

**Citibank Visa Corporate
Procurement Card Program**

Procedural Handbook

**State University of New York
College at Geneseo**

**FIFTEENTH REVISION
August 2020**



Rebecca E. Anchor
Director of Procurement & Central Services

Thomas R. Underwood
Associate Director of Procurement/
Citibank Visa Procurement Card Program Administrator

Kristi O'Dell
Administrative Assistant 1 Procurement & Central Services

TABLE OF CONTENTS

SUNY College at Geneseo

I. PROGRAM OVERVIEW	1
II. WHO RECEIVES A PROCUREMENT CARD	1
III. APPLICATION PROCESS	1
IV. PURCHASING WITH THE CARD	1
A. Dollar Limits	1
B. Suppliers	2
C. Responsibility of Procurement Cardholders	2
1. Required Purchasing Practices	2
2. Placing Your Order	3
D. Examples of Authorized Purchases	4
E. Restricted Items	4
F. Fiscal Year Restrictions	5
G. Steps for Registering at CitiDirect Online	5
H. Steps for Viewing Statements at CitiDirect Online	5-6
I. Payment and Account Reconciliation	6
J. Steps for Cardholder Electronic Reconciliation	7-8
V. QUESTIONED ITEMS & RETURNS	8
A. Cardholder Responsibilities	8
1. Sales Tax	8
2. Returns and Credits	8
3. Items Not Received	8
4. Disputes	9
VI. LOST OR STOLEN PROCUREMENT CARD	9
A. Cardholder Responsibility	9
B. Citibank Responsibility	9
C. Agency Procurement Card Administrator	9
VII. LIABILITY	10
VIII. SUSPENSION OF PROCUREMENT CARD PRIVILEGES	10-11
A. Misuse or Abuse of the Card	11
B. Fraudulent Use of the Card	11
C. Employee Separation	11

IX. AUDITS OF INDIVIDUAL ACCOUNTS	11
X. KEY CONTACT INFORMATION	12
XI. ATTACHMENTS	
A. Citibank Visa Procurement Card Authorization Form	
B. Citibank Visa Procurement Card Order Form	
C. Citibank Visa Credit/Pending Disputed Item Form	

I. Program Overview

The purpose of the Citibank Visa Corporate Procurement Card is to establish a more efficient, cost effective method of purchasing and payment for small dollar purchases. The procurement card will enable cardholders to make authorized purchases directly from a supplier without processing the traditional paperwork. Cardholders will be able to make purchases up to \$2,500 per transaction with the procurement card.

The cardholder will not be billed directly for the charges, but will receive a monthly statement of information online at www.cards.citidirect.com. The State of New York will be liable for all authorized charges made using the procurement card.

Travel expenses may not be charged on the Citibank Visa procurement card. Registration fees may be charged to the procurement card provided there will not be any travel-related expenses.

II. Who Receives a Procurement Card

Departments will identify the employees who are to receive a procurement card. Cards are issued to individuals. It is important to ensure that each person receiving a procurement card is familiar with State procurement policies and procedures.

Each cardholder will be responsible for verifying all charges associated with the department's specific account number. No unauthorized purchases will be permitted. Any employee making unauthorized purchases will be subject to appropriate disciplinary action. (See Section VIII. Suspension of Procurement Card Privileges.)

III. Application Process

To obtain a procurement card, an Authorization Form (Attachment A) must be completed and approved by your department head, if applicable, and forwarded to the Procurement & Central Services Department. Cards will take around two weeks to arrive.

IV. Purchasing with the Card

A. Dollar Limits

An individual transaction cannot exceed \$2,500. **Orders should not be split in order to facilitate use of the card.** If a department is making multiple purchases, with the same vendor, on the same day, that total over \$2,500, they should be ordered on a purchase requisition instead of your procurement card. Each department may impose additional monetary limits on the procurement card at their discretion.



B. Suppliers

The procurement card is intended for use with suppliers that accept Visa credit cards as a form of payment. Citibank and New York State will actively work to encourage suppliers who are frequently used by State agencies to accept the procurement card. Suppliers can call 1-800-790-7206 to enroll in the Citibank Procurement Card Program.

