

## Welcome to the State of Colorado Commercial Card Program!

The Department of Personnel and Administration (DPA) provides centralized human resources, information, tools, resources and materials needed for Colorado state government to function. The Department provides the infrastructure by which the rest of state government operates. The programs and services provided by DPA are vitally important to the efficient and effective operation of state government.

The Department believes success depends upon offering quality and value to customers and stakeholders by providing economically efficient and sound services, while adhering to the highest standards of integrity. The Department established the Procurement Card and State Travel Management Programs as an extension of these practices.

It is our pleasure to be offering to State Agencies, Institutions and Affiliates a new improved program with our contractor Citibank. This program provides both procurement cards and travel cards through a single contract with Citibank. The State of Colorado has established that when used in compliance with State policies and procedures, both the State procurement card and travel card are efficient and effective in transacting the business of the State of Colorado.

This Commercial Card Manual has been developed for the benefit of Procurement and Travel Card program administrators, supervisors, and card holders. It is meant to be a resource guide as well as to stimulate movement toward best practices in administering and utilizing the program.

The State of Colorado Commercial Card Manual includes *Minimum Standards, Requirements and Best Practices* to contribute to the *success* of your Commercial Card Program. The manual is a *living* document that will continue to be updated and modified to the benefit of all program participants. As an added element, each section within the manual *showcases* an official Colorado State Fact!

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# State of Colorado



## Commercial Card Manual



### Minimum Standards, Requirements and Best Practices

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## SECTION 1

### COMMERCIAL CARD PROGRAM OVERVIEW

# *Colorado State Capitol*



The Colorado State Capitol, located at 200 East Colfax Avenue in Denver, Colorado, is the home of the Colorado General Assembly and the offices of the Governor of Colorado and Lieutenant Governor of Colorado. The building is intentionally reminiscent of the United States Capitol. Designed by Elijah E. Myers, it was constructed during the 1890s from Colorado white granite, and opened for use during November 1894. The distinctive gold dome consists of real gold plate, first added during 1908, commemorating the Colorado Gold Rush.

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## **1. COMMERCIAL CARD PROGRAM OVERVIEW**

In 2010 the State of Colorado Department of Personnel and Administration, State Purchasing Office issued a Request for Proposal (RFP), with the purpose of selecting a single qualified financial organization to provide corporate purchase cards, individual and corporate travel cards as well as other types of integrated credit card services. The Purchasing and Travel cards have historically been provided by separate vendors and the decision was made to move to a more innovative approach to increase payment transparency, streamline processes and reduce costs, mitigate risk and enhance program compliance and simplify the reconciliation process. A team of seventeen (17) staff members representing state agencies, institutions of higher education, community colleges and local government dedicated their time and expertise to the overall RFP process and unanimously recommended the award be offered to Citibank, N.A., as the financial institution with the highest ranking proposal.

The State negotiated this cooperative contract on behalf of all Colorado governmental entities and the end result is a superior and extremely beneficial program for all participants. Participation is open to state agencies, departments, legislative and judicial branches, political subdivisions (counties, school boards and districts, municipalities, or other public agencies or authorities), community colleges, institutions of higher education and other governmental entities. Entities not considered a State agency or governmental body within the State Procurement Code may participate as a program Affiliate, may manage independent programs and receive their portion of the rebate payment directly.

The contract term with Citibank is an initial five year term through 12/31/2015. There are an additional three, one year option letters available to be executed however; the full term of the contract shall not exceed eight years.

The Commercial Card Program encompasses **BOTH** the State Procurement Card Program and the State Travel Card Payment Program. This manual is an effort to align both Programs to establish consistent expectations of Program Administrators and cardholders.

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<b>1.1 Key Contact Information:</b>	
<b>Cardholder Support</b> (report lost or stolen)	1-800-248-4553
<b>Dispute – Phone number</b>	1-800-248-4553
<b>Fraud – Phone number</b>	1-800-248-4553
<b>Collections / Charge-off Department</b>	1-800-248-4553
<b>CitiManager Technical Support</b>	1-800-248-4553 [Option 1] <a href="mailto:CCJAXL1HelpDesk@citi.com">CCJAXL1HelpDesk@citi.com</a>
<b>E-Payment Technical Support</b>	1-800-248-4553
<b>Automated Credit Card Activation</b>	1-877-905-1861
<b>VISA Emergency Assistance</b> [including various travel, medical and legal services.]	1-800-VISA-911 [1-800-847-2911]  Or call collect if outside of the U.S.  1-303- 967-1096
<b>E-mail Notices</b> Verify if emails received are legitimate by forwarding to “spoof” email address:	<a href="mailto:spoof@citicorp.com">spoof@citicorp.com</a>
<b>Citi Internet Security Specialist</b>  Review Citi email safety information at:  If you have responded to an email you suspect is fraudulent, or if you have specific questions about any online security issues, please contact one of our Internet Security Specialists at:	<a href="http://citi.com/domain/spoof/learn.htm">http://citi.com/domain/spoof/learn.htm</a>          1-888-285-9696

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<b>.2 For Program Administrators and Travel Compliance Designees ONLY:</b>	
<p><b>State of Colorado – PROCUREMENT</b></p> <p>Point of contact to start new CCard programs, obtain guidance on account types, requests for mappers and the overall administration of the State’s master contract with Citibank</p>	<p><b>Brooke Dunn, State Commercial Card Program Manager</b></p> <p>DPA – State Purchasing Office</p> <p>Direct Phone: 303-866-6147</p> <p>Fax: 303-894-7445</p>
<p><b>State of Colorado – TRAVEL</b></p> <p>Point of contact to start new Travel programs, best practices, education and compliance support for Travel Compliance Designees</p>	<p><b>Lenora Kingston, State Travel Manager</b></p> <p>DPA – Division of Central Services</p> <p>Direct Phone: 303-866-3986</p> <p>Fax: 303-866-5302</p>
<p><b>Citibank</b></p> <p>Point of contact for program administration, changes, operational questions and support for the daily needs of the Program</p>	<p><b>Client Account Services (CAS)</b></p> <p>Jenny Calderon; Client Service Officer</p> <p>Phone: (888) 836-5011 Option 3 ext 9541110;</p> <p>Fax: 904-954-7700</p>
<p><b>Citibank</b></p> <p>Point of contact for commercial card program design, growth strategies, enhancements and overall client satisfaction</p>	<p><b>MaryKay Casey, Account Manager</b></p> <p>Citigroup, Global Transaction Services</p> <p>Direct Phone: 303-308-3166</p>
<b>1.2 For Program Administrators and Travel Compliance Designees ONLY: (continued)</b>	
<p><b>Citibank – Technical Assistance</b></p> <p>Point of contact for assistance with data file transfers, file content, file delivery, system</p>	<p>1-800-790-7206</p>
<p><b>CitiManager</b></p> <p>Online management tool for Citibank Visa® data exchange, credit card creation and maintenance, report generation, web based training and payment options</p>	<p style="text-align: center;"><a href="http://www.citimanager.com">www.citimanager.com</a></p> <p><b>Web Based Training:</b> CitiManager User ID</p> <p>→ Under Web Tools → Citi Commercial Card Learning &amp; System Support (CLASS)</p>

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<p><b>Wire/ACH Payment Account Information</b></p> <p>Citibank (South Dakota), N.A.</p> <p>ABA#: 091409571</p> <p>Must include 16 Digit Billing Account #</p>	<p><b>Lockbox – Address</b></p> <p>Citibank</p> <p>P.O. Box 183173 Columbus OH 43218-3173</p>
<p><b>Overnight Payment Delivery</b></p> <p>To avoid late fees associated with individual travel cards and smaller procurement and/or travel program accounts</p>	<p><b>Payments Department</b></p> <p>1500 Boltonfield Street Columbus, OH 43228</p>
<p><b>RUSH Card Processing</b></p>	<p>Fax Paper Application to: <b>1-904-954-7700</b></p> <p><b>OR</b> Submit the Auto Enroll file via CitiManager → Library</p>
<p><b>Payment Exceptions</b></p> <p>Checks that are remitted to Citi in <i>check and list format</i> (i.e. one check to pay several central bills) are Payment Exceptions. It is essential that the payment list be attached to the check.</p>	<p><b>Citibank</b></p> <p>P.O. Box 183071, Columbus, OH 43218-3071</p>
<p><b>1.3 Commercial Card Fees and Charges:</b></p>	
<p><b>Convenience Check Fee</b></p>	<p>\$5.00 plus 1.5% of transaction</p>
<p><b>Convenience Check Stop Payment Fee</b></p>	<p>\$20</p>
<p><b>ATM Fee Cash Advance</b></p>	<p>\$5.00</p>
<p><b>Cash Advance from Teller</b></p>	<p>2% of Withdrawal</p>
<p><b>Return Check Fee</b></p>	<p>\$10</p>
<p><b>Late Payment Fee</b></p>	<p>Individually-billed: <b>2.5%</b></p> <p>Agency Centrally-billed: <b>CRS §24-30-202(24)(a)</b></p> <p>Affiliate Centrally-billed: <b>Prime +2%</b></p>

