

# VISA PROCUREMENT CARD DEPARTMENT USER'S GUIDE

\*updated 6/11/2019

# **CONTENTS**

VISA Procurement Highlights	pg 2
VISA Card How To's	pg 3- 6
Accessing Citi Bank monthly Statement	pg 7
Reconciliation Instructions	pg 7
Certification of charges	pg 8-15
Packets to Submit and Keep on file	pg 16
Disputing Charges Form	pg 17
Unallowable Charges-Exclusions	pg 18
Tax Exempt Form	Form
Monthly Checklist	Form



# Upstate Purchasing VISA PROCUREMENT CARD

#### HIGHLIGHTS OF THE PROCUREMENT CARD PROGRAM:

- Cannot be used for Travel
- To be used for purchases on STATE accounts only
- Receive your items more timely than under traditional procurement process
- Cost effectiveness when paying by credit card versus state check. According to a recent study by the National Association of State Comptrollers (NASC), savings related to procurement card use ranges from \$24 to \$75 per transaction. A similar study conducted by a commercial procurement card vendor estimates it costs \$67 to process a voucher compared to \$11 with a procurement card a savings of \$56 per transaction. Using the lowest reported savings estimate, \$24 per transaction, the University saved approximately \$2.3 million in the 2004/05 fiscal year.

#### **IMPORTANT DETAILS:**

- Don't lend your Procurement Card or give the number to anyone. Know where your card is. Keep it in a secure place.
- Goods/services are received at central receiving, not the card holders home address.
- Do not share any passwords related to your card or the online certification.
- Check to see that your budget account has sufficient funds to cover your purchases.
- An individual transaction cannot exceed \$2500. Do not split orders. Procurement agents in Campus and Hospital Purchasing may execute transactions over \$2600 with proper documentation.
- Report lost or stolen cards immediately to Citibank Visa and your Program Administrator.
- All card holders must be authorized on to make purchases.
- If a card is inactive for 1 year, it will be turned off.

#### FOR ASSISTANCE WITH:

- Applying for a new card
- Reconciliation Training
- Vendors to purchase from
- Unallowable charges
- Credit Card Discrepancies

Contact: Program Administrator Heather Lindsay at <a href="mailto:lindsayh@upstate.edu">lindsayh@upstate.edu</a>, 4-4598, or Campus Purchasing 4-5720.

#### **VISA CARD**

#### How to activate card-

Please follow the instructions sticker on the front of your credit card. Your card is not active for purchases until this is complete.

Once you activate your card, you can begin to make purchases.

#### How to Create your Citibank Profile-

Please complete this step to allow access to download and print your monthly statement. This website will not be used for the actual reconciliation. If you have issues with your username or password, you will need to contact Citibank direct @ 1-888-836-5011 option 1 then option 2. The Program Administrator does not have access to this website.

#### **Create Your Citibank Online User account-**

Go to:

#### https://home.cards.citidirect.com

This will bring you to the Citi Commercial Cards System. .

#### **FIRST TIME USERS:**

Click on the link "Self Registration for Cardholders".

Click on "Fill in the card data" option.

Enter your 16-digit card number with no spaces or dashes.

Enter your name as it appears on the card – if you use a middle initial, please do not use punctuation after that initial. PLEASE USE ALL CAPS FOR YOUR NAME.

Address information: **750 East Adams St Town** = Syracuse **Zip** = 13210 <u>NOTE</u>: If you are not sure of the address, please send me an email and I will verify it for you. The address must match what I have entered into the application module.

Hit CONTINUE.

On the second screen you will be asked to create a username and password.

On the bottom of the screen, you will be asked to answer a Helpdesk Verification question. Please enter your last 4 digits of your social security #. If you need to call the Citibank helpdesk for anything, you will need to supply them with this information.

Hit CONTINUE. Confirm the details and hit CONFIRM. Then click OK.

You should be self registered now. If you are still having problems, call the Citibank Online Support Help Desk at 1-888-836-5011, choose option 1 then option 2. You will be able to talk to a customer service representative.

