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Section I: GENERAL INFORMATION

What is a ProCard?

The Procurement Credit Card (ProCard or P-Card) is a tool for faculty, staff, and departments to make purchases of goods or services on behalf of the University for which Cal Poly is financially liable. Procurement Services is the only department on campus that was delegated the authority from the Chancellor’s Office to procure goods and services on behalf of Cal Poly. In turn, this authority is delegated to various departments, faculty, and staff within specified spending limits. This delegation of authority comes with the responsibility for departments to observe all University policies and procedures related to purchasing, and to observe all laws and regulations (state and federal) that apply to the commercial transactions placed via a ProCard.

ProCard is designed specifically for low value and low volume purchases in order to achieve cost savings and improve processing time. A ProCard is a privilege that can be revoked in cases of non-compliance to established policies and procedures.

Types of ProCards

There are two types of ProCard: an Individual ProCard and a Department Card issued to a department and assigned to a Card Administrator. The policies and procedures are the same for both types of ProCards, unless specifically noted.

INDIVIDUAL PROCARD

An Individual ProCard is issued to an employee in their name. This card can be used to make purchases of low value, low volume, and off-campus services in accordance with this Policy Manual.

DEPARTMENT CARD

This card is issued in the name of a department and can be assigned up to two Department Card Administrators, who are responsible for the use of the card. This type of ProCard should be requested if the need arises for multiple employees to use the card.
Section II: APPLYING FOR A PROCARD

1. Select an Approving Official.

An Approving Official is defined as an employee with a classification of MPP, Department Head, Department Chair or Confidential Employee. An Approving Official will review and authorize the cardholder’s charges each month and should be at least one level above the cardholder. A cardholder cannot approve his or her own charges.

An approver for the department card and Department Card Administrator cannot be the same person, as the delegation of authority is necessary for fiscal accountability.

2. Determine a Monthly Spending Limit.

The cardholder’s Approving Official and/or Department Budget Analyst will help determine the monthly spending limit for a cardholder. Monthly spending limit should be set to accommodate your department’s purchasing needs. Because the ProCard is designed for low-value and low-volume purchases, monthly spending limit shall not exceed $10,000. Single purchase limit cannot exceed $3,500.

The ProCard Program Administrator will periodically assess spending limits on the ProCard. The spending limits may be modified upon the ProCard Program Administrator’s discretion if they are not commensurate to the amounts spent on the card.

3. Determine a Default Chart of Accounts.

Chart fields need to be requested as the default on your card. Typically, the Administrative Coordinator or Budget Analyst of the department will know what chart fields to use. All charges on a credit card will be charged to this default chart of accounts, unless they are changed in PeopleSoft Financials during the reconciliation period (please refer to the ProCard Calendar on our website for the billing cycle dates).

4. Complete an Application and have it signed by the cardholder and Approving Official.

5. Training.

ProCard will arrive at Procurement Services office. The ProCard Program
Administrator will contact the cardholder regarding training. A training session is mandatory for all cardholders, and must occur before the card is released to the cardholder. The cardholder must sign the Cardholder’s Agreement.

Existing cardholders may at times be required to retrain, if deemed necessary by the ProCard Program Administrator.
6. **Activation.**

To activate the ProCard, call the US Bank customer service number (800) 344-5696. If calling from a campus phone, after the system answers press 9 to activate the tone sender.

- Enter 16-digit US Bank credit card account number.
- Enter Cal Poly’s zip code 93407.
- Press “1”.
- Enter the last four (4) digits of Cal Poly’s generic social security number, “9999”.
- Enter business phone number provided upon application.
- Press “1”.

**Sign the back of your card.**
Section III: USES OF THE PROCARD

Allowable Purchases

NOTE: Please be sure to visit Campus Marketplace and ESM Campus Marketplace first. Cal Poly has a number of preferred vendors and contracts that provide favorable terms, i.e. printing, catering, rentals of tables, chair and tents, etc.

1. Equipment.
   If an item costs $1000.00 or more, it is considered theft sensitive and must be property tagged. If you need assistance in determining whether or not an item could be classified as equipment, please contact the Property Accounting Office, ext. 6-2570.

