



**CAL POLY**

**Strategic Business Services**

**ADMINISTRATION & FINANCE**

**Procurement Card  
Policy and Procedures**

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## Section I: GENERAL INFORMATION

### What is a ProCard?

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

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

### Cardholder Eligibility Requirement

Cards are granted to full-time university employees and both long-term and temporary University employees with a position appointment of at least **six months**.

The following are not eligible for the Cal Poly ProCard:

- a. Short-term employees (under 6 months)
- b. Retired faculty/staff
- c. Volunteers
- d. Student assistants
- e. Auxiliary employees
- f. Emergency hires

### INDIVIDUAL PROCARD

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

## Section II: APPLYING FOR A PROCARD

1. **Approving Officials Eligibility Requirement:** An Approving Official is defined as an employee with a classification of MPP, Department Head, Department Chair or Confidential Employee. An Approving Official will review and authorize the Cardholder's charges each month and should be at least one level above the Cardholder. A cardholder cannot approve his or her own charges. Determine a **Monthly Spending Limit**.

The cardholder's Approving Official and/or Department Budget Analyst will help determine the monthly spending limit for a cardholder. Monthly spending limit should be set to accommodate your department's purchasing needs. The ProCard is designed for low-value and low-volume purchases, monthly spending limit shall not exceed \$10,000. Single purchase limit cannot exceed \$2,500.

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

2. Determine a **Default Chart of Accounts**.

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

3. Complete an **Application** and have it signed by the Cardholder, Approving Official, and Department Procurement Specialist.
4. **Training.** ProCard Administrator will contact the cardholder regarding training. A training session is mandatory for all Cardholders and Approving Officials, and must occur before the card is released to the cardholder. The cardholder must sign the Cardholder's Agreement prior to receiving their card.

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

5. ProCard will arrive at Procurement Services office. The ProCard Administrator will contact the cardholder to pick up and activate their card.

**6. Activation.**

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

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

**Sign the back of your card.**

## Section III: USES OF THE PROCARD

### Allowable Purchases

*NOTE: Please be sure to visit Campus Marketplace and CSUBUY. Cal Poly has a number of preferred vendors and contracts that provide favorable terms, i.e. printing, catering, rentals of tables, chair and tents, etc. to achieve cost savings and improve process time.*

1. **Equipment.**  
If an item costs \$1,000.00 or more, it is considered theft sensitive and must be property tagged. If you need assistance in determining whether an item could be classified as equipment, please contact the Property Accounting Office, ext. 6-2570.
2. Off-campus services with no contracts required.
3. Subscriptions and memberships.
4. Conference and training registration fees.
5. Professional dues.
6. Printing.
7. FedEx and UPS (off campus).
8. Postage.
9. Advertisements.
10. Catering by Cal Poly approved caterers (see Campus Marketplace).
11. Tables, chairs, tent rentals provided by Cal Poly approved vendors (see Campus Marketplace).

### Purchases that Require Additional Documentation and/or Preapproval

1. **Furniture.** Contact your Procurement Specialist outlining what needs to be bought, quantity, price, vendor and where it needs to be delivered in order for the Procurement Services to verify the items are compliant with ADA and safety requirements. If approved, a waiver will be issued.
2. **Hospitality expenses.** [Hospitality Justification Form](#) must be filled out to justify any hospitality expenses and included with the monthly statement submitted to Payment Services. All charges are subject to the [Hospitality Policy](#).
3. **Gift cards** and other money equivalents. Gift Cards require a Gift Card Request Form to temporarily unblock merchants on your ProCard. Purchases of Gift Cards using personal funds will not be eligible for reimbursement.

Note: gift cards to the University Store are allowed for hospitality purposes if they are \$100 or less in value. Gift cards to other on-campus vendors are allowed if they are \$10 or less in value.

