



PITT
Community College

PROCUREMENT

VISA CARD POLICY
&
PROCEDURES MANUAL

Bank of America



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1.0 PCC VISA Card Program

1.1 Introduction

Welcome to the Pitt Community College VISA Card Program. The main purpose of the VISA Card is to simplify and expedite the purchase of goods. The VISA Card is a payment tool, which offers an expansion of the existing PCC procurement processes. The VISA Card will allow departments to make certain transactions without having to submit a requisition for the issuance of a purchase order. Having a VISA Card is a privilege that comes with responsibilities.

The VISA Card is intended to be used by authorized staff for authorized purchases. It is **NOT** authorization to extend departments purchasing ability to acquire items previously not authorized by policy or procedure. Purchasing and Accounts Payable will be auditing the VISA Card transactions and will report and take appropriate action on any discrepancies or misuse. The manual will serve as your guideline when using the VISA Card. Whenever in doubt; always call the PCC Purchasing office. We are here to assist and to ensure the success of the VISA Card Program.

Under no circumstances should another person have access to your VISA Card. Allowing others to use a Cardholder's VISA Card drastically increases Pitt Community College's liability. It is the responsibility of the VISA Cardholder to keep his/her Card in a secure location to which no one else has access.

Only authorized persons should be allowed to use the D-Card.

PCC Campus Police and/or the State Bureau of Investigation may investigate abuse of the VISA Card.

The VISA Card must not be used for personal purchases, or for personal benefit or gain such as the receipt of vendor rebates, coupons, or customer rewards.

Refer to the PCC website for Purchasing Guidelines. The PCC Purchasing Procedures Manual is in myPittCC portal. Go to Menu at left after login to myPittCC (rollover to open) > Employee Resources > Divisions > Financial Services > Purchasing, and is located under Document Type: Forms and Manuals.

1.2 Applying for an Individual P-Card

- All College employees, excluding temporary employees, designated by their immediate supervisor, may be permitted to apply for a P-Card. A requesting email from the immediate supervisor should be sent to the P-Card Administrator swhitehurst@email.pittcc.edu.
- The P-Card Administrator will return an application to the prospective Cardholder.
- The prospective Cardholder must review the online copy of the Procurement VISA Card Policy and Procedures Manual and understand the requirements for the VISA Card's use.
- Application must have required signatures. Completed applications are to be sent to the P-Card Administrator for processing. Make sure Unit codes are included and the requester's Colleague ID are on the application.
- The PCC P-Card Administrator will notify the prospective Cardholder when the P-Card has been received to set up training. The P-Card is received after training and passing quiz.

The Director of Human Resources will notify the Vice President of Finance / Chief Financial Officer of any faculty or staff person that has been placed on probation and would therefore be ineligible for a P-Card. The Vice President of Finance / Chief Financial Officer will notify the PCC P-Card Administrator.

- The PCC P-Card is not tied to an individual's personal credit line.

1.3 Applying for a Department or Division Card (D-Card)

A D-Card is a Card issued in **the name of the department or division** rather than the name of an individual. The D-Card can be used for persons within the department/division when there is not a need for an individual P-Card. This can be helpful in cases where employees make charges locally.

The D-Card must be secured and kept track of within the department. A designated D-Card Coordinator must be assigned who will be responsible for the D-Card. The department or division must develop an internal policy to ensure the security of the D-Card. The D-Card is to be signed out and signed back in with the Coordinator on the same day. Authorized members of the department who have been granted permission by the P-Card Administrator can use the D-Card. The Coordinator is responsible for the monthly reconciliation process.

Once the need and eligibility are determined at the Dean level or above, **the following actions are taken:**

- A requesting email should be sent to the P-Card Administrator (swhitehurst@email.pittcc.edu) from the Dean naming the D-Card Coordinator and individuals authorized to use the D-Card.
- The P-Card Administrator will return an application to the D-Card Coordinator. The Coordinator must review the Procurement VISA Card Policy and Procedures Manual and understand the requirements of the D-Card.
- The D-Card Coordinator will be notified when the VISA Card has arrived to set up training.
- Authorized members must go through training prior to use of Card. Card users must have a PCC employee ID to show at time of purchase, as the back of the VISA Card will have “PCC ID required” in the signature space.

