



Middle Georgia
State University

PURCHASING CARD PROGRAM MANUAL FY 2026

Purchasing Card Program Administrator:

Amy Ingram

Procurement Director

Phone: (478) 934-5204

Fax: (478) 471-2097

amy.ingram@mga.edu

Purchasing Card Program backup:

Christy Colvin

Director of Finance

Phone: (478) 757-3602

christy.colvin@mga.edu

TABLE OF CONTENTS

1. OVERVIEW OF PURCHASING CARD PROGRAM

- 1.1 What is a Purchasing Card?
- 1.2 Use of the Purchasing Card

2. WHERE TO GET HELP

- 2.1 Bank of America
- 2.2 Institution Program Roles and Responsibilities
 - 2.2.1 President
 - 2.2.2 Chief Financial Officer
 - 2.2.3 Card Program Administrator

3. CARDHOLDER POLICIES AND PROCEDURES

- 3.1 Obtaining a Card
- 3.2 Keeping Your Card Secure
- 3.3 Sales Tax Exemption
- 3.4 What kinds of purchases are authorized?
 - 3.4.1 Allowable Purchases (Restriction Apply)
- 3.5 Limitations Specific to Your Card
 - 3.5.1 Prohibited Purchases
 - 3.5.2 Split Purchases Prohibited
- 3.6 Automatic Renewal
- 3.7 Termination of Employment

4. HOW TO USE THE P-CARD

- 4.1 Purchases in Person
- 4.2 Purchases by Contract, Internet, Phone, Fax or Mail
- 4.3 Returns, Damaged Goods, Credits

5. DISPUTED TRANSACTIONS

- 5.1 Dispute of Statement Item
- 5.2 Dispute with Supplier

6. GENERAL RECONCILIATION INSTRUCTIONS

- 6.1 MGA Purchasing Card Program Administrator
- 6.2 Cardholder and School/Div. /Dept. Head
- 6.3 Authorizing Official/Approver
- 6.4 P-Card Reconciliation Timeline
- 6.5 Unauthorized/Illegal Purchases
- 6.6 Policy for p-card reconciliations that are not compliant
 - 6.6.1 Types of non-compliance

7. TRAINING

7.1 MGA Internal Training

7.2 Statewide Training

7.3 WORKS Training

1. OVERVIEW OF PURCHASING CARD PROGRAM

1.1 WHAT IS A PURCHASING CARD?

The Middle Georgia State University (MGA) Purchasing Card (P-Card) is a Visa credit card issued by Bank of America to MGA employees who are approved by the Purchasing Card Program Administrator, Procurement Director (CUPO), Executive Director, Finance (Controller), and Executive Vice President Finance and Operation (CFO) Per the Georgia Department of Administrative Services (DOAS), the P-Card may be used as the method of payment for unplanned, non-routine, or urgent point of sale purchases under \$1,000 and for purchases under \$5,000 that are preapproved and go through the requisition process prior to completing the purchase. Point of sale transactions include purchases made at a physical store, in person, online, or over the phone. This policy can be found at:

http://doas.ga.gov/assets/State%20Purchasing/PCard%20Marketplace%20Documents/PCard_Policy.pdf

The Purchasing Card program for the State of Georgia is managed by DOAS. The current supplier for the state-wide contract is Bank of America under contract number 99999-SPD-SPD0000124-0001.

Any concerns regarding MGA P-Card policy and procedures, suspected abuse of the P-Card or possible fraudulent activity can be reported to the Purchasing Card Program Administrator, Procurement Director or to the MGA Ethics and Compliance Reporting Hotline: 1-877-516-3460 or <https://mga.alertline.com/gcs/welcome>.

1.2 USE OF THE PURCHASING CARD (P-CARD)

All transactions made using the MGA P-Card must benefit and support MGA's mission of education, research, and public service. The P-Card is a privilege that is granted to certain employees of MGA. Purchases made for personal use or benefit with the P-Card are strictly and expressly prohibited.

Any use of the P-Card which is not in accordance with the State P-Card Policy, MGA's approved P-Card Plan and this Program Manual will result in forfeiture of the P-Card by the cardholder. This in turn may also lead to disciplinary action. Inappropriate use of the P-Card is considered an unauthorized commitment of University funds. MGA will seek restitution for any inappropriate charges made with the P-Card.

