Office of Contracting & Procurement
Division of Finance
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Welcome to the *Rowan University Purchasing Card Program*! Included in this packet are the following:

- Purchasing Card (or P-Card)
- Tax-Exemption Card
- University Purchasing Card Policy
- Receptions and Entertainment Policy
- Travel Policy
- Prohibited Purchases/Travel Expenses Lists
- Common Causes of Flagged Transactions
- Guide to Declined Transactions

The Tax-Exemption Card should be kept alongside your P-Card. This can be shown to vendors before the point-of-sale to verify Rowan's tax-exempt status.

It is very important that you familiarize yourself with both the Purchasing Card and Entertainment Policies. There are several guidelines that must be followed when using the card. Responsibility lies solely with the Accountholder and failure to comply may result in a suspension or termination of your card.

You will be assigned mandatory trainings in your Banner Employee Dashboard. Training guides for the Bank of America Works system are also located on the Office of Contracting and Procurement website under How to Purchase Goods or Services – P-Card & Alternative Procurement. These are an excellent reference to managing your transactions.

When activating the card, you will be asked for a Verification ID (your Banner ID#) and phone number. You will also need to set up a PIN at the time of activation. This is extremely important to prevent declined transactions.

It is also recommended that you download the BoA Global Card Access app, available for both iOS and Android devices, as well as via website. You will be able to view and change your PIN, view the authorization log, check your balance, view transactions, manage alerts, and other useful account management solutions.

If you have any questions, please contact Nicole Johnson (x. 65174)

Prohibited Purchases

- Alcohol
- New Jersey and Florida Sales Tax
- Personal purchases
- Cash advances
- Approved Banner vendors – Use the PO process whenever possible.
- Travel-related meals
- Fuel for personal vehicles
- Textbooks
- Gifts or food for university employees
- Shipping expenses to personal addresses
- Unapproved IRT-related items, including hardware, software, and accessories.
- Hazardous, radioactive, or controlled materials and substances
- On-campus purchase (Gourmet Dining, Rowan Foundations, or Clubs)
- Personal cell phones, cable, and Wi-Fi (some circumstances are allowed, determined only by OC&P)
- Donations and sponsorships

Prohibited Travel Expenses on PCard

- Airline or VIP club membership dues or one-day admission fees
- Airline/car rental upgrades
- Airline Seating: Main Cabin Extra, Preferred Seating, Delta Comfort (i.e. Extra Leg Room)
- Air phone usage

- Alcoholic refreshments
- Baby-sitting or childcare costs
- Barbers and hairdressers
- Car repairs/routine maintenance or locksmith charges
- Car washes / oil change

- Clothing or toiletry items

- Credit card delinquency fees/finance charges/annual fees
- Day Travel Meals
- Early Bird Check In

- Excess baggage costs related to personal property
- Day Travel Meals

- Early Bird Check In

- Excess baggage costs related to personal property
- Expenses related to vacation or personal days taken before, during, or after a business trip
- Frequent flyer mile (airline tickets purchased, partially purchased, accommodations and upgrades obtained using frequent flyer miles)

- Helicopter services for local travel/entertainment
- Hotel Suite

- House-sitting
- Laundry or cleaning expenses

- Loss or theft of cash advance money or airline tickets
- Loss or theft of personal funds or property
- Lost baggage

- Luggage and briefcases
- Magazines, newspapers, personal reading materials
- Medical expenses while traveling
- Movies

- Optional travel protection or baggage insurance
- "No show" for hotel or car service
- Parking Lot Services (i.e. White Glove Service)

- Parking or traffic violations

- Personal accident or property insurance
- Personal entertainment

- Pet care / Boarding
- Prescription (Refills)