4. **Local hotels** are used for hosting and hospitality only, including hospitality-related deposits. Contact your Procurement Specialist for review and approval of the purchase. If approved, a waiver will be issued.
5. **Software.** A [Software Waiver Form](#) must be filled out and sent to your department's Procurement Specialist for review and approval prior to the purchase. If approved, a waiver will be issued.
6. **Emergency Purchases** that exceed established spending limits or are outside of the ProCard Policy. An emergency is defined as when condition exists involving public health, welfare, or safety. Failure to allow adequate lead times does not constitute an emergency. Your Procurement Specialist needs to be contacted prior to the purchase to investigate the possibility of waiving the established controls and limits. If approved, a waiver will be issued.
7. **Hazardous Materials.** Hazardous materials may include hazardous chemicals, compressed gases, radioactive materials, biological organisms, and controlled substances and precursor chemicals, as defined by federal, state, and local regulations and University policies. The cardholder or Department Card Administrator are responsible to receive approval from their Department Chair, Director, Administrator, or designated safety coordinator, who is responsible to for authorizing the purchase of hazardous materials for use in their department.

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

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

The Department Chair, Director, Administrator, or designated safety coordinator shall ensure all hazardous material purchases are included in their department's



hazardous materials inventory, and they shall send the updated inventory to the Environmental, Health and Safety Department at: [environmental-health-safety@calpoly.edu](mailto:environmental-health-safety@calpoly.edu). The cardholder or Department Card Administrator are responsible to do the due diligence in investigating whether the materials purchased are hazardous. Contact Environmental Health & Safety at 6-6665 for assistance.

Reference: [EH&S Hazardous Materials Procurement Policy](#)

## Prohibited Uses of Procurement Credit Card

- 1. Personal purchases.** The ProCard must only be used for allowable University purchases. It is not acceptable for a cardholder to make a personal purchase, even if the intent is to reimburse the University. Accidental and purposeful use of the ProCard for personal purchases will be considered serious misconduct and will be considered a violation, resulting in the card being revoked. If your card was used for a personal purchase, you must reimburse the charge through the Cashier's Office with a written explanation. Attach your receipt and letter of explanation to your monthly ProCard Statement.
- 2. All on-campus services** (i.e. printer maintenance, equipment repair). Such purchases require vendors' insurance, must be accompanied by an agreement signed by your Procurement Specialist, and must be bought via a purchase requisition regardless of the dollar amount.
- 3. Travel related expenses** (hotels, car rental, taxis, Uber, gasoline, airlines, and meals while traveling).
- 4. Splitting of purchases** to circumvent the \$2500 single purchase limit.
- 5. Purchases which result in a conflict of interest** for the user, resulting in personal gain or violate CSU policy and procedures. 'Conflict of Interest' is defined as follows:

"No public employee at any level of state or local government shall make, participate in making or in any way attempt to use his [or her] official position to influence a governmental [CSU] decision in which [s/he] knows or has reason to know [s/he] has a financial interest." Gov't Code § 87100.

"Any person who willfully violates the general prohibition is guilty of a misdemeanor." Gov't Code § 91000.

This prohibition applies to all CSU employees.

6. **Large volume, routine repetitious purchases from one supplier.** Please work with your Procurement Specialist to acquire such purchases.
7. **Cellular Service.**
8. **Amazon Prime, Costco memberships** or other similar personal memberships.
9. **Automatic renewals of software.**
10. **Fines, late fees, penalties, interest charges.**
11. **Uniforms and safety shoes.**
12. **Drones.**
13. **Any agreement or contract which requires signature** (lease, maintenance, consulting).
14. **Cash advances or cash withdrawals from ATM machines.**
15. **Sharing ProCard information with anyone.** Cardholders must not allow other persons to make purchases using their ProCard.
16. Purchases that result in **copyright infringement.**

## Section IV: RESPONSIBILITIES

**All Cardholders and Approving Officials are responsible for ensuring the Procurement Credit Card is used in accordance with the policies outlined in this manual and that all purchases are in compliance with CSU procurement and contracting policies and procedures.**

### Responsibilities of the Cardholder

Any staff or faculty involved with the preparation of procurement card reconciliations should be familiar with the ProCard and procurement policies and can request training from the ProCard Program Administrator at any time.