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<b>Foreign Transaction Fee</b>	1.5% of the transaction
<b>\$350,000 Common Carrier Insurance</b>	No Charge [applies to Corporate (Travel or One) Card only]
<b>\$1,500 Lost Luggage Insurance</b>	No Charge [applies to Corporate (Travel or One) Card only]
<b>1.4 Commercial Card Settings:</b>	
<b>Payment Terms</b>	Entity Liability cards – 30 days Travel Joint/Several Liability cards – 59 days
<b>Statement Date (Cycle)</b>	<b>25<sup>th</sup></b> of the month
<b>Merchant Blocks</b>	<i>Best Practice</i> MCC Groups are assigned by PA / TCD by card type and business needs
<b>Cash Access</b>	No Cash Access available for <b>ANY</b> corporate / entity liability cards. Individually-Billed Travel card default setting is “no cash”. ATM Authorization Request form <b>MUST</b> be submitted to STMP by the TCD in order to implement cash access.
<b>Single Transaction Limit</b>	Single Transaction Limits are set by the PA or TCD in the application process (AutoEnroll, Online, Rush Application)
<b>Statements</b>	Online Statements available to all cardholders and PA’s  Memo Statements sent to Cardholders (If requested)

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1.5 Commercial Card Options:	
<p><b>Procurement Card – Entity Billed</b> [19105]</p> <p>Corporate Liability</p> <ul style="list-style-type: none"> <li>• <b>Account Functionalities</b> <ul style="list-style-type: none"> <li>• Standard Point of Sale Cards</li> <li>• Ghost Accounts</li> <li>• Declining Balance Account</li> <li>• Departmental Cards</li> <li>• Emergency Cards</li> </ul> </li> </ul> <p style="text-align: center;"><b>PURCHASING</b></p> <p style="text-align: center;">FOR APPROVED BUSINESS USE ONLY</p>	 <p>A blue Citi Visa Procurement Card. The card features the State of Colorado seal, the text 'Tax Exempt No. 98-02565 ID Required', the Citi logo, 'PURCHASING FOR APPROVED BUSINESS USE ONLY', a microchip, and the Visa logo. The card number '4275' and 'Valid from Expiration date' are visible.</p>
<p><b>ONE Card – Entity Billed</b> [19094]</p> <p>Corporate Liability</p> <ul style="list-style-type: none"> <li>• <b>Account Functionalities</b> <ul style="list-style-type: none"> <li>• Standard Point of Sale Cards</li> <li>• Ghost Accounts</li> <li>• Meeting / Event Account</li> <li>• Declining Balance Account</li> <li>• Departmental Cards</li> <li>• Emergency Cards</li> </ul> </li> </ul> <p style="text-align: center;"><b>COMMERCIAL</b></p> <p style="text-align: center;">FOR APPROVED BUSINESS USE ONLY</p>	 <p>A grey Citi Visa ONE Commercial Card. The card features the State of Colorado seal, the text 'GOVERNMENT ONE CARD Tax Exempt No. 98-02565 ID Required', the Citi logo, 'COMMERCIAL FOR APPROVED BUSINESS USE ONLY', a microchip, and the Visa logo. The card number '4807' and 'Valid from Expiration date' are visible.</p>
<p><b>Central Travel Card – Entity Billed</b> [19150]</p> <p>Corporate Liability</p> <ul style="list-style-type: none"> <li>• <b>Account Functionalities</b> <ul style="list-style-type: none"> <li>• Standard Point of Sale Cards</li> <li>• Meeting / Event Account</li> <li>• Declining Balance Account</li> <li>• Departmental Card</li> </ul> </li> </ul> <p style="text-align: center;"><b>CORPORATE</b></p> <p style="text-align: center;">FOR APPROVED BUSINESS USE ONLY</p>	 <p>A grey Citi Visa ONE Corporate Card. The card features the State of Colorado seal, the text 'Tax Exempt No. 98-02565 ID Required FOR BUSINESS TRAVEL ONLY', the Citi logo, 'CORPORATE FOR APPROVED BUSINESS USE ONLY', a microchip, and the Visa logo. The card number '4046' and 'Valid from Expiration date' are visible.</p>

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<p><b>Travel Card – Individually-billed</b> [19149]</p> <p>Joint/Several Liability</p> <ul style="list-style-type: none"> <li>• <b>Account Functionalities</b> <ul style="list-style-type: none"> <li>• Standard Point of Sale Cards</li> <li>• Allows Cash Access</li> <li>• Allows 59 Days to Pay</li> </ul> </li> </ul> <p style="text-align: center;"><b>C O R P O R A T E</b> FOR APPROVED BUSINESS USE ONLY</p>	
<p><b>Central Travel Account [Ghost] – Entity Billed</b></p> <p>Corporate Liability</p> <ul style="list-style-type: none"> <li>• <b>Account Functionalities</b> <ul style="list-style-type: none"> <li>• White plastic card is issued without a magnetic stripe</li> <li>• <u>Cannot</u> be used for point of sale purchases</li> <li>• Card includes verification code [CVV2] <ul style="list-style-type: none"> <li>○ Allows for Internet purchases by awarded travel agency</li> </ul> </li> <li>• Account is established for use by a specific travel agency [merchant].</li> </ul> </li> </ul>	

## SECTION 2

### STATE OF COLORADO PROCUREMENT STATUTE, CODE AND RULE

# *Colorado State Flag*



Adopted June 5, 1911. Embodied in the flag are the colors of the national flag, the blue of Colorado skies, the gold of her metal, the white of mountain snows, and red of soil. On August 1, 1876, Colorado became the 38<sup>th</sup> State to enter the Union under the flag of the United States.

## 2. STATE OF COLORADO PROCUREMENT STATUTE, CODE AND RULES

Colorado Revised Statute (C.R.S.), 24-102-207, STATEWIDE PROCUREMENT CARD AGREEMENT directs the Department of Personnel & Administration (DPA) to establish a statewide procurement card Program. Details are available online as provided by the Office of Legislative Legal Services:

<http://www.lexisnexis.com/hottopics/colorado/>

Use of the Commercial Card does not supersede any state, department, agency, institution or participating entity policy or procedure. Agencies are still required to comply with all applicable fiscal rules including but not limited to FISCAL RULE, CHAPTER 2: DISBURSEMENT RULE 2-10 PROCUREMENT CARD. This rule can be found in its entirety and any subsequent modifications on the Office of the State Controller website:

<https://www.colorado.gov/pacific/osc/fiscalrules>

Any unauthorized purchase can result in an employee being held personally responsible in accordance with the Colorado Revised Statute (C.R.S.), 24-109-404, LIABILITY OF PUBLIC EMPLOYEES:

*“IF ANY GOVERNMENTAL BODY PURCHASES ANY SUPPLIES, SERVICES OR CONSTRUCTION CONTRARY TO THE PROVISIONS OF THIS CODE OR THE RULES PROMULGATED PURSUANT THERETO, THE HEAD OF SUCH GOVERNMENTAL BODY AND THE PUBLIC EMPLOYEE, WHICH FOR THE PURPOSES OF THIS SECTION INCLUDES ELECTED OFFICIALS, ACTUALLY MAKING SUCH PURCHASE SHALL BE PERSONALLY LIABLE FOR THE COSTS THEREOF IF SUCH SUPPLIES, SERVICES, OR CONSTRUCTION ARE UNLAWFULLY PURCHASED AND PAID FOR WITH STATE MONEYS, THE AMOUNT THEREOF MAY BE RECOVERED IN THE NAME OF THE STATE IN AN APPROPRIATE CIVIL ACTION”*



Additionally, all state employees must adhere to the State of Colorado Code of Ethics. The State of Colorado **Procurement Code and Rules** and the **Code of Ethics** can be found at the State Purchasing Office website ([State of Colorado Purchasing Office](#)).

### 2.1 PROCUREMENT CARD PROGRAM OVERVIEW

The Department of Personnel & Administration’s State Purchasing Office (SPO) is responsible for the statewide Procurement Card Program. The State Commercial Card Manager is responsible for the implementation and overall management of the Procurement Card Program, including the development and administration of program policies and procedures.

The State of Colorado Procurement Card Program, referred to as the PCard, allows State agencies, departments and institutions of higher education to purchase goods and services using a tax-exempt State credit card. The Visa® card issued through Citibank (Citi) has corporate liability and each participating entity is liable for use of, and payment for, the PCards issued to their employees. As a cardholder, an employee is responsible for the security and use of the PCard at all times. An entity

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Program Administrator and approving official are involved to help control and monitor card usage and expense allocation. PCard transactions will be monitored at the entity and state levels.

The PCard program was established to simplify the employee purchasing process. The PCard streamlines the process because vendors are paid directly by the bank, Citibank, within a few days of the employee purchase, and the participating entity has to pay only a single monthly electronic payment to the bank for all employee charges combined. The PCard system will be set up to automatically generate journal vouchers. PCard purchases are governed by the same statutes, procurement, personnel and fiscal rules, policies and procedures that apply to any other purchase paid by state warrant or check.

Employees are required to make their purchases from mandatory State price agreements where applicable. However the PCard program also allows employees to purchase from any vendor that accepts Visa®, including on-line.