Cardholders must be full-time employees of MGA. Only the authorized cardholder should utilize his or her P-Card, and all purchases must be on behalf of and for the benefit of MGA. All rules and procedures outlined by the Purchasing Card Program Administrator must be strictly adhered to, and failure to comply with these guidelines may result in the suspension of the P-Card and/or disciplinary action, up to and including termination.

2. WHERE TO GET HELP

2.1 BANK OF AMERICA

To report a lost/stolen card call 1-888-449-2273.

- The cardholder must call Bank of America **immediately** upon discovering that a card has been lost or stolen. Help is available 24 hours a day, 7 days a week. Be sure to keep this phone number and your credit card number on file for reference. Also call MGA's Purchasing Card Program Administrator as early as possible on the first available business day during normal business hours at 478-471-2071 or 478-471-2502.

Bank of America Customer Service, call 1-888-449-2273 for general assistance and information.

2.2 MGA's PROGRAM ROLES AND RESPONSIBILITIES

2.2.1 President

MGA's President is responsible for reviewing and approving MGA's P-Card Plan and all amendments prior to submission to DOAS/OPB. The president cannot be issued a P-Card.

2.2.2 Chief Financial Officer

The Chief Financial Officer is responsible for overseeing the card program. Duties of the Chief Financial Officer include:

1. Successful completion of the CFO Card Program Training module
2. Submission of the completed CFO Card Program Acknowledgement form
3. The appointment of an Entity Card Program Administrator
4. Approval of qualified cardholders and approvers
5. Review and approval of the Annual Self Audit of the Entity's Card Program
6. Review and approval of policies in conjunction with the APO, CUPO and Card Administrator annually
7. Review and approval of the Entity P-Card Plan and all amendments
8. Submission of the Plan to the MGA's President

2.2.3. Card Program Administrator

The Card Program Administrator serves as the main point-of-contact for all card program personnel and serves as a liaison between MGA's management, CFO, the State Purchasing Division, and other card program personnel. In some cases, responsibilities may be shared and/or delegated to a Card Program Coordinator.

The Institution must provide a Designation of Card Program Administrator, Form SPD-CC001, and the Card Program Administrator Acknowledgement form to the State Purchasing Division within 30 days of any changes in Administrators or Coordinators if the coordinator serves as a point of contact with the State Purchasing Division. Information on all official program forms and how they are to be used can be found on the SPD website:

<http://doas.ga.gov/state-purchasing/statewide-card-programs/purchasing-cards>

The Card Program Administrator/Coordinator fulfills responsibilities in the following areas:

1. Card Management

- a. Develops and maintains MGA's internal P-Card policy to address policy areas unique to the Institution or that are not covered by the Statewide Purchasing Card Policy.
- b. Cannot be a P-Card holder.
- c. Works with management, including the CFO, to identify job titles or positions that require a P-Card or would be good candidates for use of the card and/or other accounts.
- d. Develops internal procedures for requesting new cards and/or changes to existing cards (e.g. change in spending limits).
- e. Works with management and the CFO to determine appropriate cardholder spending limits based on budget restrictions, job requirements, historical spending patterns, and overall procurement practices.
- f. Evaluates cardholder spending limits against actual usage at least annually and terminates cards that show consistently low usage.
- g. Identifies cards with little or no usage to determine if cards are needed.

2. Reconciliation Procedures

The Card Program Administrator is responsible for developing the following internal procedures:

- a. Reconciliation process that ensures timely payment and/or allocation of transactions to the General Ledger at least monthly.
- b. Documentation, including use of Works™ Payment Manager, as appropriate, for reconciliation of transactions.
- c. Disputing a transaction with the Bank.

3. CARDHOLDER POLICIES AND PROCEDURES

3.1 OBTAINING A CARD

Eligibility is determined based on purchasing need of the department. The P-card administrator, along with the CUPO, Controller and CFO will have the final decision on approving p-card applications and the setting of single and monthly transaction limits. Prospective cardholders, however, must meet established MGA requirements.

MGA requirements:

Department requirements:

- The department must complete and submit a Purchasing Card Application Form <http://doas.ga.gov/state-purchasing/statewide-card-programs/purchasing-cards> with the appropriate signatures.

Waiting Period:

- The prospective cardholder must be a full-time MGA employee for at least 6 months. The prospective cardholder is required to sign a Purchasing Card Agreement <http://doas.ga.gov/state-purchasing/statewide-card-programs/purchasing-cards> and must attend end-user training to obtain knowledge of small value purchasing procedures.

