



UNIVERSITY OF CENTRAL FLORIDA

Expense and Procurement Card Manual

*Procedures for compliance with Expense and
Procurement Card guidelines.*

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Program Overview

Purpose

The University of Central Florida credit card program is designed to provide a more efficient means of making routine purchases, which allows more control at the department level, defrays travel expenses, and streamlines the procurement cycle. Cardholders can use their Expense or Procurement Card to purchase allowable goods and services as long as departments follow required state and university regulations and guidelines. This manual outlines the benefits of the Expense and Procurement Card programs; describes the responsibilities of cardholders, approvers, and departments; and enumerates the rules of the program.

Program Benefits

The credit card program provides the following benefits:

- Allows departmental personnel more time to perform other important tasks related to the university's educational mission.
- Expands the vendor base by enabling cardholders to buy in person from local vendors, by telephone, or online. Cardholders may also receive the lowest discounted price from vendors since vendors will be paid quickly.
- The Expense Card is used to pay for travel expenses as well as the purchase of commodities under \$5,000 that do not require a P.O. When used for travel, Bank of America provides additional travel insurance up to \$250,000 at no cost to the cardholder or UCF.
- Procurement Cards can be used to pay for P.O. purchases. Payments via Procurement Card allow for merchants to be paid quicker and allow for ease of online ordering for purchases that require a P.O.
- Merchants are paid within 24 to 72 hours, depending upon how fast they transmit the transaction to their servicing bank and how quickly the bank routes transactions to Visa. Since merchants will be paid promptly, they should be more inclined to accept cardholders' orders.

Credit Card Company

The university utilizes a Visa card and has selected Bank of America to provide the Expense and Procurement Card management program (WORKS).

Expense and Procurement Card Controls

Responsibilities of Expense and Procurement Cardholders

Cardholders are responsible for the following:

- Completing online Procurement Card Verification and Expense Report training and agreeing to a Cardholder Agreement Form and an Ethics and Purchasing Certification form to acknowledge the responsibilities associated with using an Expense or Procurement Card.
- Ensuring the physical security of the Expense and Procurement Cards and protecting the account number from being used or seen by any other individual, including all UCF administrative personnel.
- Following the UCF Purchasing Guidelines by making purchases of goods or services for their departmental needs and providing documentation for each purchase.
- Obtaining purchase orders for all non-travel purchases greater than \$5,000.

- Request bids for charges exceeding the bid threshold and obtaining quotes for charges that exceed the quote threshold. For more information on bids and quotes, visit the Procurement Services website at <https://procurement.ucf.edu/>.
- Identifying disputed items and contacting the merchant directly to resolve disputes.
- Immediately reporting lost, stolen or compromised cards to the CardPro office, the cardholder's approving official, and Bank of America.
- Notifying the CardPro office of charges that may be improper or fraudulent.
- Ensuring that Expense Card transactions are submitted via Expense Reports and Procurement Card transactions are verified via Procurement Card Verification within twenty (20) days of the transaction or ten (10) days of month end, whichever is sooner.

Responsibilities of Approvers

Approvers are responsible for the following:

- Completing online training for Expense Report approval and Procurement Card Verification approval.
- Reviewing all cardholder transactions on a regular basis and reconciling individual receipts to the Expense Report transaction or Purchase Order and receipts to Procurement Card Verification.
- Tracking disputed items to ensure the proper credit is received.
- Approving charges only when a detailed receipt or invoice of purchased goods or services has been provided by the cardholder.
- Making every effort to approve charges within twenty (20) calendar days from the date that the charge is posted in Workday or within ten (10) calendar days of the month end, whichever is sooner.

Transactions will not be approved if the following criteria is not met:

- Ensure a detailed description is provided within the Memo field on an Expense Report for each transaction prior to approving the charge in Workday.
- Link all travel expenditures to the corresponding Spend Authorization before approving the transaction.