## **2.2 PROCUREMENT CARD PROGRAM PARTICIPATION**

*Contact the State Commercial Card Program Manager to initiate agency or affiliate participation.*

The DPA entered into the master contract with Citibank for the purpose of making a PCard program available to all State agencies, departments and institutions of higher education. The Citibank master contract extends the opportunity to participate as an *affiliate* to political subdivisions. Institutions of higher education *“THAT HAVE ELECTED TO BE EXCLUDED FROM THE MEANING OF “GOVERNMENTAL BODY” PURSUANT TO SECTION 24-101-301 (10) (a)”* may participate as an *Affiliate Agency*. *Participating* entities are responsible for establishing and maintaining any entity specific Commercial Card program guidelines, policies, procedures including but not limited to purchasing approvals, accounting controls, cardholder compliance and training for employees participating in the PCard program. Agencies participating in the PCard Program must agree to accept the master contract terms. To review the master contract documentation, go to

## **2.3 PROCUREMENT CARD PROGRAM OPTIONS**

Based on individual program needs, agencies can participate in the PCard program using the Procurement or ONE Card with a variety of functionality options to enhance your program. The Citibank Account Manager and the State Procurement Card Manager will assist with evaluating the entity procurement needs to determine the best PCard option. The following commercial card options [**See:** Section 8-Commercial Card Options] with available functionalities are:

[**See:** Section 9-Commercial Card Functionalities]

**Procurement Card – Entity Billed:** A corporate liability credit card issued with the name of the participating entity, the name of the individual Cardholder on the card and cannot be used by anyone other than the person to whom the card has been assigned.

- **Account Functionalities**
  - Standard Point of Sale Cards
  - Ghost Accounts

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- Declining Balance Account
- Departmental Cards
- Emergency Cards

**ONE Card– Entity Billed:** A corporate liability credit card issued with the name of the participating entity, the name of the individual Cardholder on the card and cannot be used by anyone other than the person to whom the card has been assigned. The ONE Card program allows the combination of the Purchase and Travel Card (aka integrated card). The ONE Card provides the functionality of the procurement card and the variety of benefits associated with a travel card. Card use is managed by PA's through the MCC controls. MCC Groups have been developed to assist with assigning MCC's by Cardholder use.

- **Account Functionalities**
  - Standard Point of Sale Cards
  - Ghost Accounts
  - Meeting / Event Account
  - Declining Balance Account
  - Departmental Cards
  - Emergency Cards

Entities will have a maximum credit limit (velocity) that may be spent through the combined purchasing activity of all cardholders in the participating entity. Within that limit, agencies can control the following limits and restrictions for each cardholder:

- **Amount Per Transaction:** The maximum dollar amount for a single purchase
- **Amount Per Day:** Restricts the maximum dollar amount per day
- **Amount Per Cycle:** The maximum cardholder credit limit amount that will be authorized in a 30-day period
- **Transactions Per Day:** The maximum number of transactions that may be authorized in one day
- **Transactions Per Cycle:** The maximum number of transactions that may be posted in on cycle
- **Merchant Category Codes (MCC):** Every transaction process by the card networks (in this case Visa®) is assigned a merchant category code (MCC), a four-digit number that denotes the type of business providing a service or selling merchandise. MCCs are used by card issuers to categorize, track or restrict certain types of purchases. The Best Practices MCC templates have been created to facilitate appropriate controls for PA management.

## SECTION 3

### STATE TRAVEL MANAGEMENT PROGRAM RULES

## *Colorado State Insect*



### *Colorado Hairstreak Butterfly*

The Colorado Hairstreak Butterfly was adopted as the official state insect on April 17, 1996. The butterfly is two inches in width and has purple wings with black borders, orange accents in the corners, and blue on the underside. It may be found on both sides of the Continental Divide at elevations of 6,500 to 7,500 feet, in its usual habitat of scrub oak ecosystems.

### **3. STATE TRAVEL MANAGEMENT PROGRAM RULES**

#### **1CCR 103-1 State Travel Management Program Rules-Statement of Basis, Purpose and Authority**

The purpose of the State Travel Management Program rules is to require that all travel for official State of Colorado business be expensed with the state Travel Card Payment Program. Statutory authority exists in Colorado Revised Statutes, 24-30-202, 24-50.3-104 and 24-102-101

In addition, State agencies and institutions of higher education participating in the Travel Card Payment Program must abide by Fiscal Rules which include, but are not limited to, the following:

#### **FISCAL RULE, CHAPTER 2: DISBURSEMENT**

##### **RULE 2-1 PROPRIETY OF EXPENDITURES**

AUTHORITY: CRS§24-30-202(2) and (5) (a)

#### **FISCAL RULE, CHAPTER 5-1: TRAVEL**

AUTHORITIES:

CRS§24-9-104(2) – MILEAGE ALLOWANCES

CRS§24-30-202(20.1) (TRAVEL ADVANCE LIMITS)

CRS§24-30-202(26) (STATE CONTROLLER'S AUTHORITY)

EXECUTIVE ORDER D 005-03 – CONCERNING STATE EMPLOYEE TRAVEL

EXECUTIVE ORDER D 021-07 – EFFICIENT MANAGEMENT OF STATE EMPLOYEES TRAVEL EXPENSES

U.S. CODE, TITLE 26, §§162(a), 262, AND 274(d) (INTERNAL REVENUE CODE)

26 CFR Ch 1, §1.274-5T SUBSTANTIATION REQUIREMENTS (TEMPORARY) (TREASURY REGULATIONS)

REV RUL. 99-7, 1999-5 C.B. 4, DEDUCTIBILITY OF DAILY TRANSPORTATION EXPENSES

IRS PUBLICATION 463 (2008) – TRAVEL, ENTERTAINMENT, GIFT, and CAR EXPENSES

Program Affiliates are not bound by Fiscal Rules however may use them as a resource for developing and maintaining entity specific program guidelines, policies, procedures.

Other rules and regulations that may impact State and Affiliate travel include, but are not limited to, the following:

- Fly America Act
- Patriot Act
- State Controller Technical Guidance - Taxability of State Travel Reimbursements
- State Controller Policy - Mileage Reimbursement
- Risk Management Vehicle Use Guide

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- IRS Code - Taxability of Lodging
- FYI Government Purchases Exemptions – Sales 63

All publications and subsequent revisions are available on the STMP web site: [www.colorado.gov/travel](http://www.colorado.gov/travel)

### **3.1 STATE TRAVEL MANAGEMENT PROGRAM OVERVIEW**

The State Travel Management Program (STMP), residing within the Department of Personnel & Administration, Division of Central Services, oversees and monitors all State employee travel. The oversight extends to negotiating and administering contracts with travel suppliers; airlines, rental car agencies, lodging providers, travel agencies and various incidental suppliers. The State Commercial Card Program Manager is responsible for the implementation and overall management of the Travel Card Program, including the development and administration of card program policies and procedures. The Travel Card Payment Program Provider [Citi] offer travel accounts that include; Travel Ghost card accounts, a traditional travel and entertainment card (individual joint and several) and a corporate liability, centrally-billed Central Travel card. These accounts are managed by the different State agencies, institutions of higher education and political subdivisions participating in the Commercial Card Program. Each participating entity is liable for the use of the Travel Ghost Card accounts, credit cards issued to their employees [individually assigned joint/several card accounts or individually assigned corporate card accounts], receive central billing statements and process central payments. The goal is to provide a Travel Card Payment Program for State agencies, institutions of higher education and available to political subdivisions in order to maximize the economy and efficiency of official government travel expenditures.

### **3.2 TRAVEL CARD PAYMENT PROGRAM PARTICIPATION**

The Department of Personnel & Administration (DPA) entered into a master contract with Citibank Visa® that is the current Travel Card Payment Program Provider (2011). State agencies, institutions of higher education, participating institutions of higher education “THAT HAS ELECTED TO BE EXCLUDED FROM THE MEANING OF “GOVERNMENTAL BODY” PURSUANT TO SECTION 24-101-301 (10)(a)” and participating political subdivisions are responsible for developing and maintaining entity specific program guidelines, policies, procedures; including but not limited to travel approval, accounting controls, cardholder compliance and training for State employees [as defined in 1 CCR 103-1, 20.10 Definitions]

State agencies and institutions of higher education participating in the Travel Card Payment Program must sign an Agency Participation Addendum [Master Contract Exhibit C] which ensures compliance with the master contract terms and conditions. Political subdivisions participating in the Travel Card Payment Program must sign an Affiliate Participation Addendum which ensures compliance with the master contract terms and conditions.

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**3.3. TRAVEL CARD PAYMENT PROGRAM OPTIONS**

The Travel Card Payment Program is a streamlined method of payment and use does not supersede any state, department, agency or institution policy or procedure. Based on individual program needs, State agencies can participate in the Travel Card Payment Program implementing the travel card type(s) to best facilitate their business needs. The Travel Card Payment Program Provider [Citi] Account Manager and the State Commercial Card Manager are available to assist with evaluating the participating entity's current processes to make an appropriate recommendation.