Criminal Background Check (at time of initial employment):

- O.C.G.A. §50-5-83(b) (12) requires criminal background checks on all employees hired for positions that are eligible for a purchasing card. DOAS requires that these requirements be met for all employees using purchasing card related accounts. If a background check of a prospective cardholder reveals any misdemeanors or felonies related to financial wrongdoing, theft, or other act of dishonesty, the employee is not eligible to receive a Purchasing Card.

Credit Check:

- In addition to background checks for all cardholders, O.C.G.A. §50-5-83 requires credit checks on all employees issued a purchasing card. Credit checks will be conducted through existing statewide contract vendors and procedures including standardized reports that indicate acceptance or denial of the employee's request for a card based on predefined criteria. Each entity must establish an escalation path for denials to provide potential cardholders an opportunity to dispute inaccurate data found on the credit report. Additionally, credit checks must be run at the time of account renewal.
- Mitigating factors may be considered. However, it is not the responsibility of MGA to discover, research, or verify that there are possible mitigating factors. The burden of proof to present mitigating factors rests entirely with the applicant.

3.2 KEEPING YOUR CARD SECURE

P-Cards are issued in an individual's name, not in the name of Middle Georgia State University or an MGA department and the cardholder is accountable for all purchases made with the assigned P-Card. The P-Card is to be used only for state business on behalf of MGA as defined in this manual.

It is the responsibility of the purchasing card holder to keep the purchasing card secure. This includes not sharing the account number, the expiration date, and the security code with other employees. The account number should also be redacted on all receipts and documentation.

3.3 SALES TAX EXEMPTION

It is the responsibility of the cardholder to ensure that sales tax is not charged when making a purchase with the P-Card. The embossed line on your P-Card reads “Middle Georgia State University”. “*Tax Exempt*” is printed on the card.

State policy requires written documentation by the cardholder on the resolution process for sales tax charges as part of the monthly reconciliation. O.C.G.A. §48-8-3 exempts purchases made by Agencies, Universities, Colleges, and Technical Colleges from State Sales and Use Tax when payment is made with appropriated funds. The cardholder can obtain a copy of the Tax-Exempt form from the Purchasing Card Program Administrator. If you need additional help with purchases, please contact the Purchasing Card Program Administrator at 478-471-2701 or the Procurement Director at 478-471-2502.

The requirement for out-of-state suppliers to charge Sales and Use Tax on shipments to purchasers in the State of Georgia does not apply to tax-exempt State Entities. In order to avoid confusion, the cardholder must provide out-of-state suppliers with a copy of the ST-5 prior to placing an order to be shipped into the State of Georgia. If the supplier refuses to remove taxes, the cardholder must make the purchase from a different supplier whenever possible.

Cardholders are responsible for ensuring that merchants do not charge sales tax or if sales tax is charged, providing a credit.

1. If taxes are charged, the cardholder must contact the merchant to obtain a credit to the account. Sales tax cannot be disputed with Bank of America.
2. Credits cannot be obtained by any other method, including, but not limited to, cash, gift cards, or store credit.
3. Documentation of attempts to obtain credit for any State Sales and Use Tax charged in error must be maintained with the documentation for the transaction where the tax was charged.

3.4 WHAT KINDS OF PURCHASES ARE AUTHORIZED?

Purchases made with a purchasing card must:

- be for business use only
- be less than \$3,000.00 dollars per item
- comply with MGA purchasing policies and the school/division/department’s policies
- comply with special requirements of projects supported by sponsored funds