#### **How to make purchases:**

- 1) Locate item your are purchasing- You are encouraged when possible to utilize:
  - 1st: Preferred Source Vendors: http://www.corcraft.org/ www.nyspsp.org http://www.nysid.org/
  - 2<sup>nd</sup>: NYS Contracts (<a href="http://www.ogs.ny.gov/Purchase/Search/default.asp">http://www.ogs.ny.gov/Purchase/Search/default.asp</a>)
  - 3<sup>rd</sup>: Discretionary spend- Minority/Women Vendors:
  - https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp?TN=ny&XID=4687
- \*\*Please keep a record of price reasonableness to justify vendor if not using one of the above sources. Include all vendor quotes as backup. (contact appropriate Purchase Associate at ext 5720 if you need assistance)\*\*
- **2) ORDER Online/ Phone in-** Verify that vendor accepts VISA payment. For best practices, please use your credit card over a secure website, or by phone with the company. Emailing of credit card information is not an acceptable method.
- **3) NYS** is tax exempt. When making purchases, verify that tax is not included. Our tax exempt # is: 14740026K. A tax exempt form is included with your packet should a vendor request one. A separate tax exempt form will need to be used for each vendor that request one. If you do receive a tax charge, a confirmation of reimbursement <u>MUST</u> be included in your reconciled packet. When the tax credit appears on the next month's statement, a copy of the original paperwork must be attached.
- **4) Amazon Orders** For purchases that are not available with Preferred Source, NYS Contract, or Minority/Women Vendors, and placed with Amazon, the tax will need to be removed. To set up your account for tax exempt please follow the instructions below-
  - 1) Go to your Amazon account settings-click on Amazon Tax Exemption Program to upload your tax exempt form for the current fiscal year. (Example form below) For a fillable Exempt form go to: http://www.osc.state.ny.us/Agencies/forms/ac946 f.pdf



- 2) Place order with Amazon (please use Amazon.com as seller versus Marketplace resellersusing Marketplace resellers require a different method to recover the tax cost)

- 4) Amazon will email you stating they have credited the account. If Amazon uses a reseller to ship the product they will let you know that the tax request will need to be made to the seller directly and not Amazon.com. Amazon will give you the contact information for the reseller.
- 5) Verify on your statement that Amazon has credited the tax back. (Note: We have 60 days from the date of the original Citibank statement to dispute charges.)

<u>How to Receive Goods:</u> When placing your order, please have the vendor put on the shipping label & packing slip: **VISA.** This can be included as part of the ship to address for Example:

SUNY UPSTATE MEDICAL UNIV. Receiving Dept 117 Monroe St VISA-H. Lindsay SLC 2043 Syracuse, NY 13210

#### **How to Reconcile:**

Reconciling charges- Each cardholder will be responsible for reconciling their card promptly each month. Included in this guide are detailed instructions for reconciling. A reconciliation email will be sent around the 10<sup>th</sup> of each month from the Program Administrator. This email will contain the billing cycle date you must use to reconcile your charges as well as the deadline date for your reconciliation. You will need to print out your Citibank statement every month for your records and for submission with your packets to the Program Administrator. PLEASE NOTE: Your Citibank monthly statement will need to be reviewed and signed by your Supervisor. Please send the original signed statement with your packet for submission.

#### How to report a lost/stolen Card:

#### **CARDHOLDERS RESPONSIBILITY**

Any lost or stolen Purchasing Cards must be reported immediately to CITIBANK VISA, 1-800-248-4553. The cardholder should be prepared to give their name exactly as it appears on the face of the card, the account number, the card's expiration date, and a brief explanation surrounding the loss. Cardholders must promptly report lost or stolen account numbers and cards to Citibank and also call and email the Program Administrator:

Kelly Hartman hartmank@upstate.edu 315-464-2400

Rachel Brown brownrac@upstate.edu 315-464-5720

The Customer Service Center is staffed 24 hours a day, 7 days a week, every day of the year to accept calls from Cardholders reporting lost or stolen cards. Subsequently, a replacement card with a new account number will be sent to the Cardholder. Cards reported lost or stolen are immediately blocked from accepting additional charges. If unauthorized charges have occurred, they should be disputed.