The State Commercial Card Program established **BEST PRACTICE** credit limits, and as defined by Fiscal Rule 5-1, are as follows:

<b>CREDIT LIMITS</b>	
Individual Travel Card [Joint/Several]	\$3,500
Individual Travel Card [individual liability]	\$3,500
Central Travel Accounts [ghost for airfare]	TBD by Entity
Central Travel Card –Travel Arranger	\$7,500
Central Travel Card -Individual Travel	\$5,000

The State Commercial Card Program Manager will oversee quality control of all Central Travel Accounts [CTA-ghost] to correlate with the Participating Entities choice of awarded travel agency to ensure compliance. Valuable Travel Accident Insurance is automatically provided when airfare is purchased using CTA's.

An Inter-Governmental Agreement [IGA] or Inter-Agency Agreement [IGA] shall be established between the STMP and any Political Subdivision or Institution of Higher Education ["THAT HAS ELECTED TO BE EXCLUDED FROM THE MEANING OF "GOVERNMENTAL BODY"] interested in using the State Price Agreements for Travel. This agreement is to ensure; all terms and conditions are provided to Program participants, the expectations and needs of both parties are met, and unnecessary penalties and/or charges are avoided.

Be sure to check the STMP website for current mandatory and permissive State Price Agreements for travel. The agreements provide a variety of terms and conditions to save valuable funds and provide STMP Participants Collision Damage Waiver & liability insurance and other negotiated benefits.  
[www.colorado.gov/travel](http://www.colorado.gov/travel)

## SECTION 4

### REQUIREMENTS & MINIMUM STANDARDS

# *Colorado State Tree*



## *Colorado Blue Spruce*

The Colorado Blue Spruce was adopted as the official state tree on March 7, 1939. It was first discovered on Pikes Peak in 1862. This tree is known for its stately, majestic, symmetrical form, and its beautiful silver-blue color. It grows at elevations of 6,000 to 11,000 feet.

## 4. REQUIREMENTS & MINIMUM STANDARDS

**Section 4** of the Commercial Card Manual provides the necessary details of the *Requirements and Minimum Standards* as the base for your Commercial Card Program. Incorporated within these Requirements and Minimum Standards are **Best Practices** for consideration to assist with the *success* of your Program.

### 4.1 PAYMENT REQUIREMENTS

The Participating Entity shall, if feasible, establish and document a process for making monthly payments by CitiDirect® Card Management System Reallocation electronic files (Mappers) to a Citibank account. For ONE card, Procurement card and Travel card – entity billed accounts, payments must be made *promptly* [within thirty [30] calendar days of the cycle end date]. The Citibank standard billing cycle date is the 25<sup>th</sup> of the month. If the billing cycle date is a Saturday, Sunday, or a bank holiday the payment is due the **prior** business day. The finance charge rate assessed for past due accounts vary by Participating Entity type as determined by the Participating Addendum executed. [See: Section 1.3 Commercial Card Fees and Charges.]

#### **Best Practices:**

*Take advantage of the **Early Payment Incentive** to maximize your Entity's Rebate:*

- **Increment:** *The Contractor will add 1 basis point for every day early (prior to 30 days after the billing statement date) that the Participating Entity remits payment.*
- **Decrement:** *The Contractor will subtract 1.5 basis points for every day late (after 30 days after the billing statement date) that the Participating Entity remits payment up to day 60 where once payment is received after day 60 the qualifying spend volume will not qualify for a rebate for the Participating Entity.*
- *The Early Payment Incentive shall be calculated separately for each Participating Entity.*
- *Distribution of any State Agency rebate is subject to OSBP and JBC approval.*

**NOTE:** Checks that are remitted to Citi in check and list format (i.e. one check to pay several central bills) are also handled as exceptions. It is important to realize that these are processed as exceptions by the Citi service center. It is essential that the payment list be attached to the check. If not possible, a reference number should be included on both the check and the list, to ensure they are properly matched. Payments processed as exceptions should be mailed to:

**Citibank, P.O. Box 183071, Columbus, OH 43218-3071**

In addition, entities need to establish procedures for reconciling Cardholders amounts approved for payment with the actual amount remitted to the bank on a monthly cycle basis.

The Individually-billed Travel [joint/several liability] card is billed to the cardholder on a monthly basis. However, this account type allows 59 days to pay in order to provide sufficient time for expense

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reimbursement processing. Although the account carries individual liability and is individually-billed, each Participating Entity's Cardholder is liable for all transactions initiated on the account. However, the Participating Entity is liable for all charges and fees on this account type that are closed for any reason or are 91 days past due. [See: Section 8.3 for further details]

**NOTE:** Payments should be made in a manner that maximizes the use of the funds to the State while ensuring timely payment and avoiding finance charges. Entities should consider obtaining invoices electronically through CitiManager to allow more time for reconciliation and timely payment.

**Best Practices:**

- *Delays can impact your revenue share or rebate, so accuracy is a must!*
- *Ensure timely payments by post-auditing accounts thereby obtaining necessary documentation after payment has been processed.*
- *Payments are due regardless of pending documentation.*
- *Entities can manage their budget more effectively by downloading transactions for allocation to encumber the funds.*
- *Allow adequate time to process a warrant [payment] to avoid suspended accounts & late fees.*
- *Accounts are not considered paid until payments have been received by the bank and posted to the appropriate account [full-account number required with payment].*

#### **4.2 RECONCILING THE STATEMENT**

At the close of each cycle (25<sup>th</sup> of the month), the Cardholder will either receive or prepare (print) an individual (memo) statement, listing purchases posted within the billing cycle. Purchases made near the end of the billing cycle may appear on the next statement.

**NOTE:** Entities may require more frequent reviews to validate transactions, reallocate charges, initiate the dispute process, etc.

The Cardholder must review transactions as follows:

- Verify that each listed charge is valid and matches the transaction documentation
- Ensure that account coding is accurate unless the Participating Entity assigns this responsibility to others such as the Allocator or Approving Official
- Identify any disputed charges.
- Attach a copy of the *Transaction Dispute Form* to the statement for transaction that cannot be resolved directly with the merchant. [See: Section 5.10]
- Reconcile credits in the same manner as charge transactions
- Attach all supporting documentation [e.g. receipts, invoices, etc.] and a copy of the transaction log (if used) to the statement
- Sign the statement and forward it to the Approving Official

Statements must be reconciled within **5 business days** after the cycle close date. Disputed transactions must be reported to the bank within 60 days of the statement cycle date in accordance with contract terms. However, it is recommended that agencies establish an earlier reporting cutoff such as 30 days.

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**Best Practices:**

- *Require Cardholders by written policy to reconcile monthly statements to supporting documentation.*
- *Send monthly statements to Cardholders by email, or*
- *Ensure all cardholders self-register to access CitiManager in order to download their own monthly statement for reconciliation purposes*

### **4.3 ALLOCATING / REALLOCATING TRANSACTIONS**

**NOTE:** Section 4.3 applies to Procurement and ONE Card Programs only.

Entities shall develop a process for reallocating charges to the appropriate account codes. A default accounting code is established when a card is authorized. Transaction charges are initially posted to the default accounting code. However, Cardholders may determine that the charges should be recorded under a different account coding string if the default codes do not apply. Currently, participating entities refer to this process as allocating or reallocating the transaction charges. This responsibility may be assigned to the Cardholder or some other person.

Depending on the manner the transaction information is sent by the bank to the Participating Entity, Cardholders will have the capability to review their transactions online or in hardcopy form.

The Cardholder or the designated person should complete this process during the current cycle, if possible. It also should be completed within **5 business days** after the cycle close date. In some situations it may be necessary to reallocate transactions after the close of the cycle by journal voucher. Therefore, procedures need to be developed to also address this possibility.

**Best Practices:**

- *Assign default codes to each Cardholder based on his/her department.*
- *Reallocate transactions to the appropriate account codes by a designated Reallocator to ensure proper expenditure coding.*

### **4.4 APPROVING OFFICIAL REVIEW [Mandatory Transaction Review]**

- Approving Officials must review and sign-off on (approve) each account statement to ensure supporting documentation is attached for each transaction including *Transaction Dispute* or *Lost or Unavailable Transaction Information* forms
- Transactions are in accordance with guidelines and there are not violations such as personal purchases, split or cash transactions, and/or patterns of lost documentation

Violations should be documented and reported to the Program Administrator in accordance with Participating Entity guidelines. Also, in accordance with State of Colorado Fiscal Rule 2-10 all incidents of suspected fraud and abuse of the PCard, along with any misuse of the PCard, must be reported to the State Controller's Office.

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**Best Practices:**

- *Have Approving Officials review and authorize Cardholder statements and individual transactions each month.*
- *Have Approving Officials and Reallocators reconcile statements to receipts to ensure adequate documentation is maintained and that purchases are for official state business only.*

#### 4.5 TRACKING AND MONITORING TRANSACTIONS

The Program Administrator should establish guidelines on the manner to be used to track transactions. Two alternative approaches to tracking transactions include:

- Retain documentation in a file or envelope including letters, emails, hand prepared order information with signature, etc.
- Retain the authorizing documentation and maintain a log of all transactions. Some supervisors may require employees to maintain a log. However, this may not be cost effective. The Program Administrator should consider the additional cost of maintaining a log in contrast to any potential benefit.