- Recreational expenses

- Saunas, massages, spa visits, gym
- Shoeshines

- Souvenirs or personal gifts
- Trip cancellation insurance

- Uber / Lyft Premium Service

Common Causes of Flagged Transactions

- If a vendor accepts purchase orders, you must use a purchase order. The card should be used as a last resort only.
- All IRT related purchases including hardware, software, and online subscription services must include an IRT REQ number in the comments.
- All receipts must be itemized, clearly showing all items purchased and tax-exemptions.
- All food purchases must include an entertainment form.
- Food purchases for lab-use must be clearly indicated in the comments when allocating the transaction.
- On-campus dining/catering orders over $100 must go through Gourmet Dining. If they are unable to provide the requested services, a wavier will be issued and must be uploaded to BoA for support.
- All travel-related expenses require the Concur approval email (with encumbrance #) to be uploaded to BoA as support.
- Day-travel expenses must be clearly explained in the comments: Day Travel, type of expense, name of event. e.g., "Day Travel, fuel for rental car to XYZ Conference".
- All tax refund receipts/reimbursements must be uploaded to the original transaction.
- Any foreign transactions must include a dated currency conversion.
- Using the card to pay for employee meals or gifts is prohibited. The Accountholder will be responsible for reimbursing the University for the full transaction amount.
- It is the responsibility of the account holder to allocate transactions and upload all documents by the 9th of each month for the prior month.

Rowan University BoA Purchasing Card Program:
Guide to Declined P-Card Transactions

Bank of America offers two options to Accountholders and Proxy Reconcilers to manage their P-Card accounts: **BoA Works** and **Global Card Access**. The Accountholder is responsible for checking the authorization log prior to contacting the P-Card Program Administrator regarding a declined transaction.

BoA Works

1. Log into your Works account.
2. In the Accounts Dashboard, click on the 4-digit Account ID.
3. Choose "View Auth Log" from the drop-down menu.
4. Locate the Decline Reason from the Auth Log and follow the below guidelines:
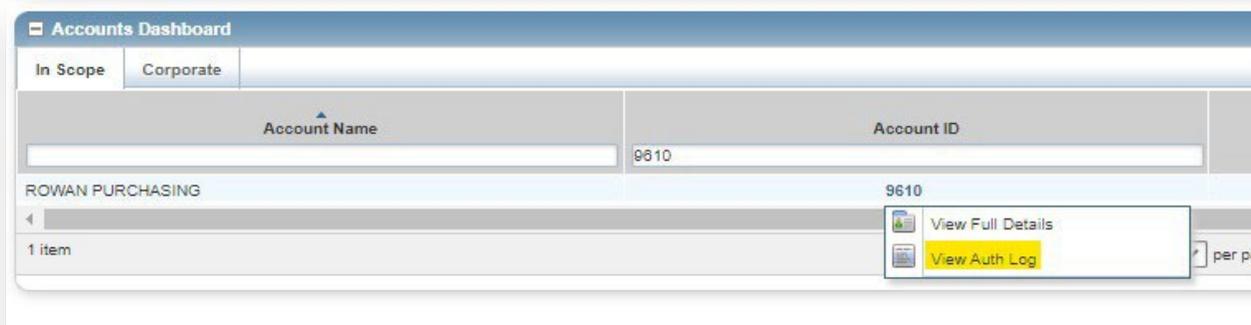
Decline Reason	Accountholder Action
Not Enough Available Money	Ensure all transactions from previous months are signed off. Open transactions will hold up your available funds. If more funds are needed, reach out to the Program Administrator to request a temporary credit limit increase.
Decline for Score 1	Suspected fraudulent activity. Call Bank of America at the number on the back of your card. You will be required to provide your Verification ID, which is the Accountholder's Banner ID.
Invalid PIN	Check or change your PIN through the Global Card Access website or app.
Individual MCCG is Excluded	Contact the Program Administrator to request an override. Make sure to forward any applicable approvals (IRT, Entertainment Form, etc.) at the time of the request.
Card Activation	The card has not been activated. Call the number on the back of the card or use the Global Card Access website or app to activate.

Global Card Access

- Account dashboard — check credit limit, available credit, current balance, recent activity, and payment due date
- Request a card from your Program Administrator
- Activate a new card
- View or change PIN
- Lock and unlock card
- Set up and manage alerts
- Download or view current and past statements

<u>Pro Tips for Preventing Declined Transactions</u>

- Make sure your card is activated.
- Make sure your PIN is set up. You can do this by calling the number on the back of the card. If asked for a Verification ID, it is the Accountholder's Banner ID.
- Monitor your available credit.
- If purchases will be made over the weekend, make sure you have enough credit available before leaving.
- PINs, card activations, and fraudulent activity cannot be addressed by the Program Administrator. Please contact Bank of America at 888-449-2273 for assistance with for these issues.