

# Accountholder's Responsibilities

It is the Accountholder's responsibility to understand and comply with all State of Kansas Statutes, WSU Policies and Procedures, and KBOR Policies and Procedures. They are responsible for monitoring the appropriateness of charges, which appear on the accounts they are responsible for.

An online training session will be required to be completed by every BPC Accountholder at least once every 2 years or when the program has a significant change. The link to the training can be found on the myWSU portal under the "Employee Required Training Section". Failure to complete the required training could result in written warnings and restrictions being placed upon the accountholders purchasing activities.

The Accountholder is responsible for the security of this card and the transactions made against it. Any purchases made against the card will be the accountholder's responsibility to reconcile within the current guidelines. Use of the card for purchases not in accordance with established guidelines may result in personal liability.

## **Personal Purchases**

Although the card is issued in your name or the Department's name, it is the property of the State of Kansas and is only to be used for official State Business as defined in this manual.

- In the event a personal transaction is processed in error, immediate reimbursement is required from the accountholder.
- Payment should be made in the Cashier's office in Jardine Hall Rm. 201
- In addition, it is recommended that the account be cancelled if any subsequent personal purchases are made using the BPC card.

## **Declined Purchases**

If a transaction is declined it does not automatically indicate an inappropriate use of the BPC. The top 6 reasons you could experience a decline may include but are not limited to the following:

1. The card's Expiration Date and CVV code were entered incorrectly
2. You have exceeded the maximum preset "monthly credit limit" authorized for your account
3. You have exceeded the maximum preset "per transaction" dollar limit authorized for your account
4. The \$5,000 maximum threshold has been exceeded
5. It is an International Purchase
6. The Merchant Category Code (MCC), which is assigned by the credit card industry to the vendor processing the charge, is not included on the "Acceptable" List of Codes administered by the bank

If you experience a decline, do NOT call the vendor, do NOT call your Budget Officer, and do NOT call the bank: Contact the BPC Administrator directly for immediate assistance as most transactions can be resolved while on the phone.

**When contacting the BPC Administrator, for the fastest resolution to the problem, include the following details:**

- last 4-digits of the card
- Vendor's name date
- description of the items being purchased
- Account holder or Departmental Account name
- total amount to be paid to the vendor and processing
- if it is an International purchase

For international purchases, contact the BPC Administrator at a minimum of 14 days prior to the travel event and include your travel information with dates and destination for reference. Also, include information as to when you will be processing your travel arrangements.

## **Requests for Changes to Account Limitations**

Keep in mind that your BPC card has (2) limitations that you need to be aware of. These limits are security controls for the account and play an important part in managing the risk of illegal access to your account. These limits are set by the Budget Officer and BPC Administrator upon the initial setup of the account. Requests for changes to account limitations will be processed only when submitted by the Account holder or the Budget Officer.

### **The first limit is the monthly credit limit:**

This is a cumulative amount up to the authorized limit that starts over at the beginning of every statement cycle. Your total purchases within one cycle cannot exceed this pre-set limitation or the transaction will decline. Requests for increases to the monthly credit limit **REQUIRES** a written authorization from your Budget Officer. (Email is acceptable) Send your request to your Budget Officer, copy in the BPC Administrator and provide the details as outlined below. The more information you can provide the faster your request can be processed.

### **The second limit is the "per transaction" limit:**

Every time you use your card, you cannot exceed this preset dollar amount or the transaction will decline. Requests for increases to the transaction limit **DOES NOT** require any additional authorization from your Budget Officer. Contact the BPC Administrator directly to process your request.

### **The following information must be included when requesting an increase for either type:**

- Indicate the type of limit you are requesting to be processed (example: monthly or per transaction)
- Indicate if you are needing the limit increased either "to" a specific \$ amount or "by" a specific \$ amount
- Vendor's name-(if more than one, list all)
- Item name and description of product you are purchasing
- Final dollar amount including shipping (aka final delivered price)
- Shipping date/transaction date
- Dates and location of International Travel and when the transactions will be processed

Changes to your account limitations are processed as **temporary only** unless otherwise stated and approved by the Budget Officer. Once the request is received and approved, the BPC Administrator will send a confirmation email with specific details of when the override will expire.