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

### Responsibilities of the Approving Official

1. Completing and acknowledging required ProCard Approving Official Training (currently administered online via Learning Hub).
2. Reviewing all transactions and certifying they are all appropriate bona fide business expenses and are made in accordance with the policy.

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

**Approving Officials may be required to retrain, and/or cardholder cards blocked if the established policies and procedures are not followed.**

## Section V: PROCEDURES

### Documentation of Purchases

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

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

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

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

### Monthly Reconciliation Process in PeopleSoft

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

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

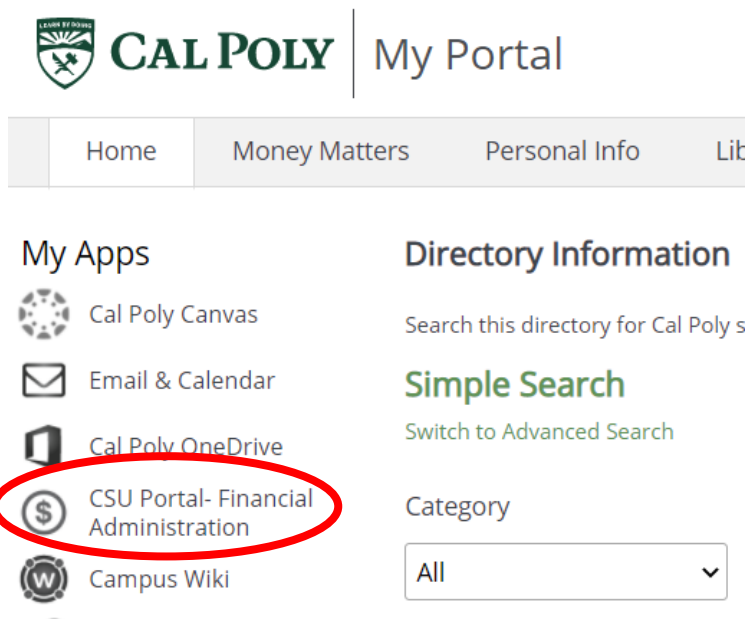
Note: The cardholders should make arrangements for someone in their department to

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

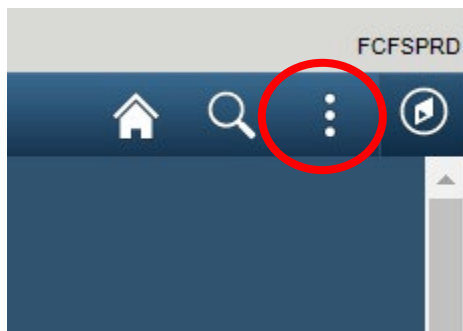
## HOW TO RECONCILE YOUR PROCARD STATEMENT