2. Off-campus services with no contracts required.
3. Subscriptions and memberships.
4. Conference and training registration fees.
5. Professional dues.
6. Printing.
7. FedEx and UPS (off campus).
8. Postage.
10. Catering by Cal Poly approved caterers (see Campus Marketplace).
11. Tables, chairs, tent rentals provided by Cal Poly approved vendors (see Campus Marketplace).

Purchases that Require Additional Documentation and/or Preapproval

1. Furniture. Contact your Procurement Specialist outlining what needs to be bought, quantity, price, vendor and where it needs to be delivered in order for the Procurement Services to verify the items are compliant with ADA and safety requirements. If approved, a waiver will be issued.

2. Hospitality expenses. Hospitality Justification Form must be filled out to justify any hospitality expenses and included with the monthly statement submitted to Payment Services. All charges are subject to the Hospitality Policy.

3. Local hotels are used for hosting and hospitality only, including hospitality-related deposits. Contact your Procurement Specialist for review and approval of the purchase. If approved, a waiver will be issued.
4. **Software.** A [Software Waiver Form](#) must be filled out and sent to your department’s Procurement Specialist for review and approval prior to the purchase. If approved, a waiver will be issued.

5. **Emergency Purchases** that exceed established spending limits or are outside of the ProCard Policy. An emergency is defined as when condition exists involving public health, welfare or safety. Failure to allow adequate lead times does not constitute an emergency. Your Procurement Specialist needs to be contacted prior to the purchase to investigate the possibility of waiving the established controls and limits. If approved, a waiver will be issued.

6. **Hazardous Materials.** Hazardous materials may include hazardous chemicals, compressed gases, radioactive materials, biological organisms, and controlled substances and precursor chemicals, as defined by federal, state, and local regulations and University policies. The cardholder or Department Card Administrator are responsible to receive approval from their Department Chair, Director, Administrator, or designated safety coordinator, who is responsible for authorizing the purchase of hazardous materials for use in their department.

   **RADIOACTIVE MATERIALS:** All radioactive materials must be purchased by the Radiation Safety Officer in EH&S (RSO). Requests must be sent to the RSO with a chart field string to be charged to the requesting department or grant. For more information, see the Radiation Safety Manual

   **CONTROLLED SUBSTANCES** and **PRECURSOR CHEMICALS:** The purchaser shall seek and receive approval for the purchase of controlled substances and/or precursor chemicals as described above. In addition, the purchaser must request approval from EH&S prior to submitting the request to purchase.

   The Department Chair, Director, Administrator, or designated safety coordinator shall ensure all hazardous material purchases are included in their department’s hazardous materials inventory, and they shall send the updated inventory to the Environmental, Health and Safety Department at: environmental-health-safety@calpoly.edu. The cardholder or Department Card Administrator are responsible to do the due diligence in investigating whether the materials purchased are hazardous. Contact Environmental Health & Safety at 6-6665 for assistance.

Reference: [EH&S Hazardous Materials Procurement Policy](#)
Prohibited Uses of Procurement Credit Card

1. **Personal purchases.** The ProCard must only be used for allowable University purchases. It is not acceptable for a cardholder to make a personal purchase, even if the intent is to reimburse the University. Accidental and purposeful use of the ProCard for personal purchases will be considered serious misconduct and will be considered a violation, resulting in the card being revoked. If your card was used for a personal purchase, you must reimburse the charge through the Cashier’s Office with a written explanation. Attach your receipt and letter of explanation to your monthly ProCard Statement.

2. **All on-campus services** (i.e. printer maintenance, equipment repair). Such purchases require vendors’ insurance, must be accompanied by an agreement signed by your Procurement Specialist, and must be bought via a purchase requisition regardless of the dollar amount.

3. **Travel related expenses** (hotels, car rental, taxis, Uber, gasoline, airlines, and meals while traveling).

4. **Splitting of purchases** to circumvent the $3500 single purchase limit.