3.4.1 Allowable Purchases (Restrictions Apply)

- Cardholders may use the Purchasing Card for students travelling on official school business, clients of the institution, and the general public when participating in an official State program or other activity for:
 - All types of transportation when this transportation is needed in the fulfillment of the Institution's mission.
 - Lodging and meals for students and for clients of the Institution when needed in the fulfillment of the Institution's mission.
- Software, Data Plans, and "Apps "
 - Software, unless prohibited by the Institution's internal policy, can be purchased with the following restrictions:
 - Data plans, software, or applications (apps) for State-issued computers, smart phones, and tablets only (e.g. iPhone, Android, iPad).
 - Purchases cannot be made for personal devices even if used for business purposes.
- Food or Meals
 - Food provided for consumption at events or services provided to the general public, state benefit recipients and/or state program participants, or purchased for resale in gift shops, bookstores, or similar venues, and other non-employee meal related use.
 - Non-travel related meals for State employees that meet the State Accounting Office definition of group meals. For complete information, search for Statewide Travel Policy on the SAO website at:
https://sao.georgia.gov/sites/sao.georgia.gov/files/related_files/site_page/SOG%20Statewide%20Travel%20Policy-Effective100116.pdf.
 - Meals only when the cost of the meal is included in the total cost (e.g. a conference fee of \$1,500 that includes three meals).
 - Food and lodging for student activities, **but not for faculty, staff, coaches, or other school employees, when on official school business** (e.g. athletic team travel).
 Documentation for the purchase must include:
 - Itemized receipt showing all meals purchased
 - Roster of participants showing student name and signature
 - Copy of team schedule or other documentation showing that the meal was for an authorized student activity
 - Food for official research, laboratory animals, or instructional/classroom use.
 - Food for school-sponsored childcare (e.g. day care center at a school).
 - Alcoholic beverages, such as cooking wine, for instructional or classroom use only. The following steps must be followed:
 - Document the purchase showing that the purchase was for instructional use.
 - Create and document steps to ensure that the alcohol is either completely used or disposed of or properly secured between usage to prevent consumption in non-classroom activities.
 - When possible, purchase the alcohol from instructional/culinary arts supply sources rather than a grocery or package store.

3.5 LIMITATIONS SPECIFIC TO YOUR CARD

The following **restrictions** have been assigned to the Bank of America Visa Purchasing Card:

- **No Employee Travel and Related Expenses**- including parking fees, motel fees and meals
- **The Purchasing Card shall not be used for purchases funded by agency accounts.**

Additionally, there are restrictions regarding the suppliers that can be selected. Cardholders must not make P-Card purchases from friends or relatives where the cardholder has a financial interest. Cardholders also must not accept any gift from any source when it is offered, or appears to be offered, to influence decision-making regarding Purchasing Card purchases.

****Caution:** MGA has authorized the bank to encode the P-Card so that it will not be accepted for certain types of goods or services.

3.5.1 PROHIBITED PURCHASES

The following types of purchases are strictly prohibited either by Official Code of Georgia, Annotated (O.C.G.A.), or to meet reporting requirements of the State or specific State Entities:

- Goods or services not directly related to job responsibilities or other official State of Georgia business (i.e. personal purchases).
- Data plans, software, or applications (apps) for non-Institution issued devices, including, but not limited to, smart phones, laptop computers, and tablets.
- Memberships at wholesale warehouses and shopping clubs (e.g. Sam's, Costco, Amazon Prime)
- Cash advances
- Gift cards, stored value cards, calling cards, and similar products.
- Alcoholic beverages or products except as permitted in Section VII.B. above
- Tobacco products
- Fuel, mechanical repairs, and maintenance for State-owned or rental vehicles.
 - This restriction does not apply to non-mechanical body shop repairs (e.g. dented bumper) not covered under the State's vehicle maintenance contract.
 - This restriction does not apply to auto parts for in-house use (e.g. Entity-operated repair shops) or for teaching purpose

3.5.2 SPLIT PURCHASES PROHIBITED

DOAS policy requires the Single Transaction Limit (STL) for unplanned, non-routine, or urgent point of sale P-Card transactions be set at \$1,000 and purchases that are preapproved and go through the preapproval process prior to completing the purchase be set at under \$5,000 (i.e. \$4,999.99 or less). Point of sale transactions include purchases made at a physical store, in person, or over the phone.

Cardholders are prohibited from splitting a transaction between two or more transactions on a single account, two or more transactions on multiple accounts, or two or more transactions using the P-Card and a purchase order in order to circumvent competitive solicitation requirements. Refer to the GPM at <http://doas.ga.gov/state-purchasing/law-administrative-rules-and-policies/gpm> for complete information on bid requirements and procedures.

Cardholders are prohibited from splitting a transaction between two or more transactions on a single card number, two or more transactions on multiple card numbers, or two or more transactions using the P-Card and a purchase order in order to circumvent the Single Transaction Limit imposed on the card regardless of the amount of the STL.

