Contents

Information about the system-wide Procurement Card Program, including this procedure material, is consolidated and maintained at acctspayable.tennessee.edu
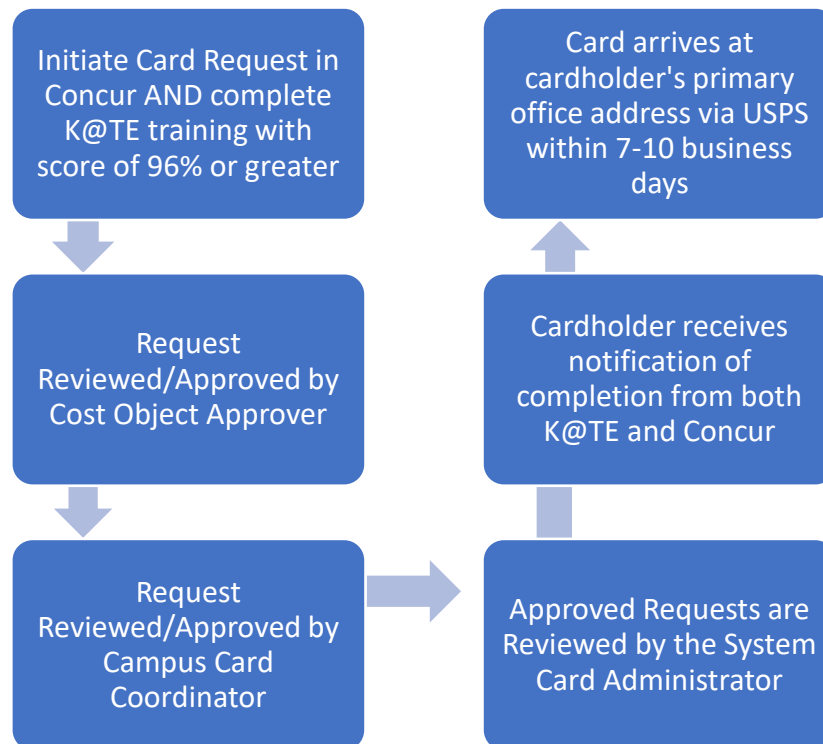
Requesting a Procurement Card

All cards must be requested through Concur: https://travel.tennessee.edu.

Required training and questionnaire is delivered via K@TE: https://kate.tennessee.edu

Please note that there are two types of training available in K@TE: Procurement Card Training and Questionnaire OR Travel Card Training and Questionnaire. These modules contain different information and cardholder agreements. Please take the correct training for the type of card that you request.
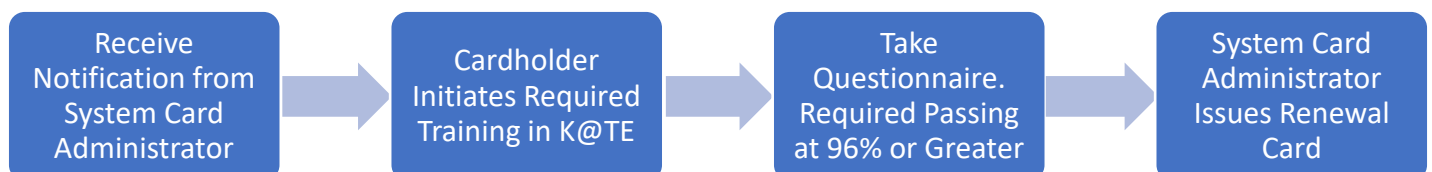
Outlined below is the process for initiating a card request in Concur, completing the required training and questionnaire housed in K@TE.

Both the Concur card request AND the K@TE training module must be completed before a card will be issued.

```
┌─────────────────────────┐        ┌─────────────────────────┐
│ Initiate Card Request in│        │ Card arrives at         │
│ Concur AND complete     │        │ cardholder's primary    │
│ K@TE training with      │        │ office address via USPS │
│ score of 96% or greater │        │ within 7-10 business    │
│                         │        │ days                    │
└───────────┬─────────────┘        └────────────▲────────────┘
            │                                    │
┌───────────▼─────────────┐        ┌─────────────┴───────────┐
│ Request                 │        │ Cardholder receives     │
│ Reviewed/Approved by    │        │ notification of         │
│ Cost Object Approver    │        │ completion from both    │
│                         │        │ K@TE and Concur         │
└───────────┬─────────────┘        └─────────────▲───────────┘
            │                                    │
┌───────────▼─────────────┐        ┌─────────────┴───────────┐
│ Request                 │  ───▶  │ Approved Requests are   │
│ Reviewed/Approved by    │        │ Reviewed by the System  │
│ Campus Card             │        │ Card Administrator      │
│ Coordinator             │        │                         │
└─────────────────────────┘        └─────────────────────────┘
```