5. **Purchases which result in a conflict of interest** for the user, resulting in personal gain or violate CSU policy and procedures. ‘Conflict of Interest’ is defined as follows:
   “No public employee at any level of state or local government shall make, participate in making or in any way attempt to use his [or her] official position to influence a governmental [CSU] decision in which [s/he] knows or has reason to know [s/he] has a financial interest.” Gov’t Code § 87100.
   “Any person who willfully violates the general prohibition is guilty of a misdemeanor.” Gov’t Code § 91000.

   This prohibition applies to all CSU employees.

6. **Large volume, routine repetitious purchases from one supplier.** Please work with your Procurement Specialist to acquire such purchases.

7. **Cellular Service.**

8. **Amazon Prime, Costco memberships** or other similar personal memberships.
9. **Automatic renewals of software.**

10. **Fines, late fees, penalties, interest charges.**

11. **Uniforms and safety shoes.**

12. **Drones.**

13. **Any agreement or contract which requires signature** (lease, maintenance, consulting).

14. **Cash advances or cash withdrawals from ATM machines.**

15. **Cardholders must not allow other persons to make purchases using their Individual ProCard.** If the need arises for multiple employees to use the ProCard, the Department Card must be obtained and respective procedures followed.

16. **Purchases that result in copyright infringement.**

17. **Gift cards** and other money equivalents. Note: gift cards to the University Store are allowed for hospitality purposes if they are $100 or less in value. Gift cards to other on-campus vendors are allowed if they are $10 or less in value.
Section IV: RESPONSIBILITIES

All cardholders, approving officials and department card administrators are responsible for ensuring the Procurement Credit Card is used in accordance with the policies outlined in this manual and that all purchases are in compliance with CSU procurement and contracting policies and procedures.

Responsibilities of the Cardholder

1. Completing mandatory training (or retraining, if deemed necessary by the ProCard Program Administrator) and signing Cardholder’s Agreement before ProCard is issued.
2. Registering the card on the US Bank website and closely monitoring spending limits, transactions and balance.
3. Security of the ProCard. If kept in a personal office, it should be kept out of sight, and preferably some place that can be locked when not in use.
5. Timely preparation of the monthly statement and submitting it with signatures to Payment Services. Please refer to the ProCard Calendar on our website for the statement due dates.
6. Making necessary arrangements prior to any absences to ensure the statements are still reconciled on time regardless of the cardholder’s personal schedule or sick leave.
7. Filling out a ProCard Revision Form if changes need to be made to the cardholder’s information originally provided in the Application form.
8. Reporting fraud to the US Bank and disputing charges.

Responsibilities of the Department Card Administrator

1. All of the responsibilities of Individual ProCard holders apply to Department Card Administrators.
2. Ensuring all persons using the Department Card have read and agree with the ProCard Policy and Procedures.
3. Ensuring all persons using the Department Card make and document purchases, handle the card in compliance with the ProCard Policy.
4. Keeping record of employees who use the ProCard. This list should be made available to Procurement Services and Payment Services staff upon demand.
Any staff or faculty involved with the preparation of procurement card reconciliations should be familiar with the ProCard and procurement policies and can request training from the ProCard Program Administrator at any time.

**Responsibilities of the Approving Official**

1. Completing and acknowledging required ProCard Approving Official Training (currently administered online via Skillsoft).
2. Reviewing all transactions and certifying they are all appropriate bona fide business expenses and are made in accordance with the policy.
3. Ensuring adequate transaction documentation exists as is established by the ProCard Policy and Procedures (such as hospitality forms and waivers where necessary).
4. Identifying possible violations of assigned cardholder(s) and taking appropriate action if violations are found. In cases of violations, the ProCard Program Administrator has to be notified.
5. Notifying the ProCard Program Administrator when their assigned employee no longer has a ProCard, has left the University or changed departments.
6. Signing and dating the monthly statement prepared by the cardholder.
7. Delegation of authority is put in writing prior to any absences in order to ensure the ProCard reconciliation and approval process takes place regardless of the Approving Official’s personal schedule or sick leave. Cardholders must attach the written delegation of authority to their statements, if another Approving Official is temporarily approving their ProCard purchases.
8. Ensuring the ProCard has not been used for prohibited purchases.
9. The charges as shown on the PeopleSoft Financials statement have the correct chart of accounts, all receipts and supporting documentation are attached to the statements.