*CitiManager provides the reporting tool Citibank Custom Reporting System [CCRS] to assist PA's in their oversight role.*

**NOTE:** *Most of the transactions that are made **should normally** be available in CCRS the next day between 07:00 and 08:00 ET.*

*If for some reason there is an issue with file processing on any given day the transactions appearing in CCRS might be late. If a client finds that the transactions haven't appeared by noon ET they should open a ticket with the Help Desk to investigate.*

- *1-800-248-4553 [Option 1]*
- *CCJAXL1HelpDesk@citi.com*

#### 4.6 TRANSACTION DOCUMENTATION

The Cardholder is responsible for ensuring that every transaction has valid supporting documentation. Valid supporting documentation includes:

- An itemized receipt and card transaction slip from the vendor
- A signed delivery packing slip
- Order forms for dues, subscriptions, registrations, or similar documents
- Detailed invoice showing credit card payment
- Email confirmation from the merchant

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Information contained in supporting documentation must include:

- Merchant name
- Date of purchase
- Description, price, and quantity of each item purchased
- Total cost of the order
- Cardholder name and/or card number
- Signature of Cardholder or Designee demonstrating receipt
- Official function form, if applicable
- Explanation of the reason for the purchase, if it appears unusual

**Best Practices:**

- *Establish written documentation policies*
- *Establish policies which indicate who must maintain documentation and for how long*
- *Thermo paper documents, because of their temporary nature, should be copied and the copies should contain the statement “original as received”*
- *Acronyms and non-standard abbreviations for programs or organizational units within an agency should not be used in the supporting documentation unless an explanation is also included*
- *Written justification or explanations on expenditures that are not representative of normal operations is required. These statements can be written on the invoice, receipt or other supporting documentation [e.g. Official Function form]*
- *Credits do not require a receipt, but an explanation must be documented on the transaction log or supporting documentation*

#### **4.7 LOST OR UNAVAILABLE DOCUMENTATION**

Contact the merchant directly if the original supporting documentation is lost or if the merchant did not provide it. If the merchant cannot provide documentation, complete the *Documentation of Lost or Unavailable Transaction Information Form*.

#### **4.8 SALES TAX**

The State is exempt from Colorado state and local taxes and should not be charged sales tax on transactions using the PCard, ONE Card or Central Travel Card. All three card types may be used for purchases made in another state or foreign country, however, are not exempt from their state and local taxes. State tax-exempt numbers are hot-stamped on the front, left-hand corner of the commercial credit card. Merchants may require a copy the State tax-exempt certificate to document the state tax-exempt status of the qualified card. In addition, some merchants may require additional card data that must comply with the *PCI Security Standards* as further detailed in Section **4.10**.

The Individual Joint/Several Travel cards do not qualify for State tax-exempt status. Therefore, the card should be charged appropriate taxes for purchases in another state, foreign country and in the State of

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Colorado. The hot-stamp for the Individual Joint/Several Travel card is located on the front, left-hand corner of the credit card and indicates: **Not State Tax Exempt.**

**Best Practices:**

- *As a resource, use the State Travel Management Program website to obtain details on the position of the various municipalities within the State of Colorado honoring the State tax-exempt status.*

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#### 4.9 PROGRAM AUDITING

The Entities Commercial Card Program and transactions should be routinely reviewed and audited. Documentation typically reviewed in an audit includes:

- Cardholder signature and date on the bank statement
- Approver signature and date on the bank statement
- Supporting documentation is complete
- Prior approval signatures
- Official Function forms
- Account number concealed on ALL documentation
- Files are kept in a secure area
- Split transactions
- Sales tax
- Commercial Card transaction log is complete
- Reasonableness of purchase
- Commercial Card sharing or unauthorized use
- State awarded vendors are used (e.g. for office supplies) and price agreements honored.
- Appropriate travel forms and authorizations

*To assist with program auditing CitiManager includes the **Program Audit Tool [PAT]** PAT which provides:*

- *Online access to consolidate cardholder data to simplify monthly audit processes*
- *Allows users to generate reports cyclically*
- *Automatically flags account/transaction violations by uncovering possible exceptions quickly and easily, ensuring that cardholders are adhering to organizational guidelines and policies*
- *Based on transaction activity criteria defined by your program administrator and audit specialists, the Program Audit Tool profiles card transactions and automatically flags exceptions*
- *Used to satisfy the monthly audit process by providing a synopsis of the card program transaction activity and flags any exceptions to the criteria put in place by program administrators*
- *Provides a complete snapshot of transaction activity across your card program*
- 

**Best Practices:**

- *Have audit functions review a specified number of Cardholders and Approving Officials*

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*each year.*

- *Have split purchase reports [as defined by C.C.R.S. report template] reviewed regularly by the Program Administrator and ensure that appropriate follow-up is conducted on questionable purchases.*
- *Survey agency program participants to obtain feedback regarding problem areas, levels of satisfaction, etc.*
- *Identify and utilize different reports as part of transaction auditing.*
- *Involve internal audit in monitoring the program.*
- *Have the Program Administrator review Cardholder status and make appropriate changes on an annual basis - monitor how frequently each Cardholder is actively using their card – compare the Cardholder's frequency of use to their credit limit.*
- *Cancel cards with little or no activity – determine why the card is not being use*
- *Institute processes that verify each transaction and random auditing by accounts payable staff as measures for reconciling the procurement card invoice/debit for payment.*

#### 4.10 CARD AND DATA SECURITY

**Card Security:** Each cardholder is responsible for the security of their card, and therefore should:

- Never display their Card Account Number around their work area
- Never give his or her Card Account Number to someone else without his or her Program Administrators permission
- Never **email** full account numbers under any circumstances

**Best Practices:**

- *When running reports from CitiManager – Citi Custom Reporting System select the **short account number** attribute rather than the full account number in case the report is exported, printed or emailed.*

Cardholder must contact Citibank Commercial Card Customer Services immediately if they lose their card, or it is stolen. They are also required to notify their Program Administrator.

**NOTE:**

- The Participating Entity liability is capped at **\$50** for any unauthorized charges made prior to the lost or stolen card is reported to the bank.
- When security breaches occur, Citi's practice is to assess the risk, increase their monitoring, and only close accounts if they determine there is substantial risk as to minimize impact to the cardholder.

**Phishing:** Law enforcement officials use the word "phishing" to describe a type of fraud by which scammers use fake websites and e-mails to fish for valuable business and/or personal information. The fraudsters have no knowledge if you have a relationship with Citibank and have no knowledge of your exact email address, but by trying combinations of email addresses they hope to get lucky and reach your inbox.

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Once they have managed this they are still solely reliant on your actions to gain any benefit and in the typical phishing scam, you receive an email supposedly from a company or financial institution. The e-mail describes a reason you must "verify" or "re-submit" confidential information - such as credit card numbers, passwords and personal identification numbers (PINs) - using a return e-mail, a form on a linked Web site, or a pop-up message with the name and even the logo of the company.

**NOTE:** Citibank never sends emails of this nature to you, and if you are ever in any doubt please contact the Citibank Commercial Cards Customer Services team.

**Merchant Rules:** Cardholders should be aware of the VISA and MasterCard Merchant Rules designed to protect credit card and cardholder data. The information below will assist cardholders with maintaining personal and card related data security. However, merchants must meet the various audit requirements imposed on them by public entities therefore, it would be expected that limited information may be provided. An example would be providing a copy of the front of the credit card only while *ensuring* the complete card number is not exposed. VISA and MasterCard Merchant Rules and Regulations include the following:

- The Merchant shall not impose a requirement on Cardholders to provide any personal information, such as a (i) home or business telephone number, (ii) home or business address, (iii) driver's license number, (iv) photocopy of a driver's license or (v) photocopy of the Card, as a condition for honouring a Card unless such information is required (a) for mail order, telephone order, or delayed delivery transactions; (b) the transaction amount exceeds a predetermined dollar limit set by MPS; or (c) the information is required by the Card issuer. Except for the specific circumstances cited above, the Merchant shall not refuse to complete a sales transaction solely because a Cardholder who has complied with all of the conditions for presentment of a Card at the point-of-sale refuses to provide such additional personal information.

**VISA Fraud Prevention Tools:** Appropriate preventive action can help reduce fraudulent transactions and potential customer disputes. These tools and controls are to verify the legitimacy of the VISA cardholder and the card in every *card-not-present* transaction.

Tool	Description
<b>Address Verification Service (AVS)</b>	Allows card-not present merchants to check a VISA cardholder's billing address with the card Issuer [Cit]. The merchant includes an AVS request as part of the authorization and receives a result code indicating whether the address given by the cardholder matches the address on file with the Issuer.
<b>Card Verification Value 2 (CVV2)</b>	Is a three-digit number imprinted on the signature panel of VISA cards to help card-not-present merchants verify that the customer has a legitimate card in hand at the time of the order. The merchant asks the customer for the CVV2 code and then sends it to the card Issuer as part of the authorization request. The card Issuer checks the CVV2 code to determine its validity, and then sends a CVV2 result back to the merchant along with the authorization. CVV2 is required on all VISA cards.  To protect CVV2 data from being compromised, VISA U.S.A. Inc. Operating Regulations prohibit merchants from keeping or storing CVV2 numbers once a transaction has been completed.
<b>Verified by VISA (VbV)</b>	Enables e-commerce merchants validate of cardholder's ownership of an account in real-time during an online VISA card transaction. When the cardholder clicks "buy" at the checkout of a participating merchant, the merchant server recognizes the registered VISA card and the "Verified by VISA" screen automatically appears on the cardholder's desktop. The cardholder enters a password to verify his or her identity and the VISA card. The Issuer then confirms the cardholder's identity.