C. Responsibility of Procurement Cardholders

When an employee receives a procurement card, they will also receive a Procurement Card Order Form (Attachment B) within their procedural handbook. Cardholders should use this form to make additional copies. This form can also be found on the Procurement & Central Services web site.

The individual cardholder must complete a Procurement Card Order Form each time they make a purchase using the procurement card. Supervisory authorization may be set up at this point at the discretion of the department heads.

It is mandatory that cardholders use the Order Form (Attachment B) to log their transactions in order to ensure consistency with the documentation associated with the use of the procurement card. This documentation is used to (1) verify all purchases; (2) audit a specific card; (3) reconcile a reported billing discrepancy; (4) document purchase authority, and (5) document all transactions in detail



1. Required Purchasing Practices:

- **Funds must be available at the time of purchase.**
- **Use of the card is strictly limited to the purchase of commodities for official State use.** Do not use this card for personal charges. Such improper use may subject the cardholder to disciplinary action.
- If the item is available on state contract, it should be purchased from the contract supplier or Preferred Source/MWBE. This information is available by calling Procurement & Central Services at 245-5100.
- If the item is not available on New York State contract, the cardholder should be able to substantiate the reasonableness of price.
- If the purchase will exceed the per transaction limit, do not split the order simply so that the procurement card can be used. Orders over \$2,500 must be placed via a purchase requisition.
- Do not give your card number to anyone other than the supplier from whom you are purchasing.



2. Placing Your Order:

Orders may be placed by phone, fax, online, or in person.

- **Make sure funds are available** and complete a Procurement Card Order Form (Attachment B).
- Notify the supplier you will be using the CITIBANK VISA Corporate Procurement Card and verify that they will accept it.
- **Identify yourself as a New York State employee.**
- **Notify suppliers that the purchase is tax exempt** and provide the NYS Tax Exempt Number (14740026K). (If the supplier requests a Tax Exempt Certificate, contact the Procurement & Central Services at 245-5100.)
- Identify the item and provide a complete description. If available, use the item number as shown in the catalog, the manufacturer's name, model number, and/or part number.
 - a. Indicate the exact quantity you are purchasing.
 - b. Ask for the full dollar amount of each item, and enter this in the "Unit Price" column of the Order Form (Attachment B).
 - c. Ask if there will be any additional charges for shipping. If so, add additional charges to the Order Form (Attachment B).
 - d. Total the amount of the purchase.
- Give the supplier your name as it appears on the card, the account number and expiration date.
- The billing address for all orders you place online should be: cardholder's name, 1 College Circle, Geneseo, NY 14454. **Cardholders shouldn't include their department name or building location as a part of your billing address.**
- **ALL MERCHANDISE SHOULD BE SHIPPED DIRECTLY TO THE ORDERING DEPARTMENT WITH THE LETTERS "VISA" CLEARLY MARKED ON EACH PACKAGE.** (The easiest way to accomplish this is to make "VISA" part of the ship to address, e.g., "VISA - cardholder's name, mail stop, 1 College Circle, SUNY College at Geneseo, Geneseo, NY 14454.")
- Receipt of merchandise should be documented on the Order Form (Attachment B).
- **A Business Purpose or Statement of Need must be included on the Order Form.** This is especially important for all purchases where the business need may not be clear to someone outside of your department.
- Attach original receipts to the back of the Order Form (Attachment B), to be retained for six (6) years, plus the current year. NOTE: If making your purchase in person, obtain an itemized receipt, in addition to the credit card receipt and check the credit card receipt to insure accuracy before signing.

D. Examples of Authorized Purchases (up to \$2,500):

- Books
- General equipment under \$2,500¹ (not computer systems)
- Freight
- Items on a centralized commodity ("P") contract. ("P" contracts are centralized New York State contracts awarded by the Office of General Services.)
- Maintenance/repairs of equipment
- Memberships (that have been approved by the appropriate vice president prior to purchasing)
- Printing
- Registration fees for conferences and seminars
- Shipping charges (UPS, Federal Express, DHL, etc.)
- Subscriptions (that have been approved by the appropriate vice president prior to purchasing)
- Supplies and materials

¹When purchasing equipment under \$2,500, please contact the Property Control Office at 245-5611 to request a non-barcoded property decal to affix to the equipment item.