#### **CITIBANK VISA RESPONSIBILITY**

CITIBANK VISA will take immediate action to cancel the card reported lost or stolen. CITIBANK VISA will initiate steps to issue a replacement card within 48 hours. The replacement card will be sent to the Program Administrator.

#### PROGRAM ADMINISTRATOR RESPONSIBILITY

Upon receipt of the new card, the Program Administrator will record the receipt of the replacement card and the Program Administrator will then release the replacement card to the cardholder.

#### **How to Dispute a charge:**

Cardholders should ensure all items are received in satisfactory condition and dispute any items not received. The Cardholder should attempt to resolve disputes or billing errors directly with the vendor and notify Citibank if the dispute or billing error is not satisfactorily resolved. If the Cardholder cannot resolve a dispute with a vendor or there is a charge that is unauthorized or unrecognized on the Cardholder's Citibank statement, the Cardholder may dispute the charge.

Cardholders can dispute charges by phone or online. Any dispute must be done within 60 days of the statement date. Citibank will investigate the dispute on the cardholder's behalf and assist in the resolution. Citibank will issue a temporary credit pending final resolution.

**By Phone**- Cardholder may initiate a dispute with Citibank by calling the Customer Service at 1-800-248-4553.

**Online-** Following are the steps needed to access and complete the dispute form on the CitiDirect On-Line system:

- 1. Access the electronic statement containing the transaction being disputed
- 2. Click "Option" 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" and then "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.

### **Printing your Monthly CITIBANK Statement-**

#### Available after the 6th of each Month

- Website: <a href="https://home.cards.citidirect.com/CommercialCard/Cards.html">https://home.cards.citidirect.com/CommercialCard/Cards.html</a>
- Enter the username and password you created during the self-registration process and hit LOGIN.
- If you forgot your username and/or password, use the appropriate link OR customer service can assist you by calling 1-800-248-4553.

#### **Viewing/printing Online Statements**

- After signing on to the Citi Commercial Cards System you are ready to get started.
- Click on the red button that says "View Statements".
- From there, you can either use the print button on the right of the page, then hit print again when prompted.

