Declining Balance and Corporate Credit Card Training Program

Updated 11/28/2018
Agenda

Areas of Review:

1. Training Requirements
2. Card Program Overview
3. Cardholder’s Responsibility
4. Funding Authorization and Restrictions
5. Making a Transaction
6. Unauthorized Charges
7. Non-Compliance and Correction Action
8. Expense Report Submission
Agenda

Areas of Review:

Before you receive your card…

- Training Requirements
- Card Program Overview
- Cardholder’s Responsibility
- Funding Authorization and Restrictions

After you receive your card…

- Making a Transaction
- Unauthorized Charges
- Non-Compliance and Correction Action
- Expense Report Submission
All Cardholders Are Required To Complete Training

Training is required:

- Prior to a new card being issued
- Upon request of the card administrator for the following reasons:
  1. Cardholder non-compliance
  2. Policy Updates
About the Card:

- The card is authorized to be used for Institute approved travel and small dollar non-personal procurements
- The card is a corporate liability MasterCard issued through JPMorgan Chase – Rensselaer holds ultimate liability, however the cardholder is responsible for appropriateness of transactions
- The card is the responsibility of the signee of the Cardholder Agreement and should not be shared or used by another person
- Only the cardholder or a Card Program Administrator can call the bank to request information about the card
- You will not receive a card statement from Chase for reconciliation. It will be done centrally.
JPMorgan Chase:

- Bank representatives are available 24 hours a day, 7 days a week
- Report lost or stolen cards immediately
- Call for assistance when transactions are declined at point of sale
- 60 day transaction dispute process, so don’t wait

1-800-316-6056
Your Responsibilities:

- Complete the required training session
- Sign a Cardholder Agreement
- Abide by all policies and procedures governing the use of the card
- Use the card for authorized Institute business only
- If the card is used, in error, for personal expense, reimbursement to the Institute is required immediately
- You must have an active Concur account
- All expenses charged to the card must be submitted through Concur Expense within 30 days of the trip/entertainment conclusion.
Your Responsibilities con’t …

- The use of a delegate to prepare your expense report is allowed, however you are required to submit the report. Submission cannot be done by your delegate. Both you and your delegate will receive email notification when new card charges arrive in your account.

- Obtain proper receipts:
  - For travel – receipts > than $35
  - For purchases – receipts for all

- Allocate transactions to the appropriate budget – defaults are set in your Concur profile, however should be changed as necessary

- Notify JPMorgan Chase or the Card Administrator immediately of unauthorized charges
Your Responsibilities con’t …

- If you are an approver, expenses should be reviewed and verified in Concur
- Approver’s electronic approval indicates review of documentation in accordance with card policies and procedures
- All approvers should check for reasonableness, permissibility and ensure that proper supporting documentation is attached
Funding Authorization:

1. All cards have a single transaction limit of $2500. If you require an increase of the limit for a specific expense you will need to email a request to Travel-Expense_Support@rpi.edu, well in advance of incurring that expense. The request must include the following information:

   - Justification for why you need the single transaction limit increased
   - The date range when the increase will be needed
   - The increased limit amount being requested

Upon receipt, the request will be reviewed and processed, if appropriate. Once a determination is made you will receive notification of the decision.
Funding Authorization (con’t):

2. Cards are not configured to allow for cash withdrawals. If the cardholder requires the ability to withdraw cash, you must send an email, well in advance of your need, to the Travel and Expense inbox at Travel-Expense_Support@rpi.edu. The request must include the following information:

- Justification for why you need the ability to withdraw cash
- The dates that you need to be able to withdraw cash

Upon receipt, the request will be reviewed and processed, if appropriate. Once a determination is made you will receive notification of the decision.
Funding Authorization and Restrictions

Funding Authorization con’t …

Debit Cards Only:

3. All cards will be loaded with a pre-determined budgeted amount for your specific position each fiscal year, July 1 – June 30. Each cardholder’s need for a DBDC and new budget will be evaluated annually prior to the next fiscal year. Cards will expire on the last day of the fiscal year, June 30.