1.4 Training

All Cardholder's/Users are required to attend a training session on the use of the VISA Card. The session may vary depending on the VISA Cardholder's previous experience with the State of North Carolina's and Pitt Community College's purchasing procedures.

The PCC P-Card Administrator may require additional training sessions if an audit reveals that unauthorized purchases have been made.

1.5 PCC Purchasing Card Contacts

Samantha Whitehurst, Purchasing & Contracts P-Card Administrator swhitehurst@email.pittcc.edu 493-7685

Jane Alligood, Director of Purchasing & Contracts
jalligood@email.pittcc.edu 493-7641

Sandy Richardson, Purchasing & Contracts Technician
srichardson@email.pittcc.edu 493-7279

Use PCCPUR@email.pittcc.edu when emailing the Purchasing staff for general questions. Make sure you are on the applicable PCCFAC or PCCSTAFF group emails (contact Helpdesk) in order to receive the emails sent out by the Purchasing Group email.

1.6 Bank of America

To report a lost or stolen Card, dispute a charge, question a declined transaction or to contact customer service, the Bank of America number is 1-888-449-2273. Purchasing should be made aware of any lost or stolen Cards, or disputes.

1.7 Cardholder Separation from Pitt Community College

Upon leaving the employment of Pitt Community College, the VISA Cardholder will return the Card to the PCC P-Card Administrator. All current transactions in Works should be completed and signed off on. The Director of Purchasing will not sign the Pitt Community College checkout list until this has been done. The PCC P-Card Administrator will work with Cardholder's department to assure that any changes in personnel will not disrupt the purchase of goods.

1.8 Definitions

PCC VISA Card: PCC P-Card or PCC D-Card

PCC P-Card Administrator: The designated employee who will oversee and coordinate the program for the entire college.

PCC VISA Cardholder: A faculty or staff person who has been issued a Card and is authorized by the college to make purchases for the college in accordance to Pitt Community College purchasing guidelines.

PCC VISA Card Reconciler: Employee designated for reconciling bank statements, receipts and submitting correctly in the Bank of America Works system.

PCC VISA D-Card: PCC Department or Division Card.

PCC VISA D-Card Coordinator: The assigned employee who will be responsible for the Department or Division Card.

PCC VISA D-Card User: A faculty or staff person who has access to a D-Card and is authorized to make purchases for the college in accordance with Pitt Community College purchasing guidelines.

HUB: Historically Underutilized Business Vendor: A "preferred supplier" designated by the state of NC and authorized by PCC for use by the VISA Cardholder in accordance with purchasing policies.

Supervisor/Account Manager: The person responsible for approving the VISA Cardholder's purchases. This person may or may not be the VISA Cardholder.

Single Purchase Limit: The dollar amount allowed for each individual transaction.

1.9 HUB Reporting

Bank of America will furnish Pitt Community College a quarterly report of HUB (Historically Underutilized Businesses) vendors. HUB vendors are vendors classified as minority, women, and disadvantaged owners of businesses. HUB participation is encouraged. The site to check for HUB vendors is located at <https://www.ips.state.nc.us/vendor/searchvendor.aspx?t=h>.

2.0 PCC VISA Card Policies and Procedures

2.1 Transaction Amount Limit

- Purchases \$5,000.00 and under per single purchase transaction including current NC sales tax and applicable freight.
- Splitting transactions in order to remain within the purchase limit per transaction is prohibited and doing so may result in loss of VISA Card privileges and/or disciplinary action.

2.2 Secure your Card

Keep your Card and related papers in a secure place. Please do not email or fax your Card account number. Cardholder's should always monitor their transaction charges for vendor errors and fraudulent charges. Contact Purchasing immediately if a problem arises.

2.3 Automatic renewal of Card

Once you receive your Card and your account is in good standing nothing else is required of you. The Card will automatically be renewed and sent to Purchasing. The Cardholder will be notified to come to Purchasing and pick up his/her Card. The old Card should be turned in and will be shredded.