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

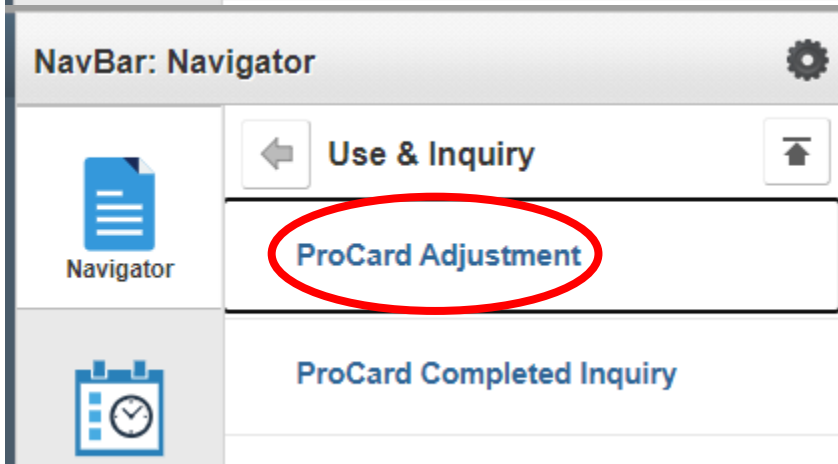
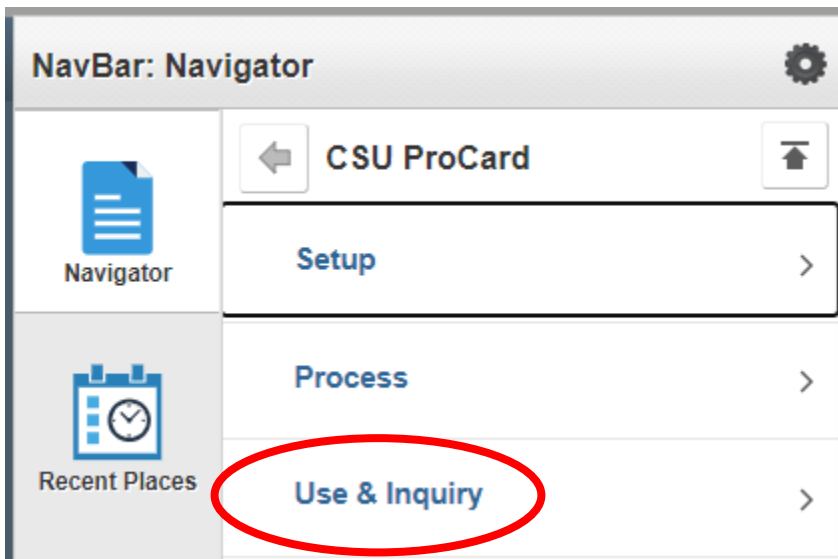
1. Go to the Cal Poly Portal. On the Single Click Links column, click on CSU Portal – Financial Administration.



2. Go to the Nav Bar in the top right corner.



3. Select Navigator - CSU ProCard – Use and Inquiry – ProCard Adjustment.



4. Enter the last name as it appears on your ProCard.

Search. If your name appears, click on it to open your statement.

**Find an Existing Value**

---

▼ **Search Criteria**

Business Unit = ▾ SLCMP 🔍

Origin begins with ▾ 🔍

Invoice Date = ▾ 📅

**Last Name** begins with ▾ 🔍

First Name begins with ▾ 🔍

Invoice Number begins with ▾ 🔍

Case Sensitive

**Search** Clear Basic Search 📄 Save Search Criteria

5. Click View All.

Provide a description of purchase in the description field for each transaction. Substantiate descriptions with how this purchase pertains to University business. If the purchase required a waiver, insert the waiver number into the description field of the transaction.

Save.

Make sure the vendor's name and dollar amount for each transaction is correct. If the default chart fields need adjustment, make the necessary changes. If charges are to be split by multiple chart fields, click "+" sign to add line and insert the additional chart field combination Save.



**Transactions** 3 of 3 [View All](#)

Supplier Name: STAPLS0189249232000001 State: NJ  Reconciled

Transaction Date: 02/03/2021 Merchandise Amount: 55.76

**Description:** 113667517 STATIONERY STORE/SUPPLIES 113667517

190 characters remaining

Reference #:

Equipment     Tax     Registration     Printing/Promo     Computer  
 Service     Hospitality     Other     Disputed     Travel

**Distribution** 1-1 of 1 [View All](#)

	GL Business Unit	*Account	*Fund	DeptID	Program	Class	Project	Distrib. Amt.		
1	SLCMP	[REDACTED]	[REDACTED]	[REDACTED]				55.76	+	-

[Save](#) [Return to Search](#)

- After all edits have been made, and the changes saved, click on the Printer icon. Then, click Process Monitor.

**ProCard Adjustment**

---

Business Unit: SLCMP ProCard Origin: USB Name: [REDACTED]

Invoice: [REDACTED] Invoice Date: 02/16/2021 Total: 138.84 [Process Monitor](#)

**Attachments**

[Add Attachment](#) Attachment 1  
Attachment 2  
Attachment 3  
Attachment 4

- Click on the Refresh button, until you see Success and Posted displayed in the Run Status and Distribution Status on the right hand side of processes. Then click Details.