E. Restricted Items:

- Personal use
- Cash advances
- Cash back on purchases
- Cash refunds on purchases
- Cash refunds on returns
- **Clothing and apparel**
- Contracted services from an individual
- Controlled substances³ (e.g., narcotics, prescription drugs)
- **Computer Systems** (peripherals and components added to an existing system are okay)
- Entertainment (e.g., movies, theater, concerts, etc.)
- **Food** - Alcoholic beverages, coffee service, restaurants, food for departmental parties, etc.
- Gasoline
- Gift certificates
- Gifts and flowers
- Holiday decorations, cards and party supplies
- Insurance
- Items purchased separately that, when purchased together, would exceed the \$2,500 limit (i.e., split ordering).
- Leases
- Live animals
- Medical services
- Non-employee compensation (payments for any personal services)
- Orders exceeding the \$2,500 limit
- **Printers**
- **Products using campus trademarks and logos**
- Radioactive materials
- Rents
- Savings bonds
- **Software**
- Specialty gases/cylinder rentals
- **Travel** (e.g., airline, car rental, lodging, restaurant, etc.)
- When a written agreement needs to be signed by a representative of the College

³Health Services may purchase prescription drugs; this is the only exception to this restriction.

F. Fiscal-Year Restrictions



Before placing any order, make sure funds are available in your account. Procurement card privileges will be suspended at the end of SUNY's fiscal year if a budget is not in place.

Cardholders are advised to use the procurement card judiciously as the end of the fiscal year approaches. Funding will not be available to cover any charges appearing in a new fiscal year until a budget has been passed. In accordance with the terms of the contract, in the event we are unable to pay Citibank promptly, the University will have to pay interest for those charges that appear on the account after card suspension has been enacted.

G. Steps for Registering at CitiDirect Online

Citibank will not mail cardholders a monthly statement showing their charges. Citibank will instead post cardholder's charges and monthly statements on their secure website. If a cardholder elects to view their charges on the Citibank website, they should follow these steps.

1. You can go to the Citibank website by visiting the following link:
<https://home.cards.citidirect.com>
2. This will bring you to the Citi® Commercial Card System. At this point you will need to click on **Self registration for Cardholders** under **First time users**.
3. You will then need to enter your **Card number**, **Account name** (Cardholder name as appears on card), and **Address** (1 College Circle, Geneseo, NY 14454, USA) on the screen below. Click **Continue** once complete.
4. The following screen will then direct you to set up a user name and password using the criteria they have listed. You will also need to set up a few security questions that you will need to answer when signing into the site in the future.

H. Steps for Viewing Statements at CitiDirect Online

1. After registering yourself at the Citi® Commercial Card System, you can sign in to view your charges by going to the same link: <https://home.cards.citidirect.com>
2. You should sign on to the site using the **Username** and **Password** you created when you registered yourself, followed by clicking **Login**. (You can click on **Forgot username** and/or **Forgot password** if you can't remember your login information.)
3. A security question will pop-up. Please answer and click **Continue**.
4. Click **View Statement**
5. Choose the correct **Statement date** needed
6. Click on **Download** (Do not click print as statement will be very small)
7. Choose the **PDF** version and click **Download**
8. A box will pop up stating "Please note that the downloaded file has been cached in local machine." Click **ok**

9. At the bottom of the screen you will see a message that says “your file is ready to download (If your document does not start automatically, please click here).” Click **here**
10. Another box will pop-up. Click **Open**
11. You will now be at your statement. You can print from this screen if you elect to do so.



I. Payment and Account Reconciliation

Citibank will issue a monthly summary report electronically to each participating cardholder for expenses incurred during that particular billing cycle via the Citibank website (<https://home.cards.citidirect.com>). Cardholders should only accept charges for goods and/or services that the supplier has delivered. In other words, any unauthorized charges should be properly questioned on the SUNY Finance Management System and disputed on the Citibank website prior to final reconciliation and certification of your account.