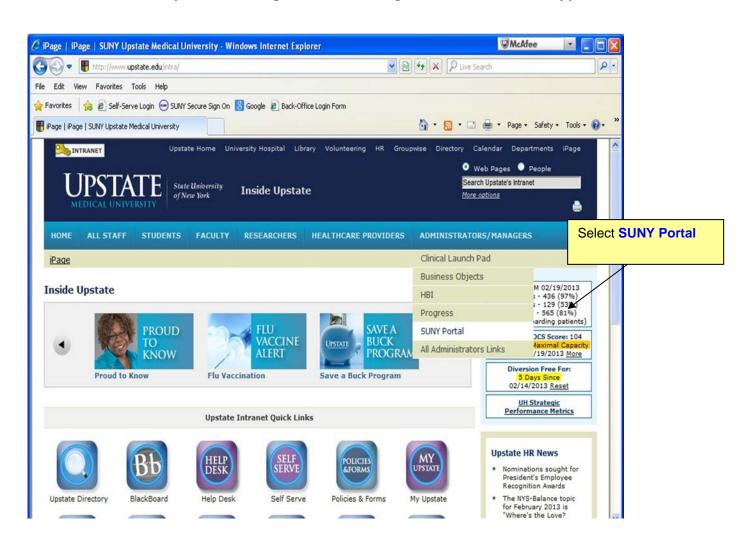
OR

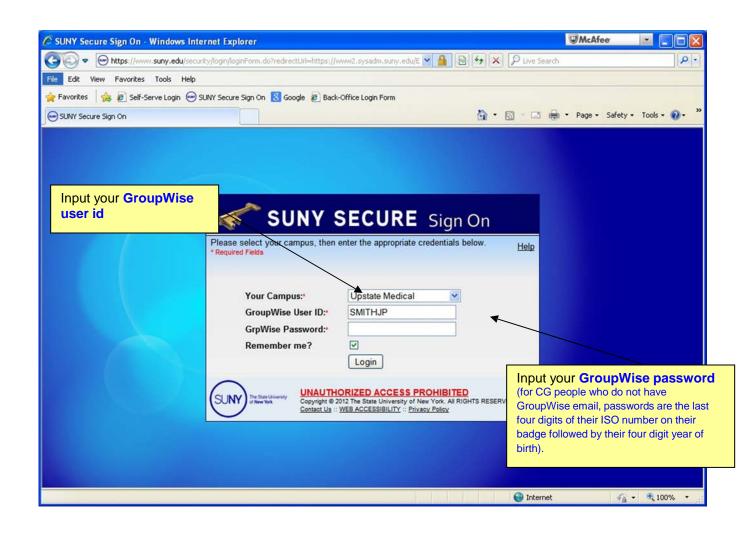
• You can hit the download button for a larger print.

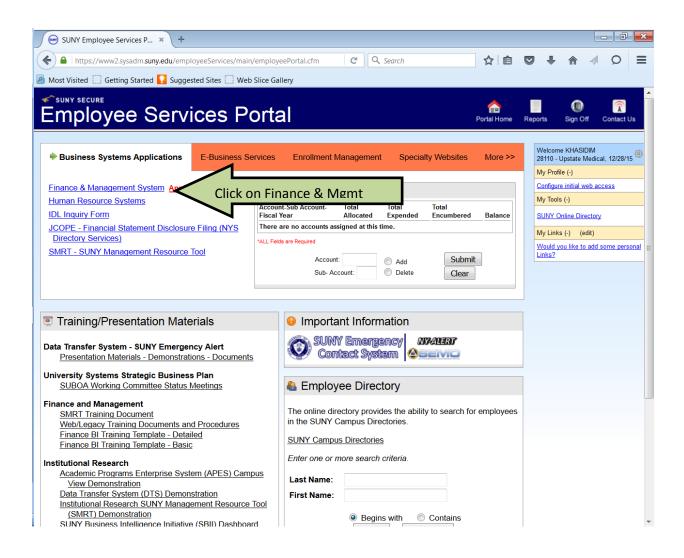
KEEP THIS STATEMENT UNTIL YOU ARE READY TO RECONCILE. PRINT 2 COPIES- ONE FOR Program Administrator and ONE FOR YOUR DEPARTMENT. VERIFY THAT ALL CHARGES MATCH YOUR RECORDS. SUNY UPSTATE HAS 60 DAYS TO DISPUTE FROM DATE OF INVOICE.