2.4 Inactive Card accounts

To protect the security of the VISA Card Program, any Card that has NOT been used for twelve (12) months is subject to cancellation. The Cardholder will be contacted to see if any exceptions should be made.

2.5 Card Restrictions

- ONLY the named Cardholder should use the VISA Card.
 - Exceptions are when Administrative Assistants do Departmental ordering online or by phone.
 - If there is interest in a Departmental Card, please call the P-Card Administrator for details and instructions.
- All Card transactions must adhere to the state and college purchasing guidelines.
- No travel charges are allowed except for conference registrations and approved travel involving STUDENTS. If student travel exceeds \$5,000.00 contact the P-Card Administrator. Faculty/Staff should turn in the Petition to Travel for their own expenses. Exceptions are when coaches/employee chaperones have to reserve a block of rooms and can only use one Card.
- Giving your Card or number to another person, or using another's Card may result in disciplinary action. When necessary, you may have someone else pick up the item(s) from the vendor; however, this person is not authorized to sign the credit Card slip. The purchase can be paid for over the phone prior to pick-up.
- All purchases must follow VISA Card policies and procedures, and must use appropriate funds. Some funds are restrictive and may not allow certain item(s) to be purchased. For example, state funds cannot

be used to purchase pictures, decorations, desk lamps, refreshments, greeting Cards/envelopes, and personal appliances. Grant funds must adhere to all Contracts, Grants, and other agency guidelines. It is the Cardholder's responsibility to be aware of the rules and guidelines. When using other funds be sure to attach documentation of approval into Works.

- To request a change on the monthly limit amount on your Card, a Card Maintenance Form is located on the myPittCC portal. The form should be filled out and forwarded to Purchasing. ***This can only be done when all Pending transactions have been completed for the cycle and with no declining balance.***
- It is the Cardholder's responsibility to purchase from legitimate vendors. When possible, purchases should be made from **State Contract** vendors found at <https://ncadmin.nc.gov/statewide-term-contracts>.
- If the item isn't offered on state contract the Debarred List of vendors should be checked to ensure a purchase is not from a vendor deactivated by the state of NC. The **Debarred List of vendors** is at <http://ncadmin.nc.gov/government-agencies/procurement/contracts/debarred-vendors>.

2.6 Authorized Transactions

- ✓ Purchases \$5,000.00 or less per single purchase transaction including current NC sales tax and applicable freight
- ✓ Memberships (Institutional, not Individual) and organization dues
- ✓ Subscriptions
- ✓ Training and Conference Registrations, Webinars
- ✓ Publications
- ✓ Advertising
- ✓ Certifications
- ✓ Office and Lab Supplies (Mandatory State Contract is with Forms and Supply, order should be over \$25.00 or small order fee of \$5.00 added)
- ✓ Minor equipment with individual item less than \$800.00 including tax and shipping. Need prior approval from Purchasing for purchase of minor equipment.
- ✓ Software (no Adobe software), Accessories and Peripherals
- ✓ Maintenance Contracts
- ✓ Student Group Travel

*****Important Note *****

Documentation that Registration fee will be paid with the Card must be included with travel petition. Travel should be approved prior to registration fee being paid with the Card. Purchasing will not be responsible for verifying. It is the responsibility of the Cardholder to ensure this happens.