The cardholder should review their Citibank summary statement or their transaction logs via the SUNY Finance Management System online for accuracy and reconcile each transaction with the Order Form (Attachment B) and the supplier receipts and/or invoices. **After completing hard copy reconciliation, electronic certification must be completed on the SUNY Finance Management System.** The Finance Management System may lag two-three days behind issuance of the Citibank summary statement. The Procurement Card Administrator will monitor the AEPC System and notify all cardholders and department heads by e-mail when it is available for electronic reconciliation. **Electronic reconciliation and certification must be completed within seven (7) business days after the Finance Management System becomes available.** Failure to reconcile the hard copy and electronically certify the monthly Citibank statement twice in a fiscal year may lead to revocation of your Citibank Visa procurement card privileges and cancellation of your card.



Review for reconciliation should include the following:

- Make sure all receipts and/or invoices are attached to the back of the Order Form (Attachment B).
- If multiple receipts are issued for one transaction, make sure all associated receipts are stapled together and filed with the corresponding Order Form (Attachment B). The original transaction total should equal the cumulative total contained on the receipts.
- Make sure any charges for sales tax are identified as a credit pending show an attempt to have the sales tax credited.
- Verify that credits for any returned items appear on the Citibank summary statement.
- If a charge appears on your Citibank summary statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until the goods have been shipped. If you cannot resolve the matter with the supplier, contract the Program Administrator to talk about disputing the transaction.
- Make sure there is a detailed description of every transaction made either on your order form or included in the attached paperwork to the order form

J. Steps for Cardholder Electronic Reconciliation

1. Go to www.suny.edu
2. Click the “**Click for more**” option at the bottom of the screen
3. Click “**SUNY Portal**”
4. Select “**Geneseo**” from the drop-down box
5. Enter your **Geneseo email User ID** and **Password**
6. Select “**Remember Me**” if you would like your Campus and User ID remembered next time. (It’s also suggested that you bookmark this page.)
7. Click-on “**Login**”
8. Click-on the tab “**Finance & Management Systems**”
9. Scroll over “**Finance**”
10. Click-on “**Cardholder Statement**” under Procurement Card. ***(See note below if this is your first time logging in to reconcile your card in the SUNY portal.)**
11. Select the “**Statement Cycle**” for the period you are reconciling
12. Review the transactions for the statement cycle to make sure they are accurate and all paperwork is accounted for.
13. If you don’t need to change the account number for any of your charges, skip to step number 18. If you do need to change the account number for a charge, click the “**Edit**” button next to the charge you wish to change.
14. Click “**Edit Funding**”
15. Clear the account number field and start typing the account number that you wish to charge and have authorization to do so. Click on the Account Number.
16. Click “**Save & Return**”
17. Click “**Save**”
18. Click “**Certify**”
19. Click “**Cert Print**” (It may be necessary to allow pop ups for the print screen to appear.)
20. Click “**Print**” at the bottom of the screen
21. Cardholder should sign and date the printed reconciliation, along with the cardholder’s supervisor, where applicable.
22. Email (bardeenk@geneseo.edu), fax (245-5005) or mail (Purchasing & Central Services, Doty 315) a copy of your signed reconciliation to the Purchasing office.

23. Attach the original reconciliation to your paperwork for the statement cycle and retain within your departmental files. The cardholder will need to retain all original receipts and statements for a minimum period of six (6) years plus the current year.

***Note for First Time Reconciling Only.**

After completing step 10 above, you will be brought to a screen that says “Welcome to SUNY Financials P-card!” Simply scroll down to the bottom of the screen and click “**Save**” followed by “**Return to Home.**” (You also may have to enter your 16 digit credit card number.) **This will take you to step 11 above.** (The Home Page field should already be set to Cardholder Statement. If any information is incorrect in Cardholder Settings, please contact the Purchasing department. You may elect to click “Notify me when my card statement is ready for certification” to get an automatic email from SUNY but this is optional as the Purchasing department will send an email to you each month when your charges are ready to be reconciled.)

V. Questioned Items & Returns

A. Cardholder Responsibilities

Whenever an item purchased with the card is returned to the supplier, if the supplier charges sales tax, or if a credit is due, the cardholder must request that the supplier issue a Citibank Visa credit. **Under no circumstances will cash be accepted to resolve a credit situation.**

1. Sales Tax

The College is tax exempt. If a charge for sales tax appears on the Citibank statement, the cardholder should contact the supplier directly to arrange to have this charge reversed. Ask the supplier to credit your account for the sales tax charged and fill out the credit pending section of the Credit Pending/Disputed Item Form (Attachment C) and retain with corresponding log.

