations

Violations that indicate a willful intent to disregard rules that result in Cardholder misuse (i.e. would include knowingly making personal purchases). The circumstances of the violations will determine the appropriate action, which could include termination of employment and criminal penalties. When Cardholder misuse is suspected, the department is to **immediately** notify the Corporate Credit Card Administrator and the Senior Director of Procurement and Contracts.

The Corporate Credit Card is to be suspended pending further review and any alleged violation or questionable transaction that could result in the Cardholder receiving a non-compliance

warning from the Corporate Credit Card Administrator. Any charges falling outside of the above criteria will be reimbursed to American University by the Cardholder and may result in loss of Corporate Credit Card privileges and/or disciplinary actions up to and including the termination of employment.

Suspension and Revocation of Corporate Credit Card

American University may terminate the privilege to use a Corporate Credit Card at any time for any reason. The cardholder must return the Corporate Credit Card to American University immediately upon request or upon termination of employment. Improper use of the Corporate Credit Card may result in disciplinary actions, up to and including termination of employment.

A Corporate Credit Card account may be suspended or revoked if:

- Cardholder fails to complete reconciliation of account statement within 7 calendar days of cycle closing date, or fails to provide additional information when requested by Approver within 14 calendar days of cycle closing date.
 - First Offense – Corrective actions will be taken by the Corporate Credit Card Administrator.
 - Second Offense – Suspension for 90 days.
 - During non-reconciliation suspension, if the cardholder fails to process transactions for more than 45 calendar days after cycle closing date, his/her Corporate Credit Card will be permanently revoked.
 - Third Offense – Permanent revocation
- Approver fails to complete approval process within 14 calendar days of cycle closing date when cardholder has completed reconciliation of account statement by deadline.
 - First Offense
 - Corrective actions will be taken by the Corporate Credit Card Administrator
 - Corporate Credit Card for which Approver failed to complete approval process will be suspended for 90 days.
 - Second Offense – Approver is removed from Corporate Credit Card reconciliation process
- Cardholder consistently does not have the necessary source documents/receipts
 - Initial missing receipt incidents to be addressed by the Corporate Credit Card Administrator.
 - Corporate Credit Card privilege will be suspended for 90 days if:
 - 1 or more missing receipts per month for 3 consecutive months; or
 - 3 months with missing receipts within a rolling 12-month period.
 - After reinstatement of card privileges and suspension criteria is met again, card privileges will be permanently revoked.
- Cardholder uses the card for any of the [Restricted Commodities](#) without prior approval
 - First offense – Suspension for 90 days
 - Second offense – Permanent revocation
- Cardholder uses the card for identified High Risk Vendors without completed Authorization form prior to purchase

- First offense – Suspension for 90 days
 - Second offense – Permanent revocation
- Splitting transactions to circumvent the per transaction limits.
 - First offense – Suspension for 90 days
 - Second offense – Permanent revocation
- Purchasing items with the Corporate Credit Card for personal use.
 - First offense – Suspension for 90 days
 - Second offense – Permanent revocation
- Failure to return the Corporate Credit Card when reassigned, or upon request.
 - First offense – Ineligible to apply for new Corporate Card for 90 days
 - Second offense – Corporate Card eligibility revoked
- Failure to report a lost or stolen Corporate Credit Card to PNC Bank immediately after discovery, which led to financial loss by the University.
 - First offense – Suspension for 90 days, requires refresher of card security training
 - Second offense – Permanent revocation
- Transferring assignment of the Individual Corporate Credit Card to another individual.
 - First offense – Suspension for 90 days
 - Second offense – Permanent revocation

Reinstatement of Corporate Credit Card

Reinstatement of suspended corporate credit card privileges is possible after the cardholder successfully completes “Corporate Credit Card Cardholder Training & Certification” tutorial.

Revoked corporate credit card privileges will not be reinstated.

Limitations on Vendors including high risk vendors

- American University does not encourage the use of high risk vendors such as PayPal and eBay. If no other form of payment is accepted by the vendor, then the [Corporate Credit Card High Risk Vendor Purchase Authorization Form](#) (high risk vendors are listed on the form) must be completed, signed, and approved prior to each purchase and attached with the receipt as part of the accountable documentation for the Corporate Credit Card Statement. Violations of policy will be evaluated as noted in the [Violations of Policy](#) section of this policy.
- Cardholder must not make Corporate Credit Card purchases from vendors where the Cardholder has a financial interest.
- Cardholder must not accept any gift or gratuity from any source when it is offered, or appears to be offered, to influence your decision-making regarding Corporate Credit Card purchases.

