

Frequently Asked Questions

1. What is a purchasing card?
 - A purchasing card is a Visa card that is used for authorized business purchases. The purchasing card is a valuable tool for quickly and efficiently purchasing and paying for small dollar commodity items and/or travel expenses.
2. Who can get a purchasing card?
 - University employees (full-time, part-time, term, or graduate assistants), who have the responsibility for making purchases on behalf of their departments, and/or travel for the University, and/or have the approval of his/her department head are eligible for a purchasing card. In addition, the above individuals must have access to a scanner or electronic device with pdf capabilities.
3. How do I get a purchasing card?
 - Eligible University employees may apply for a purchasing card, once they have obtained approval from their department supervisor, by completing the Purchasing Card Application, which is located on the portal. The applicant must complete and sign the application and submit it, along with an Approver Application and Reconciler Application (if applicable). The completed and approved forms should be emailed to purchasingcard@semo.edu. Once the applications are processed, you will be required to attend a training session. Upon completion of the training, you will be eligible to receive your card.
4. Why should I use a purchasing card?
 - You should use your purchasing card for the following reasons:
 - It streamlines the processes for most small and some large dollar transactions.
 - It enables employees to be more efficient and focus on their core missions.
 - It provides cost savings through consolidated payments and guarantees faster payments to vendors.
 - It eliminates employee out-of-pocket expense and the need to wait for reimbursements.
5. Can the card be used for foundation purchases?
 - No, foundation purchases are never allowed on the card.
6. Can the purchasing card be used to purchase furniture?
 - No, all furniture purchases must go through the Purchasing Department, not on the purchasing card.
7. Can I make purchases on the internet?
 - Yes, provided they meet the guidelines of the Purchasing Card Policy & Procedures Manual. Remember to print out the receipt as backup for your payment.
8. Can we use the purchasing card on statewide contracts?
 - No, anything that is on contract should be processed through the Purchasing Department, not on the purchasing card.
9. Can I use my purchasing card to reserve flights for business travel?
 - Yes, the purchasing card can be used to purchase commercial airline tickets (coach rate). For specific travel procedures and a list of allowable and non-allowable travel items, refer to the Travel Policy and Procedures Manual.
10. Can I use my purchasing card for my hotel room?
 - Yes, the purchasing card can be used to pay for hotel rooms. For specific travel procedures and a list of allowable and non-allowable travel items, refer to the Travel Policy and Procedures Manual.
11. Can we have the merchant split a transaction to bypass the single transaction limit?
 - No, splitting of transactions is a direct violation of University purchasing policies and procedures and could result in card suspension.
12. Can I allow other users access to my purchasing card?
 - Each cardholder is responsible for the security of the card assigned to them. Under no circumstances should a card be given or loaned out to another person. All precautions must be used to maintain confidentiality of all information relating to your card, such as the card number and expiration date. Any cardholder sharing their purchasing card information or allowing another individual to use their card may have their card cancelled.

13. What do I do if a transaction is declined?

- Call the number on the back of your card to obtain the reason for the decline. If further assistance is needed, contact the Purchasing Card Team.
- If your purchasing card has been declined, it could be due to the following reasons:
 - You have exceeded the single or monthly transaction limit,
 - The vendor's merchant category code is prohibited,
 - The bank has a security concern and has put a hold on your card.

14. How do I change my monthly and/or single transaction limits?

- If you would like to request a change to your monthly and/or single transaction limit, you should complete the Card Maintenance Form. Please note that the maximum single transaction is \$3,000.

15. What is an MCC code?

- A merchant category code (MCC) is a four-digit number assigned to a business by credit card companies. The MCC is used to classify the business by the type of goods or services it provides.

16. What MCC codes are blocked? Can particular ones be unblocked?

- A list of blocked MCC Codes is listed in the appendix of the Purchasing Card Manual. MCC Codes can be temporarily unblocked using the Card Maintenance Form.