Approving Officials may be required to retrain, and/or the cards of c blocked if the established policies and procedures are not followed.
Section V: PROCEDURES

Documentation of Purchases

Documentation of purchases is required regardless of whether the purchases were made in person, over the phone, online or by any other means. The cardholder must have an itemized receipt, which consists of the following:

1. Description of commodities purchased
2. Name of vendor
3. Quantity purchased
4. Price per item
5. Amount of sales tax
6. Shipping charges, if applicable
7. Total amount

Certain purchases require preapproval, and/or issuance of a waiver, and all hospitality charges require a Hospitality Form to be filled out. All additional documentation must be attached to the monthly statements and submitted to Payments Services before the submission due date. For the list of purchases requiring additional documentation refer to Section III: Uses of the ProCard: Purchases requiring additional documentation and/or Preapproval.

If receipts are lost, and duplicate copies cannot be obtained from the vendor, the cardholder is responsible for filling out a Lost Receipt Form for the transactions missing documentation.

Monthly Reconciliation Process in PeopleSoft

The billing cycle closes on the 15th of the month. The following day, unless it falls on the weekend, ProCard transactions will be loaded into PeopleSoft Financials – CSU ProCard Module.

A reminder will be sent via email to reconcile your statement. Cardholders have 10-12 calendar days to complete the monthly reconciliation process in PeopleSoft Financials. For the exact due dates for submission refer to the ProCard Calendar. After the due date, no changes can be made to a statement, and the chart field cannot be updated. Past statements can be reviewed in PeopleSoft Financials Completed Inquiry.

Note: The cardholders should make arrangements for someone in their department to
complete the reconciliation process if the cardholder is out of the office during the reconciliation period. The Approving Official should provide written delegation of authority to sign on their behalf during their absence. This delegation letter must be included with your monthly statement.

HOW TO RECONCILE YOUR PROCARD STATEMENT

Note: the best browsers to use are Internet Explorer or Safari. Sometimes statements won’t print in other browsers.


2. Go to Main Menu.

4. Enter last name. Search.

5. Click View All. Provide a description of purchase in the description field for each transaction. Substantiate descriptions with how this purchase pertains to University business. If the purchase required a waiver, insert the waiver number into the description field of the transaction. Save. Make sure the vendor’s name and dollar amount for each transaction is correct. If the default chart fields need adjustment, make the necessary changes. If charges are to be split by multiple chart fields, click “+” sign to add line and insert the additional chart field combination Save.
6. After all edits have been made, and the changes saved, click on the Printer icon. Then, click Process Monitor.
7. Click on the yellow Refresh button multiple times, until you see Success and Posted displayed on the right hand side of processes. Then click Details.

8. Click View Log/Trace.

9. Select the PDF hyperlink to view your statement.

11. Sign statement, paperclip receipts in order of transaction listed on the statement, and have the Approving Official sign the statement.

12. Send the signed ProCard Statement with all itemized receipts and all additional supporting documentation to Payment Services no later than the end of business of the due date listed on the ProCard Calendar.

13. Statements may be brought to Payment Services or a legible copy emailed to Payment Services at sbs-payment@calpoly.edu. If a legible copy is not provided, Payment Services may request the original be brought to the office.

Registering Your Card on US Bank Website
Becoming a registered user on the US Bank website will allow you to:

- View your previous and pending transactions
- View the monthly credit limit
- View your available credit and account balance
- View your statements
- Dispute charges

If you need help navigating the US Bank website or you forgot your user ID or password, call Access Online Support line (877) 887-9260.