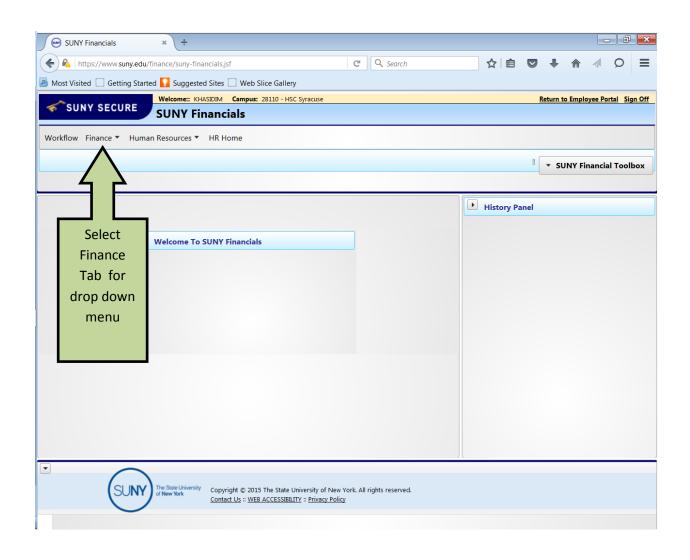
# **SUNY Reconciliation Instructions**

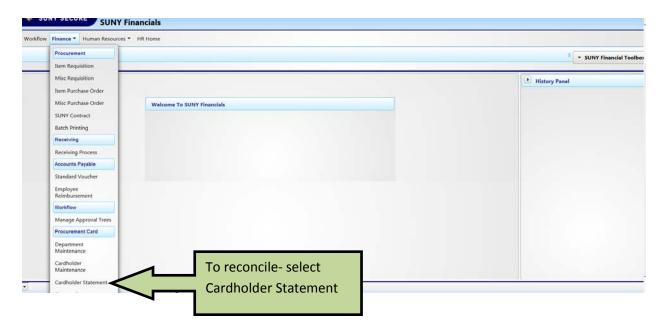
Reconcile and Certify Citibank Charges in Finance & Mgmt Web Procurement Application