2.7 Restricted Transactions

- NO purchases for personal use
- NO purchases over designated spending limits
- NO weapons
- NO controlled substances (Drugs, Alcohol, Fireworks)
- NO payments to individuals, consultants, or employees
- NO employee travel, such as lodging, food/meals, gas, trip protection/insurance, seat charges/upgrades, early check-in, taxis, tours, additional functions, or airfare.
- NO rental cars. Check with Facilities Services for all vehicle rental needs.
- NO gasoline for a personally owned vehicle, rented vehicle, or PCC vehicle. Contact Nicole Blackshear in Facilities Services regarding a PCC gas Card.
- NO entertainment
- NO cash advances
- NO gift Cards, incentives or prize purchases for employees
- NO purchases using someone else's funds without their prior approval (attach documentation of approvals into Works)
- NO computers, laptops, tablets, or items considered high theft
- NO equipment with unit cost exceeding \$800.00 including tax and shipping
- NO printing orders unless with prior approval of PCC Copy Center and PCC Institutional Advancement (because of usage of logo)
- NO furniture
- NO Adobe (software or related) purchases. These requests are to be made through the E-Procurement system. Quotes should be obtained by contacting PCC Helpdesk.
- NO space heaters or fans
- NO copy paper unless unable to obtain from Copy Center
- NO software purchases outside of the United States
If this is the only way to purchase software, vendor should supply W-8BEN form (or applicable) to show tax withholding.

2.8 Purchasing Flexibility

North Carolina General Statute 115D governs the purchasing policies and procedures that Pitt Community College Purchasing must adhere to when processing requests for goods and/or services.

G.S. 115D-58.14 - Purchasing Flexibility

Community colleges may purchase state contract supplies, equipment, and materials from noncertified sources subject to the following conditions:

- The purchase price, including the cost of delivery, is less than the cost under the State term contract; and
- The cost of the purchase shall not exceed the bid value benchmark established under G.S. 143-53.1; and
- **The items are the same or substantially similar** in quality, service, and performance as items available under State term contracts.

Substantially similar is defined as having comparable, but not identical characteristics in terms of quality, service and performance as items available under State term contracts.

Purchasing Flexibility is frequently used when purchasing office supplies. When an office supply is not purchased from Forms and Supply, or any other state contract vendor. “**Purchasing Flexibility**” should be stated in the comments section of the transaction. The price difference should also be noted in the comments section including quantity x unit price, and total.

3.0 How to use the PCC VISA Card

3.1 Before making the charge

Determine if the VISA Card is the appropriate way to make the purchase. Is this a *restricted item*, or *over the transaction limit of \$5,000.00*?

Verify your Card’s available spending limit. This can be done in WORKS, the Bank of America online system. *This amount is not a reflection of your available budget.*

Before making a purchase, you should determine if the item is available on **State Contract** (<https://ncadmin.nc.gov/statewide-term-contracts>). If the item is not on state contract, is the pricing the best you can obtain?

3.2 Using the VISA Card

Some local vendors (ex: Lowes, Sam's) are requiring PIN numbers when you use your Card. Purchasing does not have access to your PIN number. **Instructions on retrieving your PIN can be found when logged in the Works system under My Announcements.**

The Cardholder will inform the vendor that the goods are to be taxed at the current rate even if the item is sold tax exempt. (PCC is not Tax-Exempt).

Make sure the total amount of the purchase including taxes, shipping, etc., does not exceed the transaction limit of \$5,000.00.

The vendor should not charge your Card until the merchandise has been shipped. If your transaction appears and you have not received the merchandise, you must call the vendor to check the status of your order.

Cardholders must add detailed description to the Transaction comment box in Works for any receipt that is unclear. Details must be added at transaction sign off so they are available for review at any time.

The authorized Cardholder is responsible for all activity on his/her Card.

Notify vendors when placing orders of PCC's hours of business. Do not forget to include holiday closings and summer hours for deliveries.

When making a purchase always give the following to be included on the outside of the package: When ordering online a Billing Address might be requested.

Shipping Address:
Pitt Community College
(Last name/location/VISA)
2064 Warren Drive
Winterville, NC 28590

Billing Address:
Pitt Community College
PO Drawer 7007
Greenville, NC 27835

Under no circumstances should merchandise be received at an employee's residence.

Always ask for an itemized receipt/packing slip to be sent with the purchase. Contacting the vendor to obtain required receipts should be done promptly once a transaction is posted in Works.

It is the responsibility of the VISA Cardholder to contact the vendor if order is not received, to make sure order is correct, and to contact the vendor with any issues including a correct receipt. Any returns should have credits applied to the VISA Card account, which may be on the next billing cycle. A credit is treated as a transaction and will need a credit memo downloaded as a receipt and attached to the transaction prior to sign off.