*Payment Card Industry [PCI] Security Standards* indicate the following in regards to credit card data use and retention:

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**Security Controls and Processes for the PCI-DSS Requirements**

The goal of the PCI Data Security Standard (PCI DSS) is to protect cardholder data wherever it is processed, stored or transmitted. The security controls and process required by PCI DSS are vital for protecting cardholder account data, including the PAN – the primary account number printed [or embossed] on the front of a payment card. Merchants and any other service providers involved with payment card processing must never store sensitive authentication data after authorization. This includes sensitive data that is printed on a card, or stored on a card’s magnetic stripe or chip – and personal identification numbers entered by the cardholder [PIN for cash access].

**The PCI Data Security Standard**

PCI DSS is the global data security standard adopted by the payment card brands for all entities that process, store or transmit cardholder data. It consists of common sense steps that mirror security best practices.

**Protect Cardholder Data**

Cardholder data refers to any information printed, processed, transmitted or stored in any form on a payment card. Entities accepting payment cards are expected to protect cardholder data and to prevent their unauthorized use – whether the data is printed or stored locally, or transmitted over a public network to a remote server or service provider.

**Protect stored cardholder data:**

In general, no cardholder data should ever be stored unless it’s necessary to meet the needs of the business. Sensitive data on the magnetic stripe or chip must never be stored. If your organization stores PAN, it is crucial to render it unreadable.

- Limit cardholder data storage and retention time to that required for business, legal, and/or regulatory purposes, as documented in your data retention policy. Purge unnecessary stored data at least quarterly
- Do not store sensitive authentication data after authorization (even if encrypted). See guidelines in table below. Issuers and related entities may store sensitive authentication data if there is a business justification, and the data is stored securely.
- Mask PAN when displayed; the **first six and last four digits** are the maximum number of digits you may display. Not applicable for authorized people with a legitimate business need to see the full PAN. Does not supersede stricter requirements in place for displays of cardholder data such as on a point-of-sale receipt.
- Render PAN unreadable anywhere it is stored – including on portable digital media, backup media, in logs, and data received from or stored by wireless networks. Technology solutions for this requirement may include strong one-way hash functions of the entire PAN, truncation, index tokens with securely stored pads, or strong **\*cryptography**.
- Protect any keys used for encryption of cardholder data from disclosure and misuse.
- Fully document and implement all appropriate key management processes and procedures for cryptographic keys used for encryption of cardholder data.

\* **Cryptography** uses a mathematical formula to render plaintext data unreadable to people without special knowledge (called a “key”). Cryptography is applied to stored data as well as data transmitted of a network.

- **Encryption** changes plaintext into cipher text.
- **Decryption** changes cipher text back into plaintext

**Best Practices:**

- *Addressing PCI Compliance with Suppliers - All card-accepting merchants must comply with the various security-related requirements set forth within the Payment Card Industry Data Security Standard (PCI DSS), often referred to as “PCI” for short.*
  - *End-users should consider. . .*
    - *Being familiar with these requirements*

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- *Routinely asking suppliers related questions*
- *Including standard “PCI language” within supplier agreements*
- *Examples of questions to ask suppliers include*
  - *What procedures are you following to secure commercial card information?*
  - *Are you storing card account information? If yes, please explain.*
  - *Have you completed a self-assessment questionnaire (SAQ) to determine your compliance level with PCI?*
  - *Can you share a copy of your letter of attestations demonstrating your PCI compliance?*

#### **4.11 RESTRICTED CARD USE**

In accordance with the State of Colorado Fiscal Rule 2-10, the department, agency or institution shall not use any other credit or debit card program for the procurement of general merchandise and/or services. In addition, the department, agency or institution shall not utilize any card types other than a card with the name of an individual assigned to (“Individually Assigned” cards) is under the master contract between Citibank and the State of Colorado without express, written permission from the Department of Personnel & Administration.

[See: Section 8.4 – Departmental Cards for further guidance]

#### **4.12 TRAINING**

Educating cardholders on the Commercial Card policies and procedures is critical to the success of the program. Therefore, each Participating Entity shall develop and maintain a Commercial Card Program training curriculum. All program participants are required to attend training and sign an agreement to follow Program policies and procedures.

To assist with training needs, Citi provides **Computer Based Training** [CBT] using their online management tool: CitiManager User ID → Under Web Tools → Citi Commercial Card Learning & System Support (CLASS) [<https://home.cards.citidirect.com/CommercialCard/Cards.html>]

At a minimum, the training curriculum should include:

- Program description [ONE card, Procurement, Travel ]
- Expectations for:
  - Cardholders
  - Card Custodians
  - Designees
  - Approving Officials
- Fraud, dispute, personal liability and card & data security
- Use of mandatory and permissive State price agreements
- Allowed purchases
- Prohibited purchases
- State Tax Exempt certificates and procedures
- Statement review, required documentation and reconciliation
- Travel policies and procedures [Dependent on card type & business use]

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- Attendee sign-in and evaluation of training

The Participating Entity shall have established procedures for training new cardholders and providing updates to existing program participants. Policy and procedure information should be readily available, such as through the internal website, for all program participants. Education of the employees will reduce errors, misuse, and frustration. This will also reduce redundant and time-consuming inquiries made of the Program Administrator. The State Travel Management Program offers assistance to review training materials, co-present or present upon request.

**Best Practices:**

- *Require successful completion of a written test after Cardholders and Approving Officials complete their mandatory training*
  - *Test results often reveal topics that may need more clarification and/or additional training*
- *Consider testing not only at the time of issuance but at the time of renewal or annually*
  - *Specify expectations; passing the test, consequences of not passing, taking the test at the time of renewal and/or in response to chronic non-compliance*
- *Offer additional training, as needed, to Cardholders and Approving Officials.*
- *Send electronic reminders to Cardholders, Approving Officials, and Reallocators outlining their program responsibilities.*
- *Develop in-depth guidance and make it available online to Cardholders, Approving Officials and Reallocators.*
- *Consider testing as a training tool by adding notes or inserting links to the resources right within each question.*
- *Include a copy of, and discuss, the "State of Colorado Procurement Code of Ethics" during training.*
- *Develop and maintain an agency Procurement Card website which includes a "Frequently Asked Questions" section.*
- *Commercial card transactions may be subject to the Colorado Open Records Act [CORA]. Therefore, transactions are limited to official business only.*
- *Training of cardholders and possibly others should be conducted periodically to ensure ongoing compliance.*

## SECTION 5

### PROGRAM MANAGEMENT

# *Colorado State Bird*



## *Lark Bunting*

The Lark Bunting, designated April 29, 1931, sings varied and pleasant song while in flight. The male bird is black with snowy white wing patches and edgings, tail coverts, and outer tail feathers. The female bird is gray brown above and white below with dusky streaks. Flocks arrive in April and inhabit the plains regions and areas up to 8,000 feet in elevation. They fly south again in September.

## 5. PROGRAM MANAGEMENT

**Section 5** of the Commercial Card Manual provides the necessary details for *Program Management* while providing the flexibility to meet the various needs of participating entities. For example, at a minimum the Prohibited Transactions [**See:** Section 5.3] listed shall be enforced however, entities may provide more stringent requirements for their cardholders. Incorporated within these expectations are **Best Practices** for consideration to assist with the *success* of your Program.

### 5.1 GUIDELINES, POLICIES AND PROCEDURES

The Participating Entity shall establish Commercial Card program policies, procedures and guidelines that meet the minimum requirements of the Statewide Commercial Card Program as identified in Section 4 of this document. The specific requirements of this Section, and Sections 4-9, should be incorporated into the participating entity written documentation. The participating entity may implement stronger restrictions and controls based on their internal procurement and accounting policies.

### 5.2 HANDBOOK OR MANUAL

The Participating Entity shall develop and maintain a handbook or manual for all program participants clearly outlining the program requirements and individual roles, responsibilities and procedures.