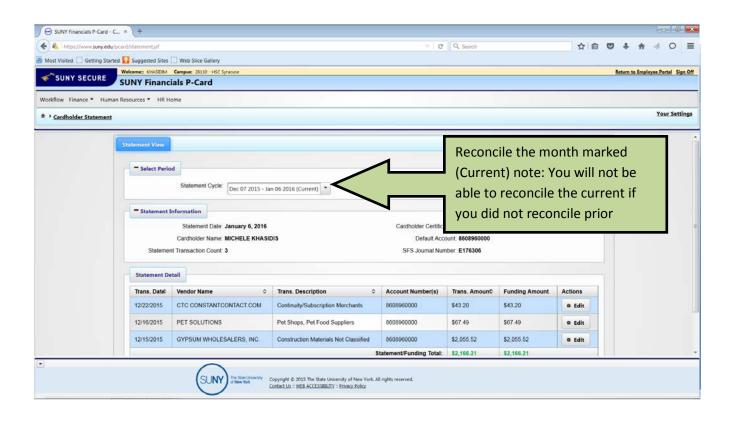


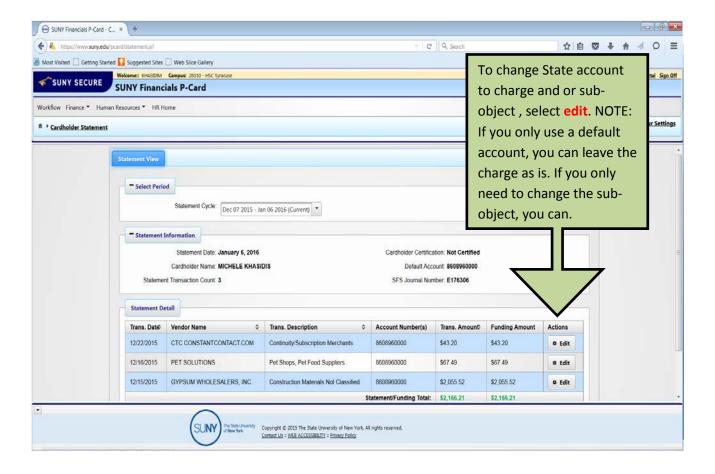


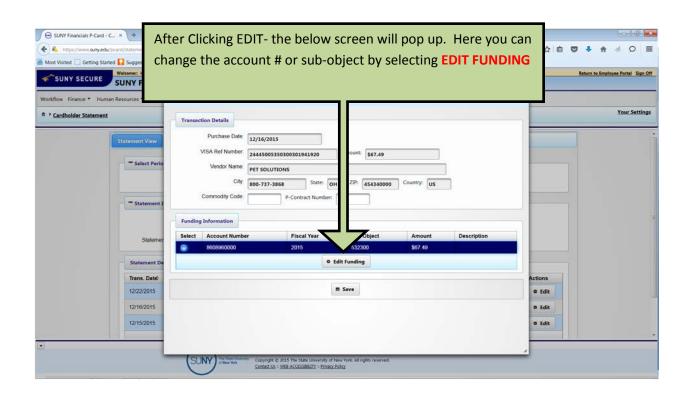








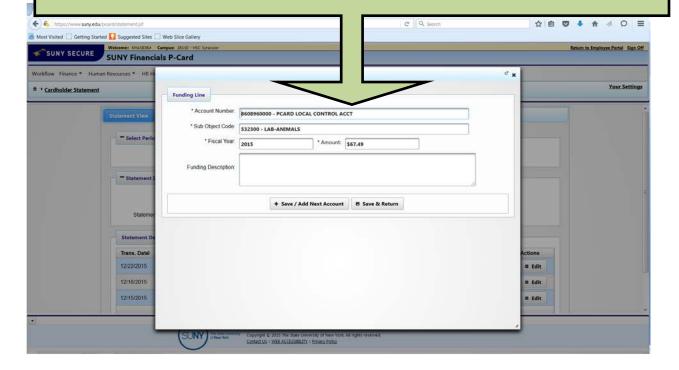


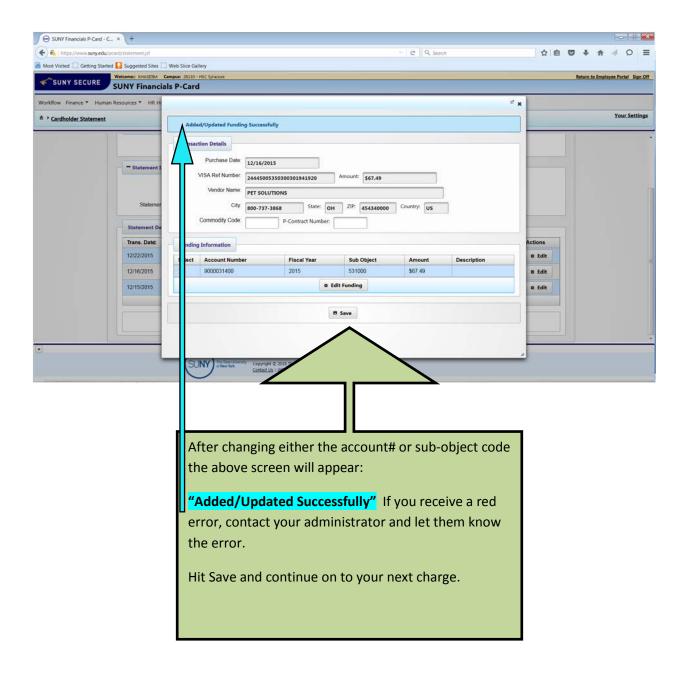


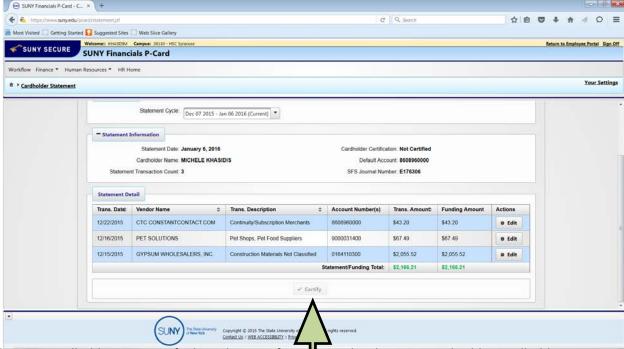
Funding Line screen: Here you can change the account Number, Sub-Object and can split the charge if applicable. You do not need to fill in item description.

You will only see accounts that you have authority to use. Delete the account listed and input the desired account # to charge.

After you enter your account #, select Save & Return. If entering more than one account, you will select Save/Add next account.







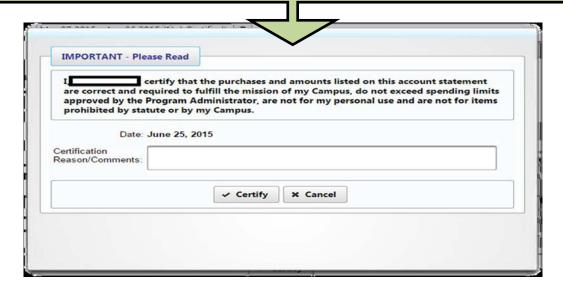
Certify Charges- Cardholders can certify their charges after editing the charge as applicable. Cardholders can

click CERTIFY once they receive notification from the Program Administrator.