Completing Refresh Training

Once issued a card, the cardholder is required to complete a training refresher when their current card expires. Cardholders will receive a reminder to complete this training. Outlined below is the process for completing the training refresh.

```
┌──────────────────┐    ┌──────────────────┐    ┌──────────────────┐    ┌──────────────────┐
│ Receive          │    │ Cardholder       │    │ Take             │    │ System Card      │
│ Notification from│ ─▶ │ Initiates Required│ ─▶ │ Questionnaire.   │ ─▶ │ Administrator    │
│ System Card      │    │ Training in K@TE │    │ Required Passing │    │ Issues Renewal   │
│ Administrator    │    │                  │    │ at 96% or Greater│    │ Card             │
└──────────────────┘    └──────────────────┘    └──────────────────┘    └──────────────────┘
```

Contact Information

Bank of America

To report a card lost, stolen, or compromised, please contact Bank of America.

The bank is also able to assist cardholders when a card is declined and give information about the reason for the decline.

Customer Service: 1-888-449-2273

Reset PIN: 1-888-233-8855

Fraud Department: 1-866-500-8262

*The bank will use the information on file for the card to validate your identity. Please have this information readily available when contacting the bank.

The verification ID is 9 + 6-digit UT personnel number

UT System Contact Information

Each campus has a Campus/Unit Coordinator that can assist with policy and procedure. Questions may also be directed to System Administration as needed.

The Program Administration for all campuses is housed in the System Accounts Payable Office. All requests for new cards, notices of cancelled cards, and fraudulent activity must ultimately be reported to the Program Administrator in System Accounts Payable either by the cardholder or by the Campus/Unit Coordinator.

Card Program Administration: ap_cardadmin@tennessee.edu

*System Accounts Payable Office: 865-974-2302

*If your call goes to voicemail, please leave a message with details of your problem including information such as the document number, last 4 digits of the card in question, etc. OR feel free to reach out via email.

THE UNIVERSITY OF TENNESSEE SYSTEM

Bank of America Card Activation

Register for Global Card Access and Activate: use QR Code below OR visit
www.baml.com/globalcardaccess and "Register a New Card"

Activate by phone: Call 1-888-233-8855

Verification ID: 9 + 6-digit UT personnel number (example: 9123456)

For more detailed registration and activation instructions see Global Card Access Registration

Global Card Access will offer many benefits to our cardholders:
- Check or change PIN number
- View recent transactions
- Temporarily lock/unlock a card
- Manage card alerts (suspicious activity, declined purchases, and balance notifications)
- Early access to card banking statements*

*** The IRIS statement will be available by the 5th business day of each month, and is the statement that should be signed and attached in IRIS per policy FI0530.** The Bank of America statement does not replace the IRIS statement, but we encourage all participants to take advantage of this statement to begin verifying account activity and matching receipts.

Declined Transactions, Lost, Stolen, or Compromised Cards Contact

1-888-449-2273 – Bank of America Customer Service

Cardholders are authorized to discuss cards in their name and to correct many decline issues without the assistance of the UT Program Administrator, even outside of UT's business hours.

Receipt Requirements

Cardholders are responsible for obtaining a proper receipt for all purchases. A proper receipt must include the following information:

- Itemized description of goods or services purchased, including unit price
- Vendor name
- Transaction date
- Transaction total

Receipts must be complete and original. Receipts that do not clearly list the items purchased or that are not originals will not be considered adequate documentation.

If you do not have a complete and original receipt, a Supplemental Receipt Form must be completed and attached to documentation from the vendor, such as the incomplete original receipt, a copy or fax of a receipt, an email explaining why the vendor cannot provide the necessary receipt, etc.

A supplemental receipt form may not be used as a replacement receipt without other supporting documentation.

All documentation should be attached to the statement in the order that the transactions appear on the statement. Procurement card statements with attached receipts should be filed in consecutive order by cardholder. Departments must keep these files for six years.

*For subscriptions, a copy of the renewal notice or initial subscription request is considered a proper receipt.

Verification Process in IRIS

All IRIS lessons can be found at [The IRIS Documentation Website](#)

Step 1: Print statement using ZPOS transaction

The cardholder should print and review the statement each month prior to submitting receipts to the verifier.

Enter ZPOS transaction

Procurement Card Statement Creation

Statement Information

Fund Center		to	
Statement Month	☑		
Statement Year	2020		

Include Inactive Entries For	99	Periods

Type fund center for the card (U number) and statement month
Make sure that statement year is correct
Include inactive entries for at least 6 periods to see any accounts recently closed

*You can select all statements that are needed, open, and then print them as a group.