Information and Assistance

Contact the individual listed below for information and assistance:

- Corporate Credit Card Administrator
 - 202-885-3899
 - corporatecard@american.edu

To request a Corporate Credit Card, complete the [Corporate Credit Card Application Form](#) and forward to the Corporate Credit Card Administrator.

Effective Date

Created April 12, 2016

Signature, Date and Approval

This policy needs to be signed by the appropriate officer (listed below) before it is considered approved.

This document was approved and signed by

Doug Kudravetz
CFO, Vice President and Treasurer

on April 1, 2016

Appendices

Appendix A

Corporate Credit Card Application Form

Applicant Name	
Business Phone	
AU Email Address	
AU ID Number	
Supervisor or Business Manager Name	
Supervisor or Business Manager Email	
Department Name	
G/L Account #	

Conditions of Use

Corporate Credit Card: I agree to use this card for American University departmental approved purchases **only** and agree **not** to charge personal purchases.

I understand that the University will audit the use of this card and report any discrepancies. Should I fail to use this card properly, I authorize American University to deduct from salary that amount equal to the total of the discrepancy. I also agree to allow the University to collect such amount even if I am no longer employed by American University. I understand that American University may terminate my privilege to use this card at any time for any reason. I agree to return the card to the University immediately upon request or upon termination of employment.

Cardholder Signature

Date

Supervisor Signature

Date

Modified 8/21/20

Daytime Phone _____

Appendix B

Corporate Credit Card Extraordinary Limit Application Form

Applicant Name		
Business Phone		
AU Email Address		
AU ID Number		
School Dean or Department VP Name		
School Dean or Department VP Email		
Department Name		
G/L Account #		
Essential Limit Requested	Tier I: \$4,999.99/\$15,000 <input type="checkbox"/>	Tier II: \$4,999.99/\$20,000 <input type="checkbox"/>

Conditions of Use

Corporate Credit Card: I agree to use this card for American University departmental approved purchases **only** and agree **not** to charge personal purchases.

I understand that the University will audit the use of this card and report any discrepancies. Should I fail to use this card properly, I authorize American University to deduct from salary that amount equal to the total of the discrepancy. I also agree to allow the University to collect such amount even if I am no longer employed by American University. I understand that American University may terminate my privilege to use this card at any time for any reason. I agree to return the card to the University immediately upon request or upon termination of employment.

Cardholder Signature

Date

Dean or VP Signature

Date

Modified 8/21/20

Daytime Phone _____

Appendix C

Corporate Credit Card Agreement Form

By accepting and using American University's Corporate Credit Card, I hereby agree to the following terms and conditions:

1. I am a full-time American University staff or faculty member and not a new hire in a probationary period.
2. I understand that I am being entrusted with a valuable tool, a Corporate Credit Card, and will be making financial commitments on behalf of American University.
3. I understand that American University may terminate my privilege to use this card at any time for any reason.
4. I agree to use this Card for approved transactions only and agree **NOT TO CHARGE PERSONAL TRANSACTIONS**. I understand there will be audits on the use of this Card and any discrepancies will be addressed.
5. Should I fail to use this card properly, I authorize American University to deduct from my salary that amount equal to the total of the discrepancy. I also agree to allow the University to collect such amount even if I am no longer employed by American University.
6. I will follow the established policy and procedures for the use of the Card. Failure to do so shall result in Card privileges being suspended, revoked, or other disciplinary actions up to and including **termination of employment**.
7. I have read the most current Corporate Credit Card Policy and understand the requirements for the card's use.
8. I agree to return the card to the University immediately upon request or upon termination of employment.
9. **If the Card is lost or stolen**, I agree to notify PNC Bank **IMMEDIATELY at 1-800-685-4039** and contact the Corporate Credit Card Administrator within 1 business day.
10. I understand and will comply with the single transaction and monthly card limits. **A purchase WILL NOT be split into multiple transactions to stay within the single transaction limit.**

Name (Print)

Department _____

Building _____

Signature

Phone Ext. _____

Date _____

Appendix D

PNC Bank Billing Inquiry - Dispute Form



Billing Inquiry Form

If you believe an item on your statement is in error, complete and sign this form. We must hear from you no later than 60 days after we send you the first bill on which the error or problem occurred. **Please be as complete as possible when explaining your inquiry and remember to include relevant documents. Insufficient documentation may delay the resolution of your inquiry. Also, please be sure to make a good faith effort to resolve with the merchant prior to filing a dispute.**

Primary Cardholder Name (Please Print) _____

Daytime Phone () _____

Card No. _____

Transaction Date _____

Post Date _____

Amount in question \$ _____

Merchant Name _____

**Please send completed form via mail,
fax or email:
PNC
P.O. Box 2859
Kalamazoo, MI 49003-2859
or
Fax: 269-973-1688
E-mail: billinginquiries@pnc.com**

Primary Cardholder Signature _____ Date _____

Check the ONE box below that best fits your situation and supply the requested items or information.