**Best Practice:**

- *A periodic review of procedures, compliance audit, and adjustment of policy is advisable, especially as the program grows and changes.*

### 5.3 PROHIBITED TRANSACTIONS

The PCard may **NOT** be used for the following purposes:

- Purchase of goods and/or services for personal use or for the personal benefit of another individual
- Splitting a purchase to circumvent single purchase dollar limits or cardholder credit limits. It is a statutory violation to split a single purchase to circumvent limits and such action is subject to the provisions of the State Controller's policy entitled "Statutory Violations". The State Procurement Rules require competitive bidding for all single purchase needs over \$5,000. State Fiscal Rules require a commitment voucher for single purchase needs over \$5,000 [required for **BOTH** PCard and Travel Card Payment Program]. The set dollar threshold includes shipping and any other associated costs. A single purchase need identifies single or multiple items that are purchases from one vendor and that are all known to be needed at the time of the first purchase transaction. Purchases cannot be split based on different funding sources, programs, different recipients, different delivery locations, differing functionality of the items, etc.
- Cash advances such as cash back with a purchase; cash credit returns, traveler's checks, money order, and ATM transactions
- Backorders could adversely affect future orders because of the "number of transactions" and "dollar amount per day" card limits

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- Travel related transactions (e.g. airline travel, automobile rentals, lodging), the Travel Card Payment Program administered by the State Travel Management Program should be used instead
- Automobile related products and services, the State Fleet Card administered by State Fleet Management should be used instead
- Unauthorized purchases that may generally be considered legitimate but are disallowed or not approved by a Cardholder's supervisor or entity policies
- Unauthorized purchases as noted in the Merchant Category templates assigned by card

Conversely, the Travel Card Payment Program may **NOT** be used for the following purposes:

- Purchase of travel related transactions for personal use or for the personal benefit of another individual
- Procurement card related transactions
- Automobile related products and services, the State Fleet Card administered by State Fleet Management should be used instead
- Unauthorized purchases that may generally be considered legitimate but are disallowed or not approved by a Cardholder's supervisor or entity policies
- Unauthorized purchases as noted in the Merchant Category templates assigned by card

**Best Practice:**

- *Establish written policies regarding both types of purchases; allowable and not allowed.*

#### 5.4 MERCHANT FORCED TRANSACTIONS

Commercial cards are accepted by a variety of merchants that process transactions only if approved by the issuing bank thereby abiding by the card controls in place. Processing transactions are administered as follows:

- Merchants processing transactions is typically a two step process
  1. Merchant authorizes transactions against card controls (MCC, limits, exp date, etc.) and if approved receives an authorization number.
  2. Merchant submits the transactions for payment from the bank.
- In rare instances, merchants will circumvent the authorization process and only perform step 2. This means that the merchant didn't authorize the transaction against the card controls and therefore receive an authorization number.
- If this does happen, the merchant has forfeited all dispute rights and the transaction can be disputed and unless the merchant can provide a valid authorization number, the dispute will be resolved in the cardholders favor.

## 5.5 MERCHANT CATEGORY CODE CONTROLS

Commercial Cards [Procurement, ONE and Travel cards] contain a feature that can *block* purchases made at specific types of merchants by using their designated Merchant Category Code (MCC). In order to effectively manage the type of transactions accessible to each card type will be determined by the MCC Group template(s) assigned. Specific *Groups* (as defined by Citibank) have been created as *include* merchant category codes therefore, the list of codes in *each* Group are those that are *open* for use by the cardholder. The groups have been developed to address the varied type of card users; dependant on the type of card, type of standard purchases and business needs. Each card can have up to nine (9) Groups assigned to the card and/or group of cards.

Participating Entities can set up as many “Groups” as they want. However, the entity MCC Groups cannot be modified online. Therefore, any modifications to an entity MCC Group(s) will require authorization by the Participating Entity Program Administrator and facilitated through the Citi Client Servicing Officer. The State Commercial Card Program Manager is available to assist with facilitating these types of requests.

Each group can have up to 75 MCC’s (a range of codes counts as two). However you can only assign **9** groups per cardholder. For situations that may require special / temporary use specific Groups have been developed to facilitate these needs.

**MCCG MAINTENANCE:** *CitiManager has a bulk maintenance process in CitiDirect Card Management System [CCMS] by following the below process:*

- *Sign into CitiManager >> Select the proper CitiManager dropdown (i.e. Travel – IB) >> Select Webtools >> Select CCMS >> Select Card Management > Account Management > Bulk Account Maintenance >*
  - **Option 1:** *If you want all Travel IB Cards to have MCCG SOC7 > select the top level of the hierarchy by checking the click box > Hit continue > you will then be prompted with an account management screen that will allow you to add MCCG SOC7 to all accounts.*
  - **Option 2:** *If you want only some Travel IB Cards have MCCG SOC7 > select the top level of the hierarchy by checking the click box > hit exclude accounts > you will then be prompted to select only the accounts you want to make the change > then hit continue > you will then be prompted with an account management screen that will allow you to add MCCG SOC7 to all accounts.*
- *Bulk Maintenance updating on less than 100 accounts occurs in Real Time.*

*Tip of the Day:* All the MCCG are listed in CCMS by following the below path:

CitiManager ⇒ Web Tools ⇒ CCMS ⇒ CCMS Link ⇒ Card Management ⇒ MCCG Management ⇒ New MCCG, then all MCCG will be listed. If you click on the MCCG link, you can see the MCC included on that MCCG link.

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**Best Practice:**

- **Determine Control Strategy**
  - Identify key controls that include:
    - Appropriate spending limits
    - Appropriate use of Merchant Category Code (MCC) restriction
    - Appropriate audit program to ensure policy compliance and appropriate use
    - Cardholder Education
  - Excessive control measures restrict card usage, are time-consuming, and costly. The cardholder's business need is a key element in determining appropriate control for the low dollar transaction payments; risk versus reward.
- For **ONE Card Programs**; only assign specific MCC Groups to each cardholder based on their individual business need.
  - For example, if a cardholder does not have a business need to travel – they should not have access to groups SOC7 – SOC10 and vice versa.
  - if a cardholder's position does not require them to purchase for State business they should not have access to the "purchasing" type groups.
- Request CITI to block all Foreign Transactions from occurring on ENTITY accounts

The following table is a **small sample** of the **SOC MCC Group Templates**:

STATE OF COLORADO MCC GROUP TEMPLATES [SAMPLE]					
			TEMPLATE NAMES:		
			SOC1	SOC2	SOC3
			<b>Citi Build 'Bank' Access:</b> (1411=ONE, 1412=Travel, 1413=Purchasing)		
			1411	1411	1411
			1413	1413	1413
			<b>Primary Program Use:</b> Purchase, Travel &/or ONE Card:		
			ONE or Purchase	ONE or Purchase	ONE or Purchase
CITI High Risk 'SIN' Code Approval	MCC	MCC Description	General Supply & Retail	Other Operating	Prof/Office Services
N/A	7216	DRY CLEANERS		INCLUDE	
N/A	7217	CARPET AND UPHOLSTERY CLEANERS		INCLUDE	
N/A	7221	PHOTOGRAPHIC SUPPLIES	INCLUDE		
N/A	7230	BARBER AND BEAUTY SHOPS			INCLUDE
N/A	7251	HAT CLEANING, SHOE REPAIR AND SHOE SHINE		INCLUDE	
N/A	7261	FUNERAL SERVICES AND CREMATORIES			

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Access Denied	7273	DATING, ESCORT SERVICES			
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Additionally, the Commercial Card Program created the **Credit Card Matrix** to assist with your oversight of the purchases made dependant on card type.

## 5.6 VIOLATIONS AND CONSEQUENCES

It is the Participating Entity's responsibility to ensure that all cardholder purchases are only for items necessary to carry out their job requirements and comply with state Procurement Rules, Fiscal Rules, Personnel Rules, Code of Colorado Regulations, and Commercial Card Program requirements.

Program Administrators and/or Travel Compliance Designee's [TCD], in conjunction with their Human Resource organization, should consider developing and documenting guidelines that include disciplinary action for violations of rules and program guidelines. Violations can range from inadvertent or simple mistakes to negligence and/or fraudulent use of the Commercial Card Program. Program Administrators and/or TCD's should ensure that Cardholders, Card Custodians, Designees, Approving Officials, TCD Delegates and Liaisons are informed of any guidelines. Disciplinary actions should be uniformly and consistently applied throughout the Participating Entity. Violations, disciplinary action, etc. should be documented and maintained in a secure file.

Additionally, Fiscal Rule 2-10 clearly states expectations on misuse reporting in regards to Procurement and ONE Card use:

*"All incidents of procurement card misuse that are recurring, significant, or in excess of \$500 should be reported in writing to the State Controller at least annually. Reports shall be submitted to the State Controller's Office by November 1 each year. This report should include results of any investigation or follow-up including corrective measure implemented to prevent or reduce the likelihood of future occurrences.*

*All incidents of procurement card suspected theft or embezzlement shall be reported according to Fiscal Rule 1-9."*

The State Travel Management Program Cardholder agreements include language that addresses withholding of payroll funds dependent on card type and as deemed necessary.

Contact the State Commercial Card Program Manager with reporting or compliance questions.

