

CASE Pcard Training Summary—2/14/01 (revised 1/28/05)

WELCOME—The Pcard is designed to simplify small dollar purchases (at a dollar level determined by your management center) associated with business-related activity. In general, the Pcard cannot be used for the purchase of personal items or certain University-related products such as animals, radioactive materials, gas cylinders, and prescription drugs.

This document contains summary details about how to use the Pcard. Please refer to your “**Case's Pcard Procedures Manual**”. For more details about this summary information and how the program works, please contact the Program Administrator at casepcard@case.edu or 216-368-4474.

How Does the Card Work? --Because Pcard is a MasterCard® charge card maintained by Bank One, it is accepted universally. Like all bankcards, a Pcard is either swiped at the supplier's site or used to place orders over the telephone by giving the account number to the supplier. The Pcard may also be used for mail orders and over the Internet. When a purchase is made with the Pcard, suppliers issue a receipt to the Cardholder as support documentation of the transaction. The bank "bills" CASE electronically for the net amount of all authorized transactions processed during a given period. CASE validates the data received from the bank's electronic billing, and issues payment to the bank via an electronic fund transfer. The cardholder is personally responsible for making sure all cycle transactions are University-related and they meet all relevant requirements.

Contact Bank One: The cardholder should first contact the supplier to resolve any exceptions or questions as most problems can be settled by taking this action. If an agreement cannot be reached with the supplier, contact Bank One customer service at **1-800-316-6056**. The staff there is experienced in dealing with exceptions or disputes, and should be able to assist you.

Lost/Stolen Pcards—immediately notify Bank One's Customer Service Department if your Pcard is lost or stolen. They are staffed 24hours a day/7 days a week for your convenience. Their phone number is **1-800-316-6056**.

Safeguard Pcard--Safeguard the card account number carefully! Do not post it at your desk or write it in your day planner. Do not give the card account number to a vendor for use on a standing or blanket basis. This practice is suspect to actions by employees of merchants gaining access to the number for fraudulent use. Remember that the account number can be used just like the card itself

Lending/Sharing Pcard is Prohibited—The only person entitled to use a Pcard is the person whose name appears on the face of the card. **Do not lend your card to another person for any reason.**

Disputes--A dispute exists when:

- A merchant will not accept returned items for credit
- Duplicate or erroneous charges exist for which the merchant will not provide credit
- Charges appear on statements that are questionable or unauthorized. The cardholder is responsible to follow up with the supplier on any erroneous charges, disputed items, and for transactions that have not been debited/credited. Prompt action must be taken to resolve any unauthorized or unidentifiable charges against any University fund to ensure resolution. Failure to take immediate action regarding disputed charges may cause termination of cardholder privileges.

Document Retention—Pcard receipts, statements, and support documentation must be maintained by the ordering department for five (5) years. Departments with research grants that require document retention beyond the expiration date of the research grant will have to maintain research-related Pcard information for the extended retention period of grant information. The extended retention period may be as long as seven (7) years beyond the expiration date of the grant.

Returns and Credits--In most instances, merchants will cooperate with the buyer in the event that the goods purchased need to be returned for exchange, replacement or credit. If you need to return a purchased item for any reason, contact the supplier to make the arrangements.

If you need assistance with shipping an item to the merchant via UPS or other carriers contact Purchasing at **216-368-4474**.

If the resolution cannot be reached with the supplier/provider regarding attempts to return items for credit or exchange please contact the Pcard Program Administrator for assistance at **216-368-4474** or casepcard@case.edu.

Request for Duplicate Receipts--If necessary, a copy of a sales draft (sales slip) can be obtained by calling Bank One Customer Service at **1-800- 316-6056**. All requests for sales drafts will be subject to a bank imposed \$5.00 processing fee, which will be charged to the originating department.

Termination/Cancellation of Card--A card must be terminated or cancelled when (a) the cardholder no longer uses the Pcard, (b) the cardholder is no longer employed at the University, or (c) a cardholder changes department-reporting status.

Important Note: Non-compliance of this requirement will cause the Cardholder to become personally responsible for transactions that may originate after termination.