Making purchases with the Card does not change the rules and regulations set forth by Pitt Community College and the State of NC. The Card is just another means of payment.

You must obtain an itemized receipt with pricing for every purchase made. This is a requirement of using the VISA Card. An itemized receipt shows vendor name, quantity, description, tax if applicable and total. *If tax in Works is different than what is on receipt, change the amount you see in Works to match receipt.

When making a purchase in person you should follow your department's internal procedures for determining that a purchase is required and authorized.

Making a purchase of consumables (food, water, coffee, etc.) usually means that a Special Funds account code is being used as State and County funds do not normally allow these purchases. **Make sure you have prior approval for these funds and attach documentation of approval into Works.**

- The Card may not be used to pay for airfare, bus fare, or train fare unless it is for student travel. NO MEALS and NO HOTEL charges are allowed unless it is for student travel. Faculty should still turn in the Petition to Travel for their own expenses.

3.3 Making a purchase on the internet

When using an online website to make a purchase be sure the website is secure. It should have https:// in the web address, or a closed lock at the bottom of the screen, or it may appear in the URL address. It could also have “green” in the URL indicating safe. It is always better to call and talk with a representative to see if they offer educational discounts.

4.0 Compliance

4.1 Misuse of a Card

The issuance of a Card for the purchase of goods is a privilege that ceases upon separation from Pitt Community College.

PCC Purchasing reserves the right to revoke and cancel any credit Card(s) for failure to comply with policies and procedures set forth in the VISA Card program.

PCC Purchasing also reserves the right to evaluate any violation(s) and may allow an explanation of violation(s) from the department, which may be used as a factor to continue Card privileges, or not.

PCC Purchasing has the right to take appropriate action as deemed necessary.

4.2 Card suspension or termination

Fraudulent or deliberate misuse of the Card, including using the Card to make personal purchases even if you intend to reimburse PCC or the use of the Card for unauthorized purchases may be cause for immediate cancellation of Card privileges. This may result in disciplinary action.

A pattern of violation of PCC Purchasing and Card policies that have been documented, such as:

- Splitting orders to avoid dollar limitation
- Noncompliance with State contracts and/or Purchasing policies and procedures
- Delays in reconciling and/or signing off on transactions in a timely manner. ***Transactions should be complete before the next cycle***

which begins on the 5th of each month

- Incomplete documentation
- Misuse of funds
- Unauthorized charges
- Travel related violations

Cardholder's may be required to attend Card training upon accumulation of three (3) or more violations from any of the categories listed above during a six months' period. The Card may be placed in a hold status until attendance at a class is documented.

Using someone else's Card, or allowing others to use your Card, and failing to secure the Card are not allowed and may be cause for cancellation.

4.3 Personal use

The Card is NOT to be used for personal purchases under any circumstances, even if you intend to pay PCC back. ***Intentional abuse of the VISA Card is cause for immediate cancellation of the VISA Card.***

Unintentional use as determined by the P-Card Administrator will be handled on a case-by-case basis. Repeated offenses, unintentional or otherwise, is cause for Card cancellation.

4.4 Splitting transaction to circumvent transaction limits

The total order to a single vendor should not be "split" or divided into multiple smaller dollar purchases to stay under your single, daily, or monthly transaction limits. ***This includes having several Cardholder's within a department pay for a portion of an order.***

4.5 Noncompliance with State Contracts or Purchasing Policies

All State of NC purchasing rules and regulations apply. State Contract items must be purchased through the State Contract vendor.

4.6 Transactions not signed off in a timely manner

The statement closing date is on the 4th of each month. Transactions should be

signed off by you and your approver by the 4th of the following month so the cycle can be completed. ***Please be aware transactions not signed off on time could result in a deducted available credit limit for the next cycle.***

The VISA Card Administrator upon receipt of a written (emailed) explanation may consider extenuating circumstance on a case-by-case basis. Request for an extension must be made prior to due date.

4.7 Offenses for Delinquent or Incomplete transactions

First Offense—Transaction flagged until issue(s) resolved.

Second Offense—Temporary suspension of Card. Card will not be reinstated for a minimum of 10 days.