Whenever questions or concerns arise based on the receipts submitted by the cardholder, receipt copies must be obtained directly from the vendor and compared to the receipts submitted by the cardholder. Departmental staff may contact their supervisor, the CardPro office, or University Audit for assistance in obtaining vendor receipts.

Card Credit Limits

A cardholder's monthly credit limit and single-transaction limit are electronically established for each billing cycle. The monthly credit limit restricts the total amount of spending during the statement period. The single-purchase limit restricts the total amount available to purchase for a single transaction. The single-transaction limit does not affect how much can be spent per day; it only affects how much can be spent per transaction.

Initial card credit limits and changes to limits are approved by the Cost Center Manager and should be based on their departmental budget and needs. Every cardholder should keep track of their credit balance or call Bank of America using the phone number located on the back of their card to inquire about the remaining balance of available funds.

The university's Expense and Procurement Card billing periods begin the first day of the month and

continue through the last day of the month. On the first business day of each month, a cardholder's limits will revert to their current approved amounts. If the last day of the month falls on a weekend, the last business day will be the Friday before that weekend, the credit limit will refresh on Saturday.

Cost Center Managers may approve temporary overrides to transaction types and/or credit limits less than \$50,000 by sending an email to CardPro@ucf.edu. Type "Temporary Override Request" in the subject line of the email and include the following information:

- Cardholder Name
- Type of Card (Expense Card or Procurement Card)
- Merchant Name
- Amount
- Reason
- Timeframe

The temporary override will be completed after CardPro office review and approval has been granted. After the requested timeframe has ended, the card limits will automatically revert to their original amounts.

Changes to monthly limits over \$50,000 require vice president or provost approval.

Note: An analysis of card limits will be conducted annually on all cards with a limit a monthly limit over \$20,000. The review will be based on the previous twelve (12) months' activity. Emails will be sent to the cardholder, Cost Center Manager to verify whether the cardholder's limits are appropriate and provide suggested limits. The Cost Center Manager must provide justification to keep the limit as originally established or approve a reduction in the limit.

Card Security

UCF Expense and Procurement Cards should always be protected and kept in a secure location. The only person authorized to use a UCF Expense or Procurement Card is the cardholder whose name appears on the face of the card. Under no circumstances should a cardholder allow another individual to use their card. Since the Expense and Procurement Card is a regular Visa card, it can be mistaken for a personal credit card. For this reason, it is recommended that the cards be kept separate from any personal credit cards.

Misuse or abuse of either card could result in cancellation of Expense and Procurement Card privileges, termination of employment, and possible criminal charges. Expense and Procurement Cards must be used strictly for university business.

Lost, Stolen or Misplaced Cards

If a cardholder loses an Expense or Procurement Card or if it is stolen or misplaced, the cardholder should notify the CardPro office, the cardholder's approver, and Bank of America (1-888-449-2273) immediately. The cardholder must provide receipts for valid transactions that were recently made on the card prior to reporting it lost or stolen.

The approver should closely monitor all transactions posted in Workday and dispute charges that appear to be fraudulent. The cardholder's department will be liable for all charges incurred if a fraudulent transaction is not disputed within 60 days following the end of the billing cycle in which the disputed transaction occurred.

Employment Change/Transfer/Termination

It is the cardholder's responsibility to contact the CardPro office to cancel their card. This request can be made by submitting the "Expense and Procurement Card Request-Close Account" through Workday Request. The card is cancelled at the time of receipt of the request to close account or when the cardholder has notified the CardPro office by phone or email. It is recommended that the cardholder destroy the card using a shredder. Cardholders also have the option of returning their card to the CardPro office, however, this is only suggested when the request is made by phone and the CardPro office has already cancelled the card in the Bank of America WORKS system.

The CardPro office uses the Find Credit Cards Report to identify cardholders with active cards who have been terminated. This information is used to cancel cards in Workday and with Bank of America for employees who no longer with the university. It is the responsibility of the cardholder and their department to ensure that all outstanding transactions are submitted and approved.