4. Cards will be set to the pre-authorized, budgeted limit by the Travel and Expense team
**Restrictions:**

The following goods and services may **NOT** be purchased with the card:

<table>
<thead>
<tr>
<th>Restrictions governed by the Procurement Policy and Procedure Manual</th>
<th>Tuition Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes or modifications to an existing order in OSCAR</td>
<td>Legal Costs</td>
</tr>
<tr>
<td>Personal items</td>
<td>Non-reimbursable Charges on Sponsored Research Funds</td>
</tr>
<tr>
<td>Services (unless authorized by Procurement Services)</td>
<td>Medical Costs (unless authorized by VP for HR)</td>
</tr>
<tr>
<td>Maintenance and Lease Agreements</td>
<td>Printing Services (unless authorized by VP of SCER)</td>
</tr>
<tr>
<td>Explosives</td>
<td>Live Animals</td>
</tr>
<tr>
<td>Items that can be capitalized</td>
<td></td>
</tr>
</tbody>
</table>
**Restrictions:**

Other restrictions governed by the Procurement Services Policies and Procedures:

<table>
<thead>
<tr>
<th>Creative Services (anything with a Rensselaer logo or name)</th>
<th>Independent Contractors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory Alcohol</td>
<td>Lasers, equipment that uses lasers, or laser components</td>
</tr>
<tr>
<td>Laboratory Animals</td>
<td>All services (requires insurance)</td>
</tr>
<tr>
<td>Radioactive material</td>
<td>Lease and Maintenance agreements</td>
</tr>
<tr>
<td>Computer software</td>
<td>Chemicals</td>
</tr>
<tr>
<td>U.S Customs Clearance/Export Controlled Items</td>
<td>Duty-Free Entry</td>
</tr>
<tr>
<td>Narcotics</td>
<td>Hypodermic Syringes and needles</td>
</tr>
</tbody>
</table>

* More information can be viewed on the Procurement Services website, or by contacting the Department
Making a Transaction

Things to Consider when making a transaction

− Charges from the use of the card will automatically flow into your Concur Expense account

− The use of Rensselaer’s travel agency, Direct Travel, is required for booking airfare, hotels and cars. Rail travel may still be booked using the card.
Steps to Follow for Unauthorized Charges:

- If you have a question with respect to a charge, you should work directly with the merchant for resolution.
- Questionable or unauthorized charges that remain unresolved should be disputed with the Bank.
- Disputes must be filed within 60 days of the transaction post date.
- Notify the Card Administrator if a replacement card will be issued by the Bank.
Non-Compliance and Corrective Action

**Minor vs. Major Infractions:**
Infractions may require corrective action, retraining, or may result in card suspension, card revocation or disciplinary action, up to and including termination of employment.

<table>
<thead>
<tr>
<th>Minor Infractions</th>
<th>Major Infractions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unauthorized use of card</td>
<td>Sharing card with others</td>
</tr>
<tr>
<td>Failure to maintain proper records</td>
<td>Failure to adhere to HR policies</td>
</tr>
<tr>
<td>Failure to obtain required receipts</td>
<td>Theft or Fraudulent activities</td>
</tr>
<tr>
<td>Failure to submit expenses timely</td>
<td>Unauthorized purchase of restricted materials</td>
</tr>
<tr>
<td>Processing multiple transactions to exceed single transaction limit</td>
<td>Intentional purchases for personal use</td>
</tr>
<tr>
<td>Payment of sales tax</td>
<td>Intentional misuse of Rensselaer funds</td>
</tr>
<tr>
<td></td>
<td>Personal travel not combined with business</td>
</tr>
</tbody>
</table>
## Corrective Action:

<table>
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<th>Major Infractions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder and supervisor will be notified in writing through Concur comments and the report will be sent back to the cardholder</td>
<td>Depending on intention or severity, major infractions may result in suspension or revocation of card privileges</td>
</tr>
<tr>
<td>2nd Occurrence – same</td>
<td>Improper or fraudulent use of the card may include further disciplinary action, up to and including termination</td>
</tr>
<tr>
<td>3rd Occurrence – card will be suspended for one quarter</td>
<td></td>
</tr>
<tr>
<td>Once card is returned, if behavior continues the card will be suspended indefinitely</td>
<td></td>
</tr>
</tbody>
</table>
Conclusion

How do I get my Card?

1. Sign and return the Acknowledgement on the final slide to E-Business

2. E-Business will contact you with instructions

3. You will be required to show ID when picking up your card

4. You will need to activate the card prior to use
   • Call the number provided on the card
   • Remove your activation sticker
   • The last 4 digits of your RIN is used for identification

For more information, contact the Card Administrator, Ric Filiaci at x6330
Acknowledgement

The following signature indicates that I have read and understand the contents of the policies outlined in this training presentation.

____________________________________
Signature

____________________________________
Print Name

____________________________________
Date

Please sign and bring this form with you to E-Business when you pick up your card. This is required prior to receiving your card.