Third Offense—Temporary suspension of Card. Card not to be reinstated for a min. of 30 days, plus written memo from Department Head regarding reason why and steps/prevention.

The above-mentioned statement offenses will be considered in a six months' period. If delinquent statements persist, Purchasing reserves the right to cancel or suspend Card privileges.

4.8 Incomplete sign off or documentation

Transaction process is considered incomplete for either of the following reasons:

- Missing invoices/receipts, receipts not itemized
- Receipt totals that do not match transaction total

Every effort is made to give the VISA Cardholder opportunity to provide complete information. However, Cardholder's who do not comply with our request for items/information after two notices will have their Card suspended. Once the documentation is provided to Purchasing, the Cardholder's Card will be reinstated **at the close of that current billing cycle.**

4.9 Misuse of funds or use of invalid account codes

The Card does not change what you buy, but how you pay for it. The VISA Cardholder is responsible for being aware of the rules and guidelines applicable to each account.

4.10 Card reinstatement policy

Reinstating a Card that has been cancelled due to any compliance issues involves following these objectives:

- Cancellation period is a minimum of 30 days.
- All delinquent reconciliations must be finalized
- The VISA Cardholder will be required to re-apply by submitting a new Card application with approvals. The application must have a memo from the Department Head explaining the steps that have been taken to prevent the situation from happening again.
- Purchasing, the Cardholder, or the Department Head may request a meeting if necessary.
- Cardholder and reconciler will be required to attend Card training.

If, after reinstatement and retraining, the Cardholder continues with violations their account will be closed for a minimum of one (1) year as deemed appropriate by Purchasing.

4.11 Card Disciplinary Actions (Offenses occurring within 6 months` time span)

Abuses	Single Occurrence	Second Occurrence	Ongoing Occurrence
Personal purchases	Cardholder required to reimburse PCC, Suspension of Card depending on situation	Suspension of Card for a minimum of 30 days	Permanent suspension of Card
Split purchase to avoid \$5,000 single purchase limit	Written warning	Temporary suspension of Card. Card will not be reinstated for a minimum of 10 days	Temporary suspension of Card. Card will not be reinstated for a minimum of 30 days
Non-Compliance with State Contracts and Purchasing rules and regulations	Written warning	Temporary suspension of Card. Card will not be reinstated for a minimum of 10 days	Temporary suspension of Card. Card will not be reinstated for a minimum of 30 days
Delinquent or incomplete transaction (includes not having correct receipt, appropriate approval form, sign off or approval)	Transaction flagged until issue(s) resolved	Temporary suspension of Card. Card will not be reinstated for a minimum of 10 days	Temporary suspension of Card. Card not to be reinstated for a min. of 30 business days, plus written memo from Department Head regarding reasons why and steps/prevention
Misuse of Card (purchases that have fraudulent intent, User keeps items supposedly purchased for PCC)	Permanent suspension of Card or use of a Card		
Unauthorized charges or use of the VISA Card (charges without prior approval, or not having access to correct fund source)	Temporary suspension of Card, reinstatement after written justification from Cardholder	Temporary suspension of Card, reinstatement 10 days after receipt of written justification	Card will not be reinstated for a minimum of 30 days after receipt of justification, and/or suspension of Card
Travel related violations (non-student related: lodging, food/meals, taxis, airfare)	Written warning	Temporary suspension of Card, Card not to be reinstated for a minimum of 10 days	Temporary suspension of Card. Card will not be reinstated for a minimum of 30 days

5.0 Reconciliation

5.1 Monthly statement report

The Reports tab in Works allows users to create, review, and schedule reports. The Reports tab and the secondary tabs display in a drop-down menu and allow the user to navigate within Reports.

Steps to creating the Monthly Statement Report:

1. Click on Reports Tab
2. Choose Create
3. Category-Drop down and choose *Spend*
4. Template-Drop down and select *Choose from all available templates*
5. Click on *Monthly Billing Statement* and choose *okay*
6. Scroll to bottom of page and click on *Submit Report*
7. On Completed Reports page wait until report is ready under Status
8. Click on xls and Open or Save report

The same procedure can be done when you want a report to check transactions during the month. On step 5 above, just choose *Monthly Transactions*.