*****Any questions regarding limitations on the P-Card and exceptions to the policy should be directed to the MGA Purchasing Card Program Administrator *****

3.6 AUTOMATIC RENEWAL

New and renewed Purchasing Cards will be mailed to MGA's Purchasing Card Program Administrator. New and renewed P-Cards are issued for two years. If you do not receive a P-Card before your current one expires, call the Purchasing Card Program Administrator and/or Bank of America Customer Service at 1-888-449-2273.

3.7 TERMINATION OF EMPLOYMENT

P-Cards must be surrendered immediately upon termination of employment or upon request for any reason by an authorized person, such as a supervisor or the Purchasing Card Program Administrator.

When an employee is completing their Exit Checklist upon resignation, they must stop by the Procurement Office (Administration Bldg in Macon) or the Accounting Services Office (Grace Hall in Cochran) to verify whether or not they have a P-Card, and destroy/deactivate it, if necessary.

For Macon & Warner Robins, please direct employees to Amy Walker or Barbara Burns.

For Cochran, Eastman & Dublin, Amy Ingram will destroy all P-Cards, signoff on the checklist, and notify Amy Walker or Barbara Burns to deactivate the card.

A cardholder's supervisor must notify the Purchasing Card Program Administrator immediately upon change in cardholder's employment status so that the card can be promptly deactivated. Changes in employment status include:

- Change of department
- Change of position, role, or title
- Leave of Absence
- Termination, Resignation or Retirement.

IMPORTANT: If an employee is being terminated for disciplinary reasons, it is incumbent on the supervisor to ensure that the Purchasing Card Program Administrator is notified as soon as this action is taken.

4. HOW TO USE THE P-CARD

Please note that the cardholder is the only person authorized to make purchases using the card. Giving your card or card number to another person to make a purchase, or using someone else's card, may result in disciplinary action (including, but not limited to, revocation of your card and/or termination of employment).

Cardholder responsibilities include, but are not limited to:

- Using the P-Card for State business purposes only, not personal use.
- Abiding by and making each purchase in accordance with State Purchasing guidelines, and MGA's Purchasing Card Program.
 - Completing P-Card purchase request form and obtaining budget and fiscal approver signatures prior to purchase if no special exception has been obtained and the purchase is routine and non-urgent.

https://www.mga.edu/procurement/docs/P-Card_Purchase_Request_Form.pdf

- Ensuring that the P-Card is issued in your name and signed in ink on the back of the card.
- Ensuring that all purchasing made using the P-Card is executed by the cardholder.

The card is never to be used by another employee.

- Holding and keeping the P-Card, the card number, and all transaction made with card secure including passwords to access WORKS.
- Adhering to the purchase limits and restrictions assigned to your P-Card.
- Ordering supplies, materials, and equipment that are needed and required by cardholder's departments in accordance with MGA Procurement Policy.
- Receiving and inspecting all ordered supplies, materials, and equipment; report any discrepancies to supplier. Sales tax should not be included as a charge since the state is sales and use tax exempt.

4.1. PURCHASES IN PERSON

Before making any purchase, follow proper internal procedures specific to your department to obtain authorization to make the purchase. After authorization is received, proceed as follows:

- Determine whether the P-Card is the most appropriate tool to use for this purchase (check to make sure the purchase is not a restricted item, and determine whether a State or University contract is available).
- Be certain that the total amount (including all shipping, handling, postage, freight, etc.) will not exceed the card's single purchase limit.
- Determine that the price quoted is the best that can be obtained.
- Ensure that **no sales tax** is charged.
- Obtain a receipt at the time of purchase.
- Retain all boxes, containers, special packaging, packing slips, etc. until you are certain you are going to keep the goods. The cardholder is responsible for inspecting the goods upon

arrival. Refer to Section 4.4 for instructions about returning an item.

4.2 PURCHASES BY CONTRACT, INTERNET, PHONE, FAX OR MAIL

The following are additional guidelines that should be followed:

- **Contracts**: When a Mandatory Statewide Contract is available for merchandise, the contracted supplier must be used unless a waiver has been approved by the Department of Administrative Services (DOAS).
- **Internet**: P-Cards may be used, but please be aware in the following areas:
 - Make sure the company is a bona fide company (i.e. someone you were doing business with previously that now has a Web page would be a better risk than a company that you “discovered” via the Internet, unless this company could be checked out).
 - When providing your card number via the Internet, be sure it is encrypted in an acceptable manner. If the information is not encrypted, or if you are not comfortable giving your card number over the Internet, many companies offer the option of placing the order via the Internet and then giving the card number via telephone after the order has been received (preferably you would call them...as anyone could “receive” the order and then call you back for the card number). As with other purchases, the cardholder is ultimately responsible for purchases made with the card and is therefore responsible for determining whether a Web site is the most appropriate method to use to make a given purchase. Also, cardholders must follow any guidelines set within their department for Web purchases.
- **Purchases by Phone**: When authorizing payment for purchases over the telephone, the cardholder should document the transaction and maintain the documentation for reconciliation. The document used to verify phone orders may be in the form of the purchase request, a copy of the receiving report, or the packing or shipping statement. Store this record in the same manner that you store receipts.