If the cardholder has requested the reversal of sales tax and the credit does not appear on the following Citibank statement, they should complete the disputed item section of the Credit Pending/Disputed Item Form (Attachment C) and attach the documentation showing that the request for a charge reversal was made.

2. Returns and Credits

All credits and returns should be documented on credit pending section of the Credit Pending/Disputed Item Form (Attachment C) and filed in your received/pending file for reconciliation of the next statement.

To make a return, contact the supplier directly to determine the proper return procedures. Any credits issued will appear on a subsequent Citibank statement.

If you have returned an item you purchased and a credit for this item does not appear on the following Citibank summary statement, complete the disputed item section of the Credit Pending/Disputed Item Form (Attachment C) and attach the credit voucher or documentation showing the item was returned.

3. Items Not Received

If a charge appears on your Citibank statement for an item ordered but not received, contact the supplier to resolve the matter. Suppliers should not submit charges to Citibank until goods have

been shipped. If you cannot resolve any of the above matters with the supplier, follow the process for disputes as described in the following section.



4. Disputes

Because Citibank Visa purchases are paid in total by the Office of the State Comptroller prior to issuance of the Citibank summary statements, disputed charges always have to be reconciled and certified. However, prior to completing electronic reconciliation, the cardholder is responsible for contacting the supplier if any disputed charges exist. **For assistance with disputes, cardholders should contact the Program Administrator, Thomas Underwood, at 245-5100.**

In addition, cardholders are responsible for resolving disputed charges within a reasonable time frame and in accordance with procurement card procedures. However, if the cardholder cannot resolve a dispute with a supplier, or there is a charge that is unauthorized or unrecognized on the cardholder's Citibank statement, the cardholder must initiate a dispute with Citibank by completing the Citibank Government Cardholder Dispute Form and attaching any pertinent information. This information must then be faxed to Citibank at 605-357-2019 within 60 days of receipt of the monthly summary statement. Citibank will investigate the dispute on the cardholder's behalf and assist in the resolution. Citibank will issue a temporary credit pending final resolution. If the charge is found to be accurate, the temporary credit will be reversed. If the charge is found to be inaccurate, a permanent credit will be applied to the account.

The Procurement Card Administrator will provide assistance with supplier disputes. After receiving a complete description of the dispute, the Procurement Card Administrator will review the dispute and initiate any necessary and appropriate action.

VI. Lost or Stolen Procurement Card

A. Cardholder Responsibility

Any lost or stolen procurement cards must be reported immediately to Citibank at 1-800-790-7206. The cardholder should be prepared to give their name exactly as it appears on the card, the account number, expiration date, and a brief explanation surrounding the loss.

Immediately following verbal notification to Citibank, the cardholder must notify the Procurement Card Administrator at 245-5100. The Program Administrator will also deactivate your card and work with Citibank on getting a new one issued. Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

B. Citibank Responsibility

Citibank will take immediate action to cancel the card reported lost or stolen. Citibank will initiate steps to issue a replacement card within 48 hours of receipt of this written notification. The replacement card will be sent to the Procurement Card Administrator.

C. Agency Procurement Card Administrator

Upon receipt of the new card, the agency Procurement Card Administrator will record the receipt of the replacement card. The agency Procurement Card Administrator will then release the replacement card to the cardholder.

VII. Liability

New York State will be initially liable for all charges to the procurement card except for fraudulent use of the card by a supplier and/or an employee, those in excess of the single per-transaction limits, and any other limits imposed by the participating State agencies.

While New York State will be responsible to Citibank for all employee charges associated with the procurement card, the cardholders themselves will be responsible for reimbursing the State of New York for any charges incurred as a result of misuse or fraudulent use of the card.

New York State will not be liable for any charges incurred by non-employees. Therefore, it is important to immediately report any lost or stolen procurement cards to Citibank. (Section VI - A of these procedures contains the information necessary to report this loss.) Failure to comply with this notification process may result in the cardholder becoming personally liable for the fraudulent use of the card.