[Process List](#) | [Server List](#)

---

**View Process Request For**

User ID:  
 Type:  Last:  4 Days:

Server:  Name:  
 Instance From:  Instance To:  [Report Manager](#)

Run Status:  Distribution Status:   Save On Refresh

**Process List**

1-1 of 1 | View All

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	20553167		SQR Report	CSUPO008	15005841195	02/17/2021 3:42:21PM PST	Success	Posted	<a href="#">Details</a>

8. Click View Log/Trace.

### Process Detail

#### Process

Instance	20553167	Type	SQR Report
Name	CSUPO008	Description	ProCard Statement
Run Status	Success	Distribution Status	Posted

#### Run

Run Control ID 002

Location Server

Server PSUNX

Recurrence

#### Update Process

- Hold Request
- Queue Request
- Cancel Request
- Delete Request
- Re-send Content
- Restart Request

#### Date/Time

Request Created On 02/17/2021 3:42:21PM PST

Run Anytime After 02/17/2021 3:42:21PM PST

Began Process At 02/17/2021 3:42:39PM PST

Ended Process At 02/17/2021 3:42:52PM PST

#### Actions

- [Parameters](#)
- [Message Log](#)
- [Batch Timing](#)
- [View Log/Trace](#)
- [Transfer](#)

9. Select the PDF hyperlink to view your statement.

### File List

Name	File Size (bytes)
<a href="#">SQR_CSUPO008_20553167.log</a>	1,760
<a href="#">csupo008_20553167.PDF</a>	6,853
<a href="#">csupo008_20553167.out</a>	282

### Distribute To

10. Print statement.
11. Sign statement, attach receipts in order of transaction listed on the statement, and have the Approving Official sign the statement. AdobeSign signatures will be accepted.
12. Send the signed ProCard Statement with all itemized receipts and all additional supporting documentation to Payment Services no later than the end of business of the due date listed on the [ProCard Calendar](#).
13. Statements may be sent to Payment Services or a legible copy emailed to Payment Services at [sbs-payment@calpoly.edu](mailto:sbs-payment@calpoly.edu). If a legible copy is not provided, Payment Services may request the original be brought to the office.

## Registering Your Card on US Bank Website

Registering your card on the USBank Website is a requirement. Becoming a registered user on the US Bank website will allow you to:

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

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

HOW TO REGISTER YOUR PROCARD WITH THE US BANK:

1. Go to access.usbank.com and click on the "Register Online" link.

U.S. Bank Access® Online Our Payment Products

**usbank.** Welcome to Access Online!

Contact Us  
Login

Please enter the information below and login to begin.

Organization Short Name:

User ID:

Password:

**Login**

[Forgot your password?](#)

[Register Online](#) ← Click on link

[Website/Browser Requirements](#)

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U.S. Bank Access® Online Our Payment Products

**usbank.** Online Registration  
Add Accounts

Contact Us  
Login

To join Access Online, you will need a minimum of one valid account number. "Register This Account" will validate a single account. "Additional Account" will allow multiple accounts to be included in the registration process.

\* = required

Organization Short Name: \*  
 ← 1. Enter CSUCA

Account Expiration Date:  
Account Number: \*  Month\*  Year\*

← 2. Enter 16 digit credit card number, month and year of expiration

**Register This Account** **Additional Account**

↑ 3. Click Register This Account

[<<Back to Login Page](#)

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2. Scroll down. Click on "I Accept".

Customer is only permitted to use this Contract to reproduce, distribute, or create derivative works by Access Online or U.S. Bank.

#### 14. LAWS

The ATS shall be governed by and construed under the laws of the State of California, excluding its conflict of law provisions.

Customer and U.S. Bank agree to submit to the jurisdiction of the courts of the State of California.

If any provision(s) of the ATS is held by a court to be unenforceable, the remaining provision(s) shall be construed, as nearly as possible, to give effect to the intent of the parties, and all other provisions remaining in full force and effect.

U.S. Bank's failure to exercise or enforce a right or provision unless acknowledged and agreed to by Customer in writing.

Customer and U.S. Bank agree that any cause of action shall commence within one (1) year after the cause of action accrues or is discovered, whichever is later, or such longer time period as may be provided in writing by the parties.