Remember, the cardholder is the only person authorized to place the order. You may, when necessary, have someone else pick up the goods. (The person picking up the items should only sign shipping or receiving papers, not the credit card slip.) The card number should, under no circumstances, be displayed on any packing slips, etc. when purchases are made by telephone.

Additionally, when placing telephone orders you should:

- Emphasize that MGA is exempt from sales tax. **Note: You may need to fax the supplier a copy of the tax exempt form to be exempt from sales tax.**
- Record the name of the person taking the order, place the order.
- Give the supplier your name, department name, phone number and complete delivery instructions.
- Request that a receipt and/or packing slip be sent with the purchase. Retain this with your

record of the purchase.

- **Purchases by Fax:** Follow the applicable steps in section 4.1. Retain a copy of the order form and fax confirmation (if available) for your records. You are urged not to mail the original to the company, to prevent a duplicate order. If the company requires that the original be sent, be sure to clearly mark it as “Confirmation: Order placed by fax.”
- **Purchases by Mail:** Follow the applicable steps in section 4.1. Retain a copy of the order form and the address it was mailed to, and request that a receipt be sent to you for your records.

In the case of mail and telephone orders, the receipt may well be a packing slip or a copy of the order form. The cardholder must retain a receipt that lists item description and cost. If you do not receive one with the order, please request one immediately. Do not wait until the statement is received to request a receipt. This delays reconciliation.

4.3 RETURNS, DAMAGED GOODS, CREDITS

If goods purchased with a P-Card need to be returned, the cardholder should work directly with the supplier. Here are some tips:

- Always retain boxes, containers, special packaging, packing slips, etc. until you are certain you are going to keep the goods. Some items, such as software or fragile pieces, cannot be returned without the original packaging materials.
- Read all enclosed instructions carefully. Often a phone number and other instructions are included on the packing slip and/or receipt.
- Many suppliers require you to obtain a “Return Authorization Number” before they will accept a return. If you neglect to get this number when it is required the package may be refused and/or no credit issued to your account.
- In some cases there may be a restocking fee (usually a percentage of the purchase price). If the supplier is completely responsible for the error or problem you should not have to pay this, or any other fee; however, if they are not fully responsible you may have to pay it. You may use the P-Card to pay this fee as long as it does not exceed any of the limits on the card.
- Limited assistance may be available through Plant Operations for return mailing.
- Ensure the charge for the returned items never appears on the monthly statement or is credited properly. If this does not happen, refer to Section 5 “Disputed Transactions” for instructions on how to resolve the problem.

5. DISPUTED TRANSACTIONS

5.1 DISPUTE OF STATEMENT ITEM

Items that appear on the monthly Purchasing Card statement from Bank of America may be disputed, as long as the disputed transaction is reported to Bank of America within 60 days after the statement's closing date. If there is a charge that is not recognized by the cardholder, or another problem, the cardholder should follow the steps listed in section 2.1. The dispute form to be completed can be found using this link: https://www.mga.edu/procurement/docs/Dispute_Form.pdf

During Bank of America's investigation, they will issue a credit to the Purchasing Card account in question for the disputed amount. When the investigation is complete, Bank of America will notify the card holder of the resolution. If you are not satisfied with this resolution, please contact the Purchasing Card Program Administrator immediately.

To dispute a transaction that has appeared on your statement:

When a cardholder discovers that an incorrect amount has been charged for goods received, or a questionable purchase or transaction appears on a cardholder's memo statement, the cardholder must immediately seek to resolve the problem with the supplier. If no resolution can be made, the cardholder can dispute the transaction online in the Works software application. The cardholder can find instructions in the User Manual on page 97 under "Disputing a Transaction".

If cardholder experiences any problems with the procedure, they can contact the Purchasing Card Program Administrator for assistance.