17. Is there a tax exemption when making purchases with the purchasing card?

- Yes, we do not pay state sales tax. Please advise the vendor before beginning to checkout, that this will be a tax-exempt purchase.

18. What if a vendor does not accept the purchasing card?

- If the vendor will not accept the purchasing card, you must coordinate the purchase via the Purchasing Department.

19. When do billing cycles begin and end?

- Cycles begin on the 26th of the month and end on the 25th of the month. If the 25th falls on a weekend, the cycle ends on the following Monday.

20. When is the deadline to reconcile transactions in Access Online?

- The deadline to reconcile transactions in Access Online is the 5th of the month following the billing cycle close date. A \$25 fee will be assessed to the department's budget if the reconciliation is not completed on time.

21. Do I need to do anything in Access Online if I do not have any transactions during the billing cycle?

- No, you do not need to do anything if you do not have transactions during the cycle. However, we do recommend logging into Access Online to verify that there are no charges that you may have forgotten about or that have been falsely placed on your card.

22. When will purchasing card charges show up on my department's budget?

- The billing cycle close date is on the 25th of each month. After reconciliation and approvals are completed for all cardholders, your charges will be posted and viewable in Banner around the 10th of the following month.

23. Do I need to keep a receipt for every single transaction?

- An itemized/detailed receipt is required for every transaction. A valid invoice/receipt will include the following:
 - Vendor Name
 - Order date
 - Items purchased
 - Cost of each item
 - Total transaction amount

24. I lost one of my receipts. What should I do?

- For an internet purchase, you may be able to review your account history and obtain a duplicate receipt. Otherwise, you will need to contact the vendor for a replacement. If a replacement is not available you

must complete the Missing Receipt Form and scan it in place of the receipt. Submission of more than two Missing Receipt Forms will be seen as misuse and result in a penalty.

25. How do I dispute a transaction that I do not recognize?

- The cardholder must attempt to resolve any disputes or billing errors directly with the vendor. In most cases, the vendor will issue a credit to the purchasing card account. If an agreement cannot be reached with the vendor, the cardholder must dispute the transaction in Access Online.

26. I lost my purchasing card or fear it has been compromised. What do I do next?

- It is the cardholder's responsibility to report a lost or stolen card as soon as possible by contacting US Bank immediately. The customer service number to contact is (800) 344-5696 within the U.S. or (701) 461-2010 outside of the U.S. The cardholder must be prepared to provide the following information to the Bank representative: card number, campus address and telephone number and a brief summary of what happened. Lost or stolen cards reported by telephone are cancelled immediately. A replacement card will be issued and mailed to the Purchasing Card Team within seven to ten working days after being reported.

27. I accidentally charged a personal expense on my purchasing card, what do I do next?

- Notify the Purchasing Card Team of the mistake. Attempt to get the charge credited back to the card. If the vendor will not cooperate, the cost of the item(s) will be deducted via payroll deduction. Personal purchases are prohibited and are considered a violation.

28. I was charged sales tax. What should I do?

- The cardholder should contact the vendor, identify the transaction, and request that the tax be credited back to the card. It is the responsibility of the cardholder to inform the merchant that the university is tax exempt at the time of purchase. A copy of the sales tax exemption certificate is available on the portal.

29. What if the vendor charges your card, but you don't receive the items for a few months?

- The cardholder should inform the vendor not to charge the purchasing card until the items have shipped or the services have been provided. Any back-ordered items should be charged to the purchasing card at the time of shipment. If the vendor does charge the purchasing card, contact the vendor and request a credit for the items you have not received.

30. What do I need to do with my purchasing card if I transfer to another department?

- The cardholder is responsible for contacting the Purchasing Card Team and advising them of the departmental change. Your new department supervisor can authorize you to retain the card. If your new supervisor authorizes you to keep the card, you must complete a Card Maintenance Form.

31. What do I need to do with my purchasing card if I leave the university?

- You should notify the Purchasing Card Team of the change in your employment status as soon as possible. You must complete the Card Cancellation Form and submit it to the Purchasing Card Team before you leave the university.