- ___ 1. A credit for \$_____ was not applied to my card number. (Attach credit slip.)
- ___ 2. The amount charged to my card number is incorrect. The correct amount is \$_____
(Attach copy of the sales slip that shows the correct amount.)
- ___ 3. I certify that the charge listed above was not made by me or any person authorized by me. Nor were the goods or services for this charge received by me or anyone authorized by me. The Card (**circle one**) is/is not in my possession. (Attach detailed letter outlining your attempts to resolve with merchant.)
- ___ 4. Although I did participate in a transaction with the merchant, I was billed for additional transactions, which I did not authorize. The valid charge was billed to my card number on _____(date). (Attach copy of the authorized sales slip.)
- ___ 5. I have not received the merchandise that was to have been shipped to me. Expected date of delivery was _____(date). I contacted the merchant on _____(date) and the merchant's response was _____.
- ___ 6. I have (**circle one**) returned/cancelled merchandise on _____(date) because _____
Please provide proof of return/cancellation. If this is a hotel cancellation, please provide cancellation number.
- ___ 7. Merchandise that was shipped, arrived, damaged and/or defective on _____(date). I returned it on _____(date). Please provide merchant response.
- ___ 8. My card was used to secure this purchase, however, payment was made by cash, check, or other credit card. Please provide a legible copy of front and back of cancelled check, cash receipt, or card statement showing the transaction.

I have reviewed the above information for Bank action.

X _____
Program Administrator

Date _____

Daytime Phone () _____

Appendix F

Corporate Credit Card High Risk Vendor Purchase Authorization Form

American University does not encourage the use of High Risk Vendors (HRV) such as PayPal. If no other form of payment is accepted by the vendor, then this Authorization Form must be completed, signed, and approved prior to each purchase and attached with the receipt as part of accountable documentation for the Corporate Credit Card account statement.

High Risk Vendor List (Authorization Form must be used for the following vendors):

1. PayPal
2. eBay

Cardholder Information

Cardholder Name	
Department	
Last 4 Digits of Card	
HRV Name	
Detailed Description of Purchase	
Amount of Transaction	

The use of High Risk Vendor is NOT ALLOWED if the answer is YES to any of the following questions:

Can a PO be issued to the vendor? Yes No

Can the vendor be paid directly with a Corporate Credit Card? Yes No

Card Holder Signature _____

Date _____

Business Manager Approval: I have reviewed and approve this High Risk Vendor purchase.

Business Manager Name _____

Business Manager Signature _____

Date _____

Appendix G

Restricted Commodity List

Certain goods and services are prohibited by the University from being purchased and others require special approval(s) prior to being purchased. PCD facilitates the approval process by reviewing transaction requests and routing them to the appropriate unit for approval. When approval is received from the authorizing area, the transaction may then be processed.

Obtaining a special approval to purchase a good or service does not exempt that transaction from the remainder of the procurement policy, including the competitive bid limit.

Restricted commodities may not be purchased using the Corporate Credit Card. Purchase of a restricted commodity or service made without obtaining proper approval is considered an unauthorized purchase and will be reported to the Board of Trustees.

The list is not all inclusive and is subject to change.

- ALL Goods and Services over \$4,999.99
- ALL Goods and Services requiring signed contracts/agreements regardless of cost
- Ammunition and Weapons
- Animals
- Building/Facility Repairs, Products, Services, or Modifications
- Business or Professional Services (accounting, legal, tax preparation, etc.)
- Community Agencies or Personnel Type Services (credit bureaus, counseling, fines, insurance payments, tax payments, etc.)
- Consultant Services or Independent Contractors
- Convenience or Alcoholic Beverage Stores
- Drugs (controlled narcotics, dangerous, or prescription)
- Electrical Supplies and Equipment
- Equipment Maintenance Contracts
- Equipment Rental or Lease
- Financial Institution or Payment Services (money orders, wires, cash advances, PayPal, etc.)
- Furniture
- Gambling (casino, lottery, online, etc.)
- Home Services and Repairs
- Industrial Supplies
- Intellectual Properties not hosted by AU OIT and off-premises
- Intellectual Properties that require signed license agreements
- On-Site Labor-related Services of any kind
- Personal Apparel or Accessories
- Personal or Health Services
- Radioactive or Hazardous Materials

- Recreation and Entertainment (bar, spa, pool, etc.)
- Travel & Transportation
 - Excluding: Airlines, Car Rental, Hotels, Public Transportation, Taxis, Trains
- Utilities

For additional information and further assistance on Restricted Commodity List, contact Corporate Credit Card Administrator:

- 202-885-3899
- corporatecard@american.edu