Charges can be corrected by de-certifying the statement charges only if Accounts Payable has not final certified for the campus. Otherwise, any changes to accounts after clicking CERTIFY would need to be done by journal transfer.

Read and accept disclaimer. This certifies that the charges are correct and where purchased for Campus use following statute and campus guidelines.

#### Click CERTIFY



#### **Packets to submit to VISA Program Administrator**

After you have reconciled, please submit your packets each month:

Campus Purchasing SLC
Phone number: 4-5720 or 4-4598

\*Your packet will be audited by the Program Administrator for completeness and kept on file.

Please note that the Office of State Comptroller can audit SUNY Upstate for VISA charges \*

# **Packets to be sent to Program Administrator:**

In the following order:

- 1) Certification Page (Cardholder and Cardholder's Supervisor will both sign this form)
- 2) Citibank Statement
- 3) All receipts/invoices/ packing slips for each item

\*\*\*Only submit one packet\*\*\*

# Packets to keep for your records:

For all monthly certifications, please keep a copy on file:

- 1) Certification Page
- 2) Citibank Statement
- 3) Receipts/invoices



## Citibank® Commercial Cards Cardholder Dispute Form

Inc	nuirer's Na	me:	ouranoider Di	spate i oi	Date:
		Name:			
_					
Cá	ardholder:	Please provide a copy of any in appears and send via fax or ma FAX TO: 605-357-2019			ong with the statement where the disputed charge  Citibank® Commercial Cards 701 E. 60 <sup>th</sup> ST. N Mail Code 3270 P.O. BOX 6125 Sioux Falls, S.D. 57117
		be filled out completely and forw thin 60 calendar days of the disp			gency Officials (as determined by your internal e may investigate.
		Transaction Date	e: D	ollar Amount o	of Charge: \$
Ca	ardholder	Signature:			
ha	ve any que				ost appropriate to your particular dispute. If you i, 904-954-7850). We will be more than happy to
•		ORIZED TRANSACTION not authorized this charge to my acc	ount.		
•	DUPLICA [ ] The tr	TE PROCESSING—THE DAT	E OF THE FIRST TR	ANSACTION unt. I only autho	I WAS rized one charge from this merchant for this amount.
•	(Please pro	NDISE OR SERVICE NOT RE wide a separate statement detailing to count has been charged for the above matter was not resolved.	he merchant contact, and	the expected d	
•	(Please pro	NDISE RETURNED IN THE Al wide a separate statement detailing to count has been charged for the above closed is a copy of my postal or UPS	he merchant contact, and e listed transaction, but th		
•			ove listed charge, but it ha	as not yet appea	red on my account. A copy of the credit voucher is
•	[ ] The ar	NCE IN AMOUNT nount of this charge has been altered I. The difference of amount is \$			a copy of my sales draft showing the amount for which I
•	COPY RE	QUEST inize this charge, but need a copy of	the sales draft for my rec	ords.	
•	[ ] I have [ ] Paid for anothe	been billed for this transaction; howe or by another means. My card numbe	ever, the merchant was un r was used to secure this pt, canceled check (from	nable to provide purchase; how nt and back), c	e date of the merchant contact and response. the services. ever, the final payment was made by check, cash, or opy of credit card statement, or applicable
•	[ ] The ite				The cardholder must specify what goods, services, or erchandise and state so in his/her complaint.)
•			attempted resolution and o	outstanding issu	es. Use a separate sheet of paper and sign and date your
	blic Sector Di 003 Final 05				
CIT	TIBANK, CIŤI	All rights reserved. and Arc Design, CITIGROUP and the phout the world.	e Umbrella Device are tra	demarks and se	ervice marks of Citicorp or its affiliates and are used and