5.2 DISPUTE WITH SUPPLIER

If there is a problem involving a dispute with a supplier (such as a disagreement as to whether the item is working properly), and you are unable to obtain satisfaction directly from the supplier, please notify Bank of America (and the Purchasing Card Program Administrator) about the problem and all of the efforts you have made thus far in attempting to resolve it.

Bank of America will assist you in every way possible. As above, if you are not satisfied with their resolution please contact the Purchasing Card Program Administrator.

6. GENERAL RECONCILIATION INSTRUCTIONS

6.1 MGA Purchasing Card Program Administrator

MGA Purchasing Card Program Administrator will be responsible for the following:

- **File of Cardholders (Active and Inactive):** MGA Purchasing Card Program Administrator will maintain one file of all active cardholders and one of all inactive cardholders. The active cardholder file will contain the procurement card applications and employee agreement forms. The inactive file will contain a completed procurement card application form, and employee agreement form. The cardholder's credit card will be shredded.
- **Proper Transaction Review:** The Purchasing Card Program Administrator will review documentation of items purchased for appropriateness and determine if items are purchased within the guidelines of MGA and state on a monthly basis. The Purchasing Card Program Administrator will perform periodic reviews listing cardholder and summary reports of suspected unauthorized use. All exceptions noted will be identified and reported to the Controller for further action.

6.2 CARDHOLDER AND SCHOOL/DIVISION/DEPARTMENT HEAD

P-Cards are issued in the name of the individual cardholder (Middle Georgia State University employee). The cardholder must obtain approval from the School/Division/Department Head for all purchases that are made. The following will be required of each cardholder:

Monthly and Transaction Review: In the Works application (web based software used for reconciliation and reporting); the cardholder will be emailed after each transaction has been posted to their credit card. The cardholder will be responsible for reviewing and reconciling transactions weekly. Reconciliation in Works includes allocation of charges as well as adding comments in the system. Training documents are available on the purchasing website. The Purchasing Card Program Administrator can be contacted for assistance.

After the cardholder receives the monthly statement, they must compare the receipts for accuracy. The cutoff cycle with the monthly statement is the 27th of each month. All p- card statements will be emailed directly to each cardholder by the 5th of each month. Purchases made after the 27th of each month will be included on the next month's statement. The monthly statement review should be verified for the following:

- Name of the Cardholder
- Department

- Date of the Statement
 - Date of each item purchased
 - Supplier/Supplier
 - Amount of items purchased
 - Card account number
 - Total amount of transactions purchased
 - If item was received (yes/no)
- https://www.mga.edu/procurement/docs/P-Card_Documentation_Checklist.pdf

Receipts/Packing Slips/Other Documentation

The cardholder is responsible for obtaining receipts, packing slips, or other documentation for monthly submissions to the Authorizing Official/Approver. The receipts are required for permanent audit documentation of the purchases. The cardholder can submit packing slips for documentation if it lists the cost of each item. For purchases made at stores, documentation would be the actual sales receipt. For orders placed by telephone/fax/internet the cardholder should request a receipt be included in the delivered package and/or make a copy of the catalog page, computer screen, or a copy of the registration/application/order form. It is recommended that the cardholder retain a copy of the statement and all receipts.

Monthly Review and Supporting Documentation

The cardholder must submit the original procurement card statement monthly and all supporting documentation to the Authorizing Official by the 10th of each month. A scanned copy of the monthly reconciliation with all supporting documents should be posted to the shared drive on or before the 10th of each month. The information on how to do so is available along with the monthly purchasing card log by clicking on this link: <https://www.mga.edu/procurement/documents.php>

6.3 AUTHORIZING OFFICIAL/APPROVER

The Authorizing Official is responsible for the following:

- **Approval Review:** Each Authorizing Official is responsible for ensuring all items purchased by an employee have been approved. The Authorizing Official's signature ensures that sufficient funds are available. Rubber stamp signatures are prohibited – all signatures must be original.
- **Budget Review:** Authorizing Officials are responsible for ensuring sufficient funds are available for all items purchased within his/her Division/Department.
- **Review of Monthly Cardholder Reconciliation:** The Division/Department heads are responsible for ensuring that monthly statements are verified in a timely manner to supporting documentation and are accurate.