## **Receipt of Goods and Services**

When placing an order, it is the Accountholder's responsibility to ensure the shipping information is correct. They must verify that it includes the Accountholder's name, the Department's name, building and room number. Shipment to a residential address is prohibited.

The Accountholder is responsible for ensuring the receipt of goods and materials and understands they will need to follow-up with the vendor directly to resolve any issues with delivery problems, discrepancies and/or damaged goods.

## **Resolving Errors, Disputes, Returns and Credits**

The Accountholder is responsible for following up with the vendor(s) on any erroneous charges, credits/returns and disputed items as soon as possible. **Credit for items returned must be applied back to the account.** Cash refunds, in-store credits or rebates are not acceptable. When corresponding with the vendor, Accountholders are strongly encouraged to communicate in writing in order to establish a written trail of communication (i.e. email, letter, etc.). If the Accountholder is unable to reach an agreement with the vendor, the next step is to contact the BPC Administrator.

The BPC Administrator may request that the Accountholder complete a VISA Purchasing Card Dispute Form and provide all supporting correspondence via inter office mail. The BPC Administrator will forward the dispute form along with the associated backup information to UMB Bank in an encrypted email for resolution with the vendor. Disputes must be filed within 60 days from the date of the last statement cycle in which the item was posted.

Examples of disputed claims are: failure to receive goods or materials, altered charges, defective merchandise, incorrect transaction amounts, duplicate charges or credits not processed. Visa does not allow disputes to be filed on sales taxes.

## **Documentation Requirements**

When reconciling your transactions you must follow the required documentation guidelines:

- A receipt is required for EVERY purchase. If you do not have a receipt you will be directed back to the vendor to obtain one.
- Receipts must include the vendor's name, the date of purchase, complete itemized description, cost of each item purchased and the total amount. If your receipt is not itemized you will be directed back to the vendor to have it corrected.
- For returned or credited purchases documentation that explains each item returned or exchanged is required. This can be in the form of a vendor receipt, written statement accompanied by the receipt for the original purchase, or a completed Certified Statement for Receipts form. Cash refunds or rebates are not acceptable.
  - For auditing purposes: Always provide a written detailed description of each purchase and include the business purpose.
  - When purchasing commodities from a contracted Vendor it is a requirement to include the vendor's contract number. Contract numbers can be found on the Purchasing website under "Purchasing Supplier Contract Awards". For assistance, contact the Purchasing Office or email [PCard Admin@wichita.edu](mailto:PCard Admin@wichita.edu)
  - Additional required documentation: Documentation for any purchases that require an additional authorized approval must be included. An example would be an approved sole source prior authorization form, an approved off contract prior authorization form, or any written documentation from the BPC Administrator or the Purchasing office that is giving approval for the purchase that is outside of the normal procedure.

## **Missing Receipts**

In rare instances where a receipt is lost or an itemized receipt is not available from the vendor, the Accountholder may complete and submit the "Certified Statement for Receipts" Form. For more information about the Certified Statement form contact the Accounts Payable office. Any purchases deemed personal will be immediately due to the University. Payment should be made in the Cashier's office in Jardine Hall Rm. 201. Repeated instances of undocumented or inappropriate purchases, may result in termination of the account.

## **Reconciliation of BPC Transactions**

It is the Accountholder's responsibility to ensure all BPC transactions are supported by the appropriate documentation and submitted according to the published processing due dates. Failure to comply with BPC program guidelines may result in suspension or cancellation of BPC privileges. Transactions made using the BPC Card are reconciled through Chrome River, a program administered through Financial Operations.

Reconciliation is required to be completed by the 5<sup>th</sup> business day after the statement cycle end date. Specific dates are listed on the Chrome River landing page. For further instructions and training opportunities contact [wsuttravel@wichita.edu](mailto:wsuttravel@wichita.edu) or [accountspayable@wichita.edu](mailto:accountspayable@wichita.edu).