VIII. Suspension of Procurement Card Privileges

Improper use of the procurement card by the cardholder may lead to suspension of all procurement card privileges. Card usage may be audited at any time. The Procurement Card Administrator authorizes all requests for suspension.

A. Misuse or Abuse of the Card

The term "misuse or abuse" means the use of the procurement card outside the employee's authorized parameters (e.g., charges in excess of the permitted limit; purchases of items of a type other than those allowed, not keeping receipts or back-up paperwork for transactions, not reconciling statements in a timely manner). Depending on the severity of the violation, the following actions may be taken:

1st Offense: Both the cardholder and the cardholder's supervisor will be notified of the infraction. The cardholder will be advised to use the card for official purposes only, and within the parameters established by NYS and Citibank. The cardholder will also be advised that all procurement card privileges will be suspended if further violations occur. The cardholder will be personally responsible for reimbursing the state for unauthorized purchases.

2nd Offense: All procurement card privileges will be suspended for a period of three (3) months. The cardholder's supervisor and the Associate Vice President for Finance and Administration/Controller will be notified of this violation and subsequent suspension of privileges. At the end of the three-month period, the cardholder's supervisor may elect to reinstate the cardholder's privileges, with the approval of the Procurement Card Administrator. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

3rd Offense: Use of the procurement card will be suspended permanently. The cardholder will be personally responsible for reimbursing the state for any unauthorized purchases.

Note: Departments may implement further departmental disciplinary action.

B. Fraudulent Use of the Card

The term "fraudulent use" means the use of the procurement card with a deliberately planned purpose and intent to deceive and thereby gain a wrongful advantage for oneself or anyone else other than the State of New York. The following actions will be taken:

- Immediate suspension of card privileges;
- Removal of cardholder's purchasing authority;
- Mandate employee reimbursement to the state; and
- Formal disciplinary action which may result in termination of employment pursuant to applicable contract provisions or, for Managerial/Confidential designated employees, in accordance with the provisions of Section 75 of Civil Service Law.

C. Employee Separation

If the cardholder leaves the University, the department head will send the card to the Procurement Card Administrator. The Procurement Card Administrator will direct Citibank to cancel all procurement card privileges for any cardholder that leaves University Service for any reason.

IX. Audits of Individual Accounts

It is important to note that the agency issuing the card, or the Office of the State Comptroller, may elect to audit any and all procurement card accounts at any time. Performance of these audits does not require advance notice. Therefore, it is extremely important that all departments retain accurate records of all transactions made using their assigned procurement cards.

To ensure that cardholders are following the rules established by this Policies & Procedures Handbook, the SUNY Geneseo Procurement Office conducts its own internal audit on the procurement card program. Each month, 2 cardholders will be selected at random, to submit copies of the back-up information for their procurement card transactions, for a given date range, to the Purchasing Office for review. After the review has been completed, the cardholder will receive a summary from the Procurement Office describing any findings and providing comments or suggestions to assist the cardholder in meeting all of the requirements of the procurement card program.

X. Key Contact Information

SUNY Geneseo Procurement Card Contacts

Thomas R. Underwood
Associate Director of Procurement & Central
Services/Citibank Visa Program Administrator
Tel: (585) 245-5100
Fax: (585) 245-5005
Email: underwoo@geneseo.edu

Rebecca E. Anchor
Director of Procurement & Central
Services
Tel: (585) 245-5100
Fax: (585) 245-5005
Email: anchor@geneseo.edu

Kristi L. O'Dell
Procurement & Central Services Secretary
Tel: (585) 245-5100
Fax: (585) 245-5005
Email: odell@geneseo.edu

Citibank Customer Support

- Customer Service - 800-790-7206, option 1
- CitiDirect Online Help Desk- 800-790-7206, option 2

Please note that when calling Citibank, you may be asked for a four digit identification number to verify Citibank is speaking with the cardholder. If you received your procurement card before December 2015, this number is the last four digits of your SSN. If you received your procurement card after December 2015, this number is the last four digits of your SUNY ID number (This can be found under the **Your Settings** link on the **Cardholder Statement** screen when reconciling.).