HOW TO REGISTER YOUR PROCARD WITH THE US BANK:

1. Go to access.usbank.com and click on the “Register Online” link.
2. Scroll down. Click on “I Accept”.

Click "I Accept"
3. Complete all the fields with the asterisk symbol *. 
ProCard Violations and Correction Procedures

Any misuse of the ProCard as outlined in this ProCard Policy and Procedures, or failure to follow the established protocol and untimely submission of documentation of purchases is considered a violation. A cardholder who incurs three (3) violations within a fiscal year, will have his/her ProCard temporarily deactivated until retraining takes place. A reoccurring pattern of violations after retraining will result in the ProCard being revoked. Departments are encouraged to develop internal policies and protocol to ensure violations do not occur.

When three (3) violations accrue on a Department Card, the Department Card Administrators, as well as the Approving Officials may be required to retrain.

Reporting Fraud and Disputing Charges

FRAUD

If there are fraudulent charges on your ProCard, call the Fraud Prevention line at US Bank (800) 523-9078. Be ready to verify your identity. Cardholder may be asked a security question selected upon registration or to verify the following information:

- Cardholder’s address (answer: 1 Grand Ave, San Luis Obispo, 93407)
- Cardholder’s phone number (answer: cardholder’s office phone number)
- Cardholder’s social security number (answer: 999-999-9999)
- Cardholder’s credit limit (answer: monthly credit limit on the card)

A new card will be issued. Replacement cards will be mailed to Procurement Services office. The ProCard Program Administrator will notify the cardholder when card is ready to be picked up.

If a charge is fraudulent, please write “Fraud” in the description field for the appropriate charge the month statement in PeopleSoft.

DISPUTING A CHARGE

Cardholders and Department Card Administrators are responsible for contacting the US Bank Customer Service about questionable or disputed items, which appear as a transaction on the bank statement within 60 days after the date of the bank statement.

If an item is billed incorrectly, please write “Disputed” in the description field for the appropriate charge the month statement in PeopleSoft.

If items purchased with the ProCard are received defective, it is cardholder
responsibility to return the item(s) to the merchant for replacement or to receive a credit on the purchase. If the merchant refuses to replace the defective item, then the purchase of this item will be considered “disputed” and US Bank must be notified. Cardholder will be asked to complete the Dispute Form. Once the dispute has been resolved, US Bank will notify the cardholder.

Lost or Stolen Cards

Report a lost or stolen ProCard immediately by contacting customer service at the US Bank at 1-800-344-5696 and notify the ProCard Program Administrator.

When a card is reported lost or stolen, a new card will be issued. Replacement cards will be mailed to Procurement Services. The ProCard Program Administrator will notify the cardholder when a replacement card is ready to be picked up.

Revising Card Account Information

If any of the information provided in the Application Form changes, the Revision Request Form must be filled out and sent to the ProCard Program Administrator.

Terminating ProCard Account

If a cardholder leaves the University, or wishes to terminate his/her ProCard account their ProCard must be returned to Procurement Services, or safely shredded, and the ProCard Program Administrator notified.
### Section IV: REFERENCES

<table>
<thead>
<tr>
<th>ProCard website (forms, tutorials and other resources)</th>
<th><a href="https://afd.calpoly.edu/cprm/procurement/procard">https://afd.calpoly.edu/cprm/procurement/procard</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>US Bank 24-Hour Customer Service</td>
<td>(800) 344-5696</td>
</tr>
<tr>
<td>US Bank Fraud Prevention Line</td>
<td>(800) 523-9078</td>
</tr>
<tr>
<td>US Bank Access Online Customer Support</td>
<td>(877) 887-9260</td>
</tr>
<tr>
<td>US Bank website (view current balance, current and past transactions, credit limit, dispute a transaction)</td>
<td><a href="https://access.usbank.com/">https://access.usbank.com/</a></td>
</tr>
</tbody>
</table>
| ProCard Program Administrator | Anya Knotts  
  x 65187  
  [aknotts@calpoly.edu](mailto:aknotts@calpoly.edu)  
  Administration Bldg. 1, Room 128 |
| ProCard Payment Technician | Dawn Rudder  
  X 65871  
  [drudder@calpoly.edu](mailto:drudder@calpoly.edu)  
  Administration Bldg. 1, Room 129 |
| Procurement Specialists assigned to departments | [https://afd.calpoly.edu/cprm/contact](https://afd.calpoly.edu/cprm/contact) |