The section titles in the ATS are solely for informational purposes and have no legal significance.



### 3. Complete all the fields with the asterisk \*.

U.S. Bank Access® Online Trustees California State Univ  
Our Payment Products

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**usbank** **Online Registration**  
Password and Contact Information

Contact Us  
Login

Organization Short Name: CSUCA

**User ID & Password**

\* = required

Please enter an ID between 7-20 alphanumeric characters and a password between 8-20 alphanumeric characters. Use a combination of letters and numbers easy for you to remember but not for others to guess.

User ID: \*  
Password: \*  
Re-enter New Password: \*

**Authentication**

Please select an authentication question and enter a response that will be easy to remember. This information will be used in the event that you forget your password.

Authentication Question: \*  
Mother's Maiden Name  
Authentication Response: \*

**Contact Information**

First Name\* Last Name\* MI  
Address 1: \* Address 2:  
City: \* State/Province: \* Zip/Postal Code: \*  
Country: \*  
Phone Number\* Fax Number:  
Email Address: \*

Click Continue →

All of usbank serving you®

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## ProCard Violations and Correction Procedures

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

ProCard Violations include, but not limited to:

1. Missing Statements
2. Missing receipts
3. Non-itemized receipts
4. Personal purchases
5. Missing Signatures
6. Incorrect Approving Official without delegation of authority
7. Travel
8. Split transactions
9. Drones
10. Uniforms
11. Agreements
12. Missing Software Waiver
13. Missing Furniture Waiver
14. Missing Hospitality Form

Corrective Actions for Missing Statements:

1. First Offense: Email to Cardholder and account suspended until completed statement received.
2. Second Offense: Email to Cardholder and Approving Official, and account suspended until statement received plus 30 additional days.
3. Third Offense: Email to Cardholder, Approving Official and Department VP, and account suspended until statement received plus 60 additional days.
4. Fourth Offense: Email to Cardholder, Approving Official and Department VP. Account permanently inactivated and privileges permanently terminated.

Corrective Actions for All Other Violations:

1. First Offense: Email to Cardholder, given seven (7) days to provide proof of proper approval negating violation. If no proof, account suspended for 30 days.

2. Second Offense: Email to Cardholder and Approving Official, account suspended for 30 days.
3. Third Offense: Email to Cardholder, Approving Official and Department VP, account suspended for 60 days.
4. Fourth Offense: Email to Cardholder, Approving Official and Department VP. Account permanently inactivated and privileges permanently terminated.

## Reporting Fraud and Disputing Charges

### FRAUD

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

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

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

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

### DISPUTING A CHARGE

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

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

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

## **Lost or Stolen Cards**

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

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

## **Revising Card Account Information**

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

## **Terminating ProCard Account**

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



## Section IV: REFERENCES

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<b>ProCard website</b> (forms, tutorials and other resources)	<a href="https://afd.calpoly.edu/procure-to-pay/how-to-pay/procard/">https://afd.calpoly.edu/procure-to-pay/how-to-pay/procard/</a>
<b>US Bank 24-Hour Customer Service</b>	(800) 344-5696
<b>US Bank Fraud Prevention Line</b>	(800) 523-9078
<b>US Bank Access Online Customer Support</b>	(877) 887-9260
<b>US Bank website</b> (view current balance, current and past transactions, credit limit, dispute a transaction)	<a href="https://access.usbank.com/">https://access.usbank.com/</a>
<b>ProCard Program Administrator</b>	Susie Chavez x 67512 <a href="mailto:sfchavez@calpoly.edu">sfchavez@calpoly.edu</a> Administration Bldg. 1, Room 128
<b>ProCard Payment Technician</b>	Dawn Rudder X 65871 <a href="mailto:drudder@calpoly.edu">drudder@calpoly.edu</a> Administration Bldg. 1, Room 129
<b>Procurement Specialists assigned to departments</b>	<a href="https://afd.calpoly.edu/procure-to-pay/">https://afd.calpoly.edu/procure-to-pay/</a>

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