5.2 Reconciliation Procedures

Receipts/invoices must be itemized and must provide the following:

1. Vendor name
2. Date
3. Description and quantity
4. Unit price
5. Extended price
6. Tax, shipping/freight
7. Total transaction amount
8. Packing slips may be used with itemized information as listed above.

Cardholder is responsible for:

1. Reviewing charges for accuracy
2. Obtaining itemized receipts which match the charge of the transaction *correct tax in Works if it does not match receipt

5.3 Missing/lost receipt

Most vendors can supply a receipt that is missing, or lost. After all avenues have been taken to obtain a receipt, and it's not possible to get it, then *The VISA Card Receipt Exception Form* can be completed and submitted for approval. This form can be found on the PCC Purchasing website in myPittCC portal.

Timely transaction sign off and responsible purchasing are the only ways to keep a Card.

6.0 Works Interface

6.1 Forgotten Login Name or Password Resets in Works

If you forget your Login Name, your CARD Administrator can send an automated email containing the Login Name.

If you forget your password, click the appropriate link on the Login page. The Forgot Your Password screen displays and prompts you to enter your Login Name. After entering your Login Name and clicking Submit, Works sends you an email with instructions on how to create a new password. However, you must know the answers to your security validation questions in order to create a new password. If you do not know your security validation answers, your CARD Administrator can reset your password. This allows you to select new security validation questions and answers. You are required to change your password the first time you log into Works after the VISA CARD Administrator resets your password.

Notes:

Password resets are temporary and active for three days, but if you fail to log in using the temporary password within three days, the password will expire and the Administrator must reset the password for you again.

Security validation answers and usernames are not case sensitive. However, passwords are case sensitive.

6.2 Logging In and Out in Works

To log into Works, users must enter www.bankofamerica.com/worksonline in their computer's browser. Internet Explorer, Mozilla Firefox, Google Chrome, and Safari are the recommended browsers for Works. The first time you log into Works, the initial login to Works screen requests the Login Name, Password, and email address associated with your credentials. After the initial login to Works, subsequent logins do not require you to enter an email address, and you may use <https://payment2.works.com/works> as the web address.

Users may log out of Works from any screen in the application after clicking the Log Out link in the upper-right corner of any screen.

6.3 Security Timeout for Works

For security reasons, Works is designed to time out if the application is open but not active for 15 minutes. This is known as a security timeout. If Works performs a security timeout, you are prompted to enter your login information (Login Name and password) to re-access Works. Note that your last action in Works will be saved and accessible after you enter your login information. A user is allowed six attempts (occurring within a five-minute period) to log into Works. A login attempt fails if the user enters an incorrect Login Name or password on the Log into Works screen. After a user's login attempt fails five times, a message displays warning the user that another failed attempt will lock the user out of Works. This lockout remains in effect for 30 minutes. After 30 minutes, the user can attempt to log in again. If necessary, Works Customer Service can reset the lock for the user.

6.4 Navigating Works Home Page

The Home page includes Action Items, the Accounts Dashboard, and My Announcements:

- Action Items list tasks assigned to you.
- Accounts Dashboard lists the accounts you are authorized to use.
- My Announcements contains messages or announcements from your P-Card Administrator.

6.5 Accounts Dashboard

The Accounts Dashboard lists the accounts you are authorized to use. Summary information for each account includes Credit Limit, Current Balance, Available Spend, and Available Credit. The credit limit is the total spend (or ceiling) allowed on the account during the month. The current balance is the amount already spent for the month. Available Spend is the monthly amount assigned to the VISA Card. The available credit is the calculated total of the credit limit minus the amount of money already spent this month.

Note: The Available Credit amount calculates only posted transactions. If you have outstanding authorizations that have not yet posted to Works, those amounts are not included in this total.

6.6 User's Guide for Works

For additional help you can access Work's Training Guides and Training Videos when you log in. They are located at the bottom of the page.