Retention of Statement Documentation: The Authorizing Official has the option to retain a copy of the statements and receipts although it is not necessary because the Purchasing Card Program Administrator will maintain files for five years. Also, cardholders can review their transactions in the Works card processing system.

Submission of the Purchase Card Package to Business Services: The Authorizing Official should submit the following original documentation to the Procurement Office on or before the 20th of each month:

- Each procurement card statement;
- Purchasing Card log
- All supporting documentation (including all pre-approved requisitions);
- All disputed statements;
- All violations; and
- All purchase return forms

6.4 P-CARD RECONCILIATION TIMELINE

MGA Purchasing Card Program Administrator is responsible for ensuring that all the monthly statements for all cardholders are reconciled with the amount posted to the bank account. All supporting documentation will be reviewed and attached to the reconciliation for auditing purposes.

Cutoff/Deadlines For Purchases/Reporting

Monthly cutoff for cardholder purchases posted	27 th of each month
WORKS sign-off completed by (WORKS sign-off should be done weekly)	1 st of each month
Procurement card statement issued to cardholder	5 th of each month
Cardholder posting approved reconciliation to the shared drive	15 th of each month

It is the responsibility of each cardholder to resolve all disputes. It is not the responsibility of MGA Purchasing Card Program Administrator to resolve disputes for purchases made by the cardholder; however, the MGA Purchasing Card Program Administrator will provide assistance whenever possible.

6.5 UNAUTHORIZED OR ILLEGAL PURCHASES

Unauthorized or illegal use of the P-Card will not be tolerated by Middle Georgia State University. If unauthorized or illegal purchases are discovered, Middle Georgia State University will take the following action:

- Investigate;
- Demand restitution;
- Take disciplinary action, up to and including termination;
- Notify University System Office; and
- Pursue other legal alternatives, including prosecution if circumstances warrant.

The Purchasing Card Program Administrator will report any misuse of credit cards to the Chief Financial Officer, who is responsible for notifying the University System Office and the Governor's Office. Abuse could result in firing and criminal prosecution. Additionally, supervisors or Authorizing Officials of employees with P-Cards will be held accountable for conducting a thorough review of each transaction. It is the responsibility of each authorizing official to prevent fraudulent practices by reviewing charges.

6.6 POLICY FOR P-CARD RECONCILIATIONS THAT ARE NOT COMPLIANT

Suspension for P-cards is based on the following criteria:

First offense:	Email notification to p-card holder
Second offense:	Email notification to p-card holder and authorizing official
Third offense:	Suspension of the p-card for one month (according to p-card cycle)

6.6.1 Types of non-compliance

- Missing or after-the-fact requisitions for p-card transactions that do not have special approval by OPB and DOAS
- Missing receipts without notification to p-card holder or completion of missing receipt affidavit
- More than 3 missing receipt affidavits
- Late p-card reconciliation packages – at minimum electronic upload has to be available by deadline
- Unauthorized purchases either due to restrictions on p-card:
 - purchases to the MGA bookstore, conference center and/or Food Service
 - not following State Purchasing Rules and Regulations in regards to order of precedence or asset inventory

- split purchases

7. TRAINING

7.1 MGA Internal Training

Cardholders and authorizing officials are required to attend annual P-Card training.

If needed, special training sessions can be arranged for an individual or department by contacting the MGA Purchasing Card Program Administrator. Online training with passing test score may be used in lieu of attending class in person.

Training material is available on the Procurement Office website.

https://www.mga.edu/procurement/docs/P-Card_Manual_FY20.pdf

7.2 Statewide Training

The Professional Development Unit of the State Purchasing Division provides additional training for cardholders, supervisors, approving officials, CFOs, and Card Program Administrators. For specific training requirements to access Team Georgia Marketplace™, contact training@doas.ga.gov.

All training courses are updated at least annually and are available in the SPD Learning Management System (LMS) at <http://doas.rollbook.com/>. To gain access to the LMS, send an email to training@doas.ga.gov.

- **Introduction to P-Card Principles** provides the information necessary to understand the purpose of the P-Card, its benefits, and the procurement regulations that apply to using the P-Card. This course is required as either initial training or annual refresher training, or both, for Card Program Administrators, cardholders, and supervisors/approving officials for those State Entities that do not provide training.
- **P-Card for the CFO training module** provides an overview of the card program and the CFO's roles and responsibilities related to the program.

7.3 WORKS Training

https://www.mga.edu/procurement/docs/WORKS_How-To.pdf