Expense and Procurement Card Policies and Procedures

Who Should Have an Expense or Procurement Card

Expense Cards may be requested for any A&P staff, faculty, USPS, and full-time OPS employees who travel or purchase commodities for their department. Procurement Cards will be limited to select users in the college/division Finance Business Centers and kNEXT. Requests for new Expense and Procurement Cards will be routed Cost Center Manager for approval in Workday. There is no cost or charge assessed to any UCF department to participate in the Expense or Procurement Card programs.

Type of Cards

Expense Card

An Expense Card is a credit card that is set up for expense usage in Workday. It may only be used for non-PO purchases. Expense Cards should be utilized for travel purchases, regardless of the dollar amount, and non-PO purchases under \$1,000. For exceptions to the \$1,000 Expense Card purchase limit refer to the Expense and Procurement Cards Usage Guidelines document in the Appendix.

Procurement Card

A Procurement Card is a credit card that is set up for procurement usage in Workday. It may only be used for P.O. purchases. Purchases made via a Procurement Card should be tied to a purchase order in Workday. Distribution is limited to select users in the College/Division Business Center and kNEXT.

How to Apply for an Expense or Procurement Card

New Expense Card cardholders should complete the training Create Expense Report. New Procurement Card cardholders should complete the training Create and Manage Requisitions, Approve Purchase Requisitions, and Procurement Card Verification. All cardholders require a background check through Human Resources, which will be verified before issuance. Cardholders must also complete and submit the Ethics and Purchasing Certification.

Requests for new Expense or Procurement Cards should be submitted via the Request feature in Workday. The Request feature can be accessed via the menu in Workday. (Menu > Requests > Create Request) Select the appropriate Workday request that applies to the request being made. There is a separate request new cards, changes to existing cards and card closures.

Training

Training and job aids on how to complete Expense Reports to submit Expense Card transactions and verify Procurement Card transactions are available online. Refer to the Appendix for links to the locations of Workday training.

Purchasing from Minority Business Enterprises

Cardholders should inquire if a vendor qualifies as a minority business enterprise, as defined by Section 288.703(3), Florida Statutes (www.leg.state.fl.us/statutes/). Generally, these vendors are small businesses that are at least 51 percent owned by minority persons who are members of an insular group that is of a particular racial, ethnic, or gender makeup or national origin and who control the management and daily operations of the business. UCF also encourages supplier diversity in purchases that promote competitive pricing, quality products, and customer service. When planning a purchase from a minority business enterprise vendor, contact the Diversity in Contracts program in [Procurement Services](#).

Vendor Tax Information

Bank of America is responsible for issuing tax documents to vendors that accept the Visa card. The Expense Card holder is not responsible for obtaining any additional tax information from the vendor. Vendors paid via a Procurement Card must be set up as a supplier in Workday prior to making creating a P.O. and making the purchase.

Where Expense Cards and Procurement Cards Can Be Used

The UCF Expense and Procurement Card can be used at any business that accepts Visa, subject to card limitations and merchant category code (MCC) restrictions as requested on the cardholder profile form. All purchases must be made in accordance with established university rules and regulations. Generally, cards may be used in person at a merchant's location, by telephone, or online.

Procurement of Goods/Services

All purchases made with an Expense or Procurement Card must be made for expenses associated with official university business.

- **Backorders**-At times a merchant is unable to fill an order immediately and will need to place an item(s) on backorder. Cardholders should ask the merchant to charge their card only for the items initially shipped. The merchant should not charge for the backordered items until they are shipped.
- **Bids from merchants**- Cardholders must obtain formal competitive bids from merchants for goods or services that exceed \$75,000. Bids must be processed through Procurement Services. Bid and quote guidelines are listed on the Procurement Services website. https://procurement.ucf.edu/wp-content/uploads/sites/3/2019/04/Competition-Requirements_4.9.19.pdf
- **Cell phones**-UCF Policy 4-009.3, Cellular Telephone Acquisition and Use provides guidelines on UCF cell phone use. <https://policies.ucf.edu/>
- **Contracts**-Cardholders should ask merchants if they have a contract with the state of Florida or purchasing cooperative/consortium to receive the merchant's contract price for the items to be purchased. Cardholders may obtain contract information from UCF's Procurement Services website at <https://procurement.ucf.edu/contracts/>. Additional contract information can be found at the Useful Contracts link on Procurement Services' website <https://procurement.ucf.edu/links-useful-links/>.
- **Travel**-Expense Cards should be used to pay for travel expenses (e.g. register for conferences, purchase airline tickets, pay for hotels, rent cars, etc.). To have an Avis Wizard or Budget