#### SUNY Upstate Medical's **Unallowable** VISA Card Charges and SUNY Exclusions

- Computers to include tablets, iPads
- Printers
- EBAY
- Food/Restaurants
- Gifts and Gift Cards (retirement, birthday, award plaques/trophies, etc.), flowers, fruit baskets
- Payments to Employees or Non-Employees (consultants/guest speakers)
- Charitable donations or political contributions
- Heaters/fans/humidifiers/dehumidifiers
- Televisions
- Clothing uniforms, work boots, etc.
- Appliances refrigerators, microwaves, etc.
- Anything labor related.

MCC Description	MCC #
Airline	3000-3299,4511,4582,4722,4723,4
Lodging	3501-3799,7011
Car Rental	3351-3441,7512
Steamship & Cruise Lines	4411
Money Transfer-Merchant	4829
Precious Stones & Metals	5094
Mobile Home Dealers	5271
Duty free stores	5309
Motor Home Dealers	5592
Furs and Furriers	5681
Package Stores-Beer, Wine & Liquor	5921
Antique Shops	5932
Pawn Shops	5933
Antique Reproduction Stores	5937
Jewelry	5944
Fin. Institutions-Manual Cash Disbursements	6010
Fin. Institutions-Automated Cash Disbursements	6011
Member Fin. Institutions-Merchandise & Svcs	6012
Quasi Cash-Member Financial Institutions	6050
Ouasi Cash-Merchant	6051
Remote Stored Value Load	6529-6530
Payment Service Provider	6531-6533
Money Transfer-Member Financial Institution	6534
Value Purchase - Member Financial Institution	6535
Savings Bonds	6760
Time shares	7012
Funeral Services & Crematories	7261
Dating/Escort Services	7273
Tax Preparation Service	7276
Counseling service-debt, marriage, personal	7277
Massage Parlors	7297
Health and Beauty spas	7298
Golf Courses	7992
Video Amusement game supplies	7993
Betting Facilities	7995
Country Clubs	7997
Dentists & Orthodontists	8021
Child Care Services	8351
Court Costs incl. Child Support	9211
Fines	9222
Bail & Bond Payments	9223
Tax Payments	9311
Food Stamps	9401
Automated Referral Services	9700

Page 1 of 1

AC 946 (Rev. 3/99)

# TO BE RETAINED BY VENDOR AS EVIDENCE OF EXEMPT SALE

#### TAX EXEMPTION CERTIFICATE

	York	
STATE OF NEW YORK	or use only by Employees of the State of New York	or its political subdivisions

	Date.
Name of Person or Firm Furnishing Services and/or Materials	
Address	
This is to certify that I am an employee of the State of New York or one of its political suldate set forth below will be paid for by the State or a political subdivision; and that such change NY State Purchase	•
Nature of Transactions	
Dates of Transactions	Signature of Employee
State Dept., Agency or Political Subdivision SUNY Upstate Medical University - EX-14740026K	
Political Subdivision SUNY Upstate Medical University - EX-14740026K	
	Title

NOTE: A separate exemption certificate is required from each person claiming exemption.

# **Monthly Checklist**

For each month that you have charges and or / credits:

0	Print Citibank Credit Card Statement
0	Certify Charges in Finance and Management- Procurement Card Module
0	Printed your certification Page –signed by cardholder and supervisor
0	Attach & Secure Itemized Invoices & Receipts for each of the charges/credits as shown on your Citibank Statement.
0	Provide Backup, justification, and/or necessary approval for those charges that require it.
0	Confirm Sales Tax has not been charged.
0	If sales tax has been charged- cardholder has notified vendor to process a credit to the VISA card. Note on log or next to tax amount on the invoice that a credit has been requested. Attach confirmation of the credit. On the next statement, copy of documentation with the credit that has been applied.
0	Submit packet to Program Administrator (Signed Certification page, Citibank Statement, Back up Documents-all <u>ORIGINAL</u> - invoice/receipts, and any justifications/approvals).