The cardholder should check the statement for accuracy, attach all receipts, and then sign the statement before returning it to the verifier for reconciliation.

The verifier should sign the statement after reconciling distributing the charges in the IRIS system. The verifier should also report any suspicious card activity on the card prior to signing and attaching the statement.

Step 2: Review Statement Before Entering

Compare printed statement with IRIS displays and with receipts.

Note important information on the face of receipts such as G/L account, cost center, reason for purchase, etc. Report suspicious transactions to the department head, campus or program administrator, or program auditor.

Contact vendors about

- Fraudulent or incorrect charges (including sales tax charged)
    - If you cannot get a problem resolved with the vendor in 30-45 days, complete a Disputed Transaction Form and fax it to the bank. The bank will issue a credit for the charge and handle the dispute with the vendor.
    - All disputed charges are marked as DISPUTED during IRIS statement verification using FBV2. The DISPUTED entry can then be changed to RESOLVED after you have resolved the dispute with the vendor or after the bank has issued a credit for the charge (FBV2 if still parked, FB02 if posted).
- Missing or incomplete receipts
    - Complete a Supplemental Receipt Form and attach any documentation you have from the vendor. All charges without complete, original receipts must be marked SUPPLEMENTAL during IRIS statement verification using FBV2.
    - The SUPPLEMENTAL entry can be removed after a complete, original receipt has been received and attached to the procurement card statement (using FBV2 if still parked, FB02 if posted).

Step 3: Reconcile Statement in IRIS

Set initial setting for procurement card verification. This will only need to be completed the first time using this transaction. IRIS Lesson for Initial Setting:

Procurement Card 3 – Initial Setting

Introduction to FBV2 transaction:

There are several ways to search for parked documents using FBV2, but the easiest way is to use the document number listed on the top of the statement you are attempting to reconcile.

In the "Doc. Number" field, enter the document number found at the top of the statement (this is an "8" number)

Make sure that the fiscal year is correct

Making Changes in FBV2:

Default values can be changed to distribute charges to other cost centers, WBS elements, or G/L accounts as needed (including using complex posting for sensitive minor equipment items, see lesson Procurement Card 11 – Assign Asset). Once you have entered the document, select "Fast Data Entry".

Incorrect or Fraudulent Charges:
Double click on any fraudulent or incorrect charges that are being disputed with the vendor. In Reference key 1 field, type "DISPUTED".

Supplemental Receipts, Pending Documentation:
Double click on any charges without a receipt. In Reference key 2 field, type "SUPPLEMENTAL".

Splitting a Single Transaction into Multiple Lines:

To split a cost between G/L accounts, cost centers, etc. DO NOT OVERWRITE EXISTING DATA. Follow this process:

- Calculate the amounts that need to be separated
- Find the original charge that needs to be split
- Double click the charge and select "Fast Data Entry"
- Change the amount, G/L, and cost center using the same process as above
- Green arrow back
- Go to the first blank entry below all existing entries
- Double click the blank line
- Add all applicable information
- Arrow back
- Continue to add additional entries to blank lines as needed
- Make sure that the credit and debit numbers at the bottom of the page are in balance

Attaching the Statement to the Document:

- Sign statement after reconciling all charges and reporting any suspicious activity
- Scan all documentation into as few files as possible (pdf)
- Use drop down menu at top of page   ->   Change Parked Document: Overview
- Create>>Store Business Document
- Double Click: Parked Doc. Image (PDF)
- Find your pdf file and click "open"
- Click the green check to attach

*To enter detailed text about the charges on the statement (if needed) use the menu at the top of the page:

Extras >> Document Texts >>Correspondence

Document Completion/Send to Workflow for Approval:

Double click on the PROCURE CARD CLEAR line of the statement and change only the text "NOT RECONCILED" to "RECONCILED" in the Text field.

Mark the statement as COMPLETE to send for approval using either the keyboard shortcut SHIFT+F5 or by using the menu at the top of the page (Document>>Complete).

Items should be marked complete by the 20th of each month.

The document will not enter workflow for approval until it is marked as complete, even if all other steps have been done.

Step 4: Approval of statement in IRIS

Approvers should review all documentation for the procurement card, including the statement and receipts. All charges should be allowable per policy and approved by the department by the 25th of each month.