RapidRez number assigned to a UCF Expense Card, complete and submit the [Avis Global Electronic Billing Terms of Agreement](#) and the [Budget Applicant Program Terms of Agreement](#). To have an Enterprise/National Billing Account assigned to a UCF Expense Card, complete and submit the [Enterprise/National Billing Account Request](#).

- **Memberships**-University approved memberships are normally institutional memberships with one or more designated representatives. However, individual memberships may be approved at the discretion of the appropriate department head. Individual memberships may be taxable to the employee, please contact the tax department if purchasing an individual membership.
- **Tagable purchases**-Tagable assets (defined as equipment, fixtures and other tangible personal property of a non-consumable and non-expendable nature with a value or acquisition cost of \$5,000 or more and a normal expected life of one year or more) may be purchased with Procurement Card. Tagable asset purchases require a purchase order that must be linked to the transaction, when approved.

Foreign Expenditures

Expense and Procurement Cards are Visa cards and may be used wherever Visa cards are accepted. Expense and Procurement Cards may be used for the purchase of commodities from foreign merchants or if a faculty/staff member will travel to a foreign country. Travelers should retain all receipts for goods, services or travel expenditures while in foreign countries and add them to their Expense Report upon their return.

Expense and Procurement Card purchases from foreign vendors for software and services outlined below are typically subject to United States taxation.

- Software
- Licenses
- Royalties-This includes the rights to use images, art or text, music or music files, and other intellectual property.
- Web based services, subscriptions, or memberships
- Publishing services if the location of the services is not defined
- Services provided by foreign vendors within the United States. This includes conference registration fees paid to international vendors for conferences held within the U.S.

If an Expense or Procurement Card is used to make purchases of any of the items above and the required 30% tax is not withheld from the payment, it may result in the department having to assume the tax withholding via a tax gross up. To avoid the additional cost to your department, please contact UCF Global at vendorrequest@ucf.edu for a review of tax obligations associated with foreign payments before you make the purchase. Additional forms may need to be completed by the supplier and the UCF department making the purchase. Procedures for foreign vendors may be found at <https://global.ucf.edu/resources/forms-and-files/#et>.

Required Documentation

A receipt or substitute documentation must support each purchase. It must include the vendor's name, transaction amount, purchase date, and an itemized description of the goods or services received. All documentation is required to be uploaded to the transaction in Workday.

Billing/Shipping Address

The billing, shipping, and statement address is the cardholder's location address. This address is where the merchant ships/delivers the commodities and sends receipts.

Declines by Merchants

If an Expense or Procurement Card is declined at any point of sale, including an online purchase, the cardholder should contact Bank of America at the number on the back of the credit card or call or email the CardPro office at PCard@ucf.edu to report the incident. Declines typically can be resolved within 24 hours. Cardholders can avoid most declines by keeping track of the remaining balance on their Expense or Procurement Card.

Disputes

If a billing error is discovered while reviewing transactions in Workday, the cardholder should contact the merchant directly to resolve the dispute. If the dispute cannot be resolved with the merchant, the cardholder should contact Bank of America using the phone number on the back of the card to initiate a dispute.

Bank of America must receive the dispute within 60 days following the end of the billing cycle in which the erroneous charge was incurred.