Step 5: Update DISPUTED and SUPPLEMENTAL charges when resolved

Use FBV2 (document is still parked) or FB02 transaction (document has been posted)

Double click the charge that needs to be corrected:

- Change DISPUTED to RESOLVED in Reference Key 1 field after a dispute has been resolved.
    - It can be helpful to keep copies of disputed transactions in a separate file until resolved.
    - Attach copies of the resolution document to the statement that shows the disputed charge, and attach copies of the disputed charge to the statement that shows the resolution of the dispute. That way both statements involved in the dispute and its resolution contain complete information on the transaction.
- Remove SUPPLEMENTAL from Reference Key 2 field after a complete, original receipt has been received.
    - Attach the complete, original receipt to the supplemental receipt form and incomplete receipt that are already attached to the statement.

Mark the statement as COMPLETE to save the change(s).

What to do if a document is rejected

Once parked documents are submitted for electronic approval by marking them complete, they could be approved or rejected. If a parked document (including a procurement card statement) is rejected by an approver, a "notice" will be sent to your Workplace Inbox.

Every IRIS user has a Workplace Inbox. You should check your inbox regularly to see if there are any rejection notices present.

To see if procurement card statements or any parked documents that you initiated have been rejected:
- Click (Workplace) from the main IRIS menu.
- Click on your (inbox) and then click on (Workflow).

For full instructions on how to deal with workflow rejection notices, complete the lesson FBV2 – Resubmit Rejected Parked Document. This lesson is available from the IRIS Help web site at:

Accounts Payable IRIS Documentation

Click on Financial>>Accounts Payable to access this lesson

Policy Information

Policy Statement

Review of applicable policies is the responsibility of each individual who participates in the Procurement Card Program at any level. Current system-wide and campus policies are available online at policy.tennessee.edu

Please consult the current policy housed on the policy site (PolicyTech) prior to making any business or purchasing decisions. All purchases made with the procurement card program will be held to the standard of the current policy for purpose of verification or audit.

The procurement card information provided in this packet, or any other supplemental information provided by any department, unit, or campus, is not a substitute for or addendum to any University policy.

Campus and departmental polices may be more strict than System policy, but may not be less strict in their requirements.

Other policies may apply to purchases made with procurement cards. Please consult policy prior to purchasing items.

Policy FI0530 - Procurement Cards

Policy provides guidelines for the Procurement Card program, including program participant responsibilities, limitations on the cards, processes for obtaining or cancelling a card, and general instructions for reconciliation of card statements.

Cardholders:
- May not maintain a personal membership with their procurement card for a merchant such as Sam's Club, Barnes & Noble, Costco, etc.
- Should not save their procurement card information to personal accounts (prevents accidental spend)
- May not use the procurement card for personal purchases
- Amazon Prime Membership is not a permissible expense because there is a business membership available through the UT Marketplace.

Cards should be cancelled immediately when:
- Cardholder suspects the card number has been or may be used without authorization (i.e., stolen).
- Cardholder has transferred to another university department.
- Cardholder seldom or never uses the card.
- Cardholder is no longer employed by the university.
- Cardholder goes on leave without pay.
- Cardholder is requested to surrender card due to violation of policies.
- Cardholder/department decides to no longer participate in the program.

Policy FI0405 - Procurement

Policy provides best practices and policy for procurement of goods and services for the University, including providing information about the UT Marketplace. The Procurement Card is accepted for many vendors available in the marketplace.

Cardholders should attempt to use the Marketplace for vendors when possible since these vendors have been bid for best value by Procurement Services.

If the department will spend over $10,000 with a single vendor in a fiscal year, the department should reach out to Procurement Services to determine if the goods/services should be bid and if a Framework/Purchase Order should be put in place.

*Procurement Cards may not be used for contract payments in the contract system.

Policy FI0130 – Fraud, Waste, and Abuse

This policy highlights reporting responsibilities and defines fraud, waste, and abuse. The policy also outlines investigation procedures, disciplinary action, recovery of assets, etc. Please refer to current policy for further information.

Fraud: An intentional deception that violates a law or the public trust for personal benefit or the benefit of others
Waste: The act of using or expending resources carelessly, extravagantly, or to no purpose
Abuse: Behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary operational practice given the facts and circumstances. This includes the misuse of authority or position for personal gain for the benefit of another.
Waste and abuse do not necessarily involve fraud or illegal acts.

Any employee who suspects fraud, waste, or abuse of the procurement card program may report such activity to the following individuals:
- Supervisor or Department head
- Campus or Institute Official, including Program Coordinator
- System Program Administrator
- System Program Auditor
- The Office of Audit and Compliance

Employees wishing to remain anonymous may report to:
- UT Compliance Hotline 1-855-461-2771
- UT Compliance Online uthotline.ethicspoint.com
- State Comptroller's Hotline 1-800-232-5454