Returns for Credit

If a department finds the goods received are unsatisfactory, the cardholder should contact the merchant as soon as possible. Depending on the circumstances, cardholders may want to return the merchandise or retain the goods in exchange for a full or partial credit. **In no circumstances should a cardholder accept cash for returned goods.** Regardless of the outcome, the bank will charge the Expense or Procurement Card for the original purchase. Therefore, cardholders should ensure that the merchant will credit the Expense or Procurement Card in the manner and dollar amount that is agreed upon. Once a credit issued to an Expense Card is uploaded into Workday, the transaction should be submitted via an Expense Report using the same Expense Item and worktags that were included on the original Expense Card transaction. Any credits issued to a Procurement Card will create a negative transaction in Workday. The Procurement Card transaction will come in as a negative amount and should be verified in Workday. If a credit issued is associated with a sponsored research award, the credit should be tracked to ensure it is reconciled to the original sponsored research award funding source.

Splitting Purchases

A cardholder should never ask a merchant to split a charge into two or more transactions to accommodate the cardholder's credit limit. If a charge exceeds the single purchase limit on a card, the cardholder should contact the CardPro office for assistance. Cardholders jeopardize their Expense and Procurement Card privileges by splitting charges.

Sales Tax Exemption

The university is exempt from paying Florida sales tax. The cardholder is responsible for ensuring that Florida sales tax is not charged at the time of purchase. The university's tax exemption number, 85- 8012703010C-9, is on the front of every Expense and Procurement Card.

Expense and Procurement Card purchases are also exempt from other Florida local transaction taxes such as county surtaxes and tourist development tax (also known as hotel room taxes). Sales and use taxes imposed by other states for goods or services consumed in those states, such as taxes on hotel rooms, are legitimate charges to the Expense and Procurement Cards. Taxes imposed by foreign

countries on the sale of goods and services are allowable charges to the Expense and Procurement Cards.

Amazon Purchases

All Amazon purchases should be made via the Amazon punch out in Workday. Purchases of gift cards from Amazon may be made by individuals who have access to the Workday Punchout Prod in Amazon Business. For access to this group contact <mailto:CardPro@ucf.edu>.

Prohibited Purchases

Examples of prohibited purchases on an Expense Card can be found in the Expense and Procurement Cards Usage Guidelines document link in the Appendix.

Audits

Departments should be prepared for periodic record reviews by University Audit, the State Auditor's Office, and/or Financial Affairs.

Penalties

Cardholder and Departmental Penalties

Departments and cardholders are responsible and accountable for all purchases made with an Expense or Procurement Card. Any employee who fails to use their card properly or abuses it may be subject to disciplinary action, up to and including dismissal.

Cardholders will be given a written warning for first offense violations, except for purchases of prohibited items. The CardPro office will review the circumstances of each offense and may offer waivers, at their discretion. Violations will result in the following enforcement of policies by the CardPro office.

- Splitting charges or sharing Expense or Procurement Cards: First offense-written warning, second offense-one-month suspension, third offense-card cancellation.
- Failure to submit/verify/approve transactions within twenty (20) days of the transaction posting in Workday or ten (10) days of month end, whichever is sooner: First offense-written warning, second offense-a suspension equal to the greater of three days or until the transactions are approved.
- Purchase of prohibited items: First offense-one-week suspension, second offense-one-month suspension, third offense-card cancellation.
- Frequent errors and late approvals: multiple violations or a combination of violation types will result in cancellation of the card. *Note: Reissuance of a card due to cancellation must be approved by the appropriate vice president.*

Contact

Contact information for the PCard team can be found at the PCard website:
<https://fa.ucf.edu/procurement-card-about/>

Appendix

How to Make Purchases in Workday Decision Tree

[Procurement Card Expense Card Usage.pdf](#)

Procurement & Expense Card Usage Guidelines

[Procurement Card Expense Card Usage.pdf](#)

Create Expense Report Job Aid

[Create Expense Reports and Spend Authorizations.pdf](#)

Create an Expense Report in Workday Video

[Create an Expense Report in Workday.mp4](#)

Create Procurement Card Verification

[Verify Procurement Card Transactions.pdf](#)

Expense Card Prohibited Purchases

[Procurement Card Expense Card Usage.pdf](#)