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**Best Practice:**

- *Establish written policies outlining types of violations and their consequences.*
  - *Include procurement card program policy and procedure compliance as part of the Cardholder's job performance review.*
  - *Utilize card cancellations and other disciplinary actions for violations of agency policy.*
- *Request that legal counsel formally review procurement card certification forms, agreements, and handbooks to determine if they appropriately describe responsibilities and actions that may be taken by the state agency or institution of higher education.*
- *Develop a "points system" for violations with various consequences.*
- *Periodically review to ensure that proper actions are taken when warranted.*
- *Ensure all cardholders sign the Commercial Cardholder Agreements that include payroll withholding language and retain as indicated in Section 5.14 RECORD RETENTION.*

## **5.7 CITI® MANAGER REAL TIME ACCOUNT MANAGEMENT**

The State and Participating Entities have access to the following real time capabilities using the Card Management Module:

- Card Issuance / Re-issuance
- Card Deactivation / Suspension
- Credit Limit Adjustments
- Merchant Category Code Group Limits
- Cardholder Information
- Assign cardholder default accounting codes
- Declined Authorizations
- System User Additions & Deletion
- 

## **5.8 CITI® MANAGER USER ENTITLEMENTS**

*The complete list of the CITI® MANAGER USER ENTITLEMENTS are available upon request from the State Commercial Card Program Manager.*

## **5.9 CITI® MANAGER MESSAGE POSTING**

- Once a PA has submitted a message for posting, all requests need to be approved by the Citi Help Desk. The PA should communicate the subject of the message and the CitiManager Company (i.e. SOC Purchasing Card, SOC One Card) to the help desk via phone call or email ([CCJAXL1HelpDesk@citi.com](mailto:CCJAXL1HelpDesk@citi.com)).
- Messages can be targeted to specific levels of the hierarchy. Once these messages are approved, they will be displayed to only users with access to the chosen hierarchies. If Level 3a is selected, users with either a Level 1 or 2a (that sits above Level 3a) will also see the message. But Level 4a, below Level 3a or a different Level, Level 2b or below user would not see the message.

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**Best Practice:**

- Determine Electronic Processes
  - Most aspects of your Commercial Card Program can be facilitated through the use of electronic processing and automation:
    - Flow of Commercial Card data to the applicable accounting system
    - Payment processes
    - Card maintenance, including requesting new cards, maintenance of existing cards, and cancelations
    - Online transaction reconciliation
    - Audit reporting
  - Incorporating as many electronic processes into your Commercial Card Program will save time, increase efficiencies and minimize risk.

## SECTION 6

### STANDARD PROGRAM PROCEDURES

# *Colorado State Animal*



## *Rocky Mountain Big Horn Sheep*

Rocky Mountain Big Horn Sheep, adopted May 1, 1961. Indigenous to Rocky Mountains and lives above timberline in rocky crags and high valleys. The bighorn sheep was named for its massive horns. On the ram, the horns can be as much as fifty inches in length.

## 6. STANDARD PROGRAM PROCEDURES

**Section 6** of the Commercial Card Manual provides the necessary details for participating entities to develop *Standard Program Procedures*. These procedures shall incorporate the Citi and State procedures provided herein however may be enhanced to meet the needs of participating entities. Incorporated within these expectations are **Best Practices** for consideration to assist with the *success* of your Program.

### 6.1 REQUESTING A CARD

All Participating Entity employees may be eligible to become Commercial Card Cardholders. Supervisors must approve employees as Cardholders based on their job responsibilities and their need to travel and/or make purchases. Supervisors also are responsible for recommending card limits as discussed below. The Program Administrator/Travel Compliance Designee approves card limits within the overall limits established by the Participating Entity.

The appropriate State required CARDHOLDER AGREEMENT form must be completed and retained by each Participating Entity.

Citibank new card requests are processed electronically through CitiManager. Each Participating Entity determines who initiates the card request in CitiManager and how the approvals are processed. CitiManager controls disallow a cardholder to request a card and/or process a card without the electronic authorization by designated approvers. There are three options:

1. Program Administrator [PA] initiated applications
  - a. PA types in all necessary information
2. Cardholder initiated applications → PA Approval
  - a. Cardholder types in new account information
  - b. Routed to PA for electronic approval
3. Cardholder initiated applications → Supervisor Approval → PA Approval
  - a. Cardholder types in new account information
  - b. Routed to Supervisor for electronic approval
  - c. Routed to PA for electronic approval

An Employee ID or unique identifier should be used instead of the social security number for all corporate liability cards. Additionally, individually-billed travel cards [joint/several liability] are able to be created using an Employee ID or unique identifier and not required to use a SSN. Only the individually-billed, individual liability travel cards [available to Affiliates only] require the use of an employee's social security number for card issuance. The form [paper or online process] requires the Cardholder information, reporting hierarchy, Cardholder controls (limits) and the default accounting code for transaction charges. The Cardholder's supervisor must approve the form and submit it to the Liaison or the Program Administrator who reviews it for completeness. The Program Administrator approves the request and submits it to Citibank.

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**Entity Plastic:** To ensure the proper entity logo is used with the creation of a new credit card requires the appropriate graphics number [located on the back of the proof card and typically starts with FA] that is tied to the Agent number. The Agent number determines the card type issued and is then assigned to the billing account (Level 3).

#### CREDIT CARD FIELD SIZES

- Account Number: 16 characters
- Expiration date line: 4 characters (MO/YR)
- Name line 1: 24 alpha-numeric characters (including spaces)
- Name line 2: 24 alpha-numeric characters (including spaces)
- 4<sup>th</sup> Line Embossing: 24 alpha-numeric characters (including spaces)
- 

**Rush Cards:** Requests require a Paper Citi Application be faxed to: **1-904-954-7700** or submit the Auto Enroll file via CitiManager → Library. Emergency card replacement within 24 hours must be received by 3:00PM EST. Rush cards are available at no cost.

**Renewed Cards:** Citi will provide the Cardholder with a new Card approximately 30 days prior to the expiration of the card in hand. Renewal cards are mailed the month prior to expiration on the 9<sup>th</sup> of each month and mailed no later than the 18<sup>th</sup> of the month. Shipping time is 2-3 Business days for bulk shipment once re-issued. The new card may be activated prior to the expiration date of the old Card. The old Card becomes inactive upon activation of the new Card.

**Renewal Notices:** If a card is not renewed by Citi, the Entity or Cardholder will be notified approximately 30 days prior to the expiration date of a card.

#### **Best Practices:**

- *The bank issues the cards to be mailed to the PA and not the cardholder within 7-10 days.*
  - *The PA secures the card until it is provided to the Cardholder.*
  - *Cards are issued to Cardholders after mandatory training is completed and a Cardholder Agreement Form is signed.*
- *Avoid last minute card requests by providing clear guidance to employees in regards to the Participating Entity's card request policy.*
- *Encourage the practice of cardholders entering the card issuer's customer service phone number into their cell phones upon card issuance. Doing so will allow them to quickly report a lost or stolen card.*

## 6.2 CREDIT LIMITS

Credit limits and other controls are established when the card is authorized and approved. Except as authorized in State of Colorado Fiscal Rule 2-10, at no time shall cards be used for single purchases costing more than \$5,000. Agencies may establish lower single purchase limits. Each card can have the following spending limits based on anticipated needs:

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- Amount Per Single Transaction
- Number of Transactions Per Day
- Amount Per Day
- Number of transactions Per Cycle
- Total Amount Available Per Cycle
- Excluded Merchant Category Codes

**6.21 PAYMENT IMPACT TO CREDIT LIMIT** [Centrally-billed Accounts]

The Program Administrator establishes a credit limit (may be referred to as a cycle limit) on the account. Purchases reduce the available credit limit for the cardholder. The cardholder credit limit will refresh back to the full credit limit the first day of the new billing cycle (approximately the 26<sup>th</sup> of the month). Making payments has no impact to the cardholder credit limit.

**Example:** Tony Smith has a credit limit of \$15,000. He makes \$5,000 worth of transactions; his available credit limit is then \$10,000. If ENTITY submits a payment of \$3,000, his available credit limit will still be \$10,000. The credit limit will refresh back to \$15,000 automatically the day after cycle cut. Although centrally billed accounts may be referenced as having a cycle limit, you will always complete the credit limit field on Citi forms/systems.

**6.22 PAYMENT IMPACT TO CREDIT LIMIT** [Individually-billed Accounts]

The Program Administrator establishes the credit limit on the individually-billed travel card account. Transactions reduce the available credit limit for the cardholder to make purchases. Only making payments can replenish that available credit limit on the account.

**Example:** Tony Smith has a credit limit of \$15,000. He makes \$5,000 worth of transactions; his available credit limit is then \$10,000. If he submits a payment of \$3,000, his available credit limit will be \$13,000.

**6.3 CARD DISTRIBUTION, ACTIVATION AND CUSTODY**

Cards are to be distributed upon satisfactory completion of training sessions or as soon as practical. For Individually Assigned and Individually-billed Travel cards [joint/several liability], the Cardholder must safeguard the card by signing it immediately. Each card must be activated in accordance with the procedure explained on the card.

The Cardholder is responsible and accountable for the Commercial Card and its use at all times. The Cardholder's entity is liable and responsible for payment of all transactions unless they are successfully disputed. Individually-billed Travel [joint/several liability] cards require payments by the Cardholder's entity only if an account becomes more than 90 days past due.

(See: Section 8.4 for further details on the *Individually-billed Travel [joint/several liability] Card*)

**Account Activation Process:**

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*The cardholders will be prompted to do the following:*

- *The Voice Response Unit [VRU] will provide a Welcome message then ask the cardholder to provide the following information:*
  - *Touch tone or speak the 16-digit account number*
    - *Two (2) attempts allowed before falling to Customer Service Representative*
  - *Social Security Number [SSN] or Employee Identification Number [EIN] - Last 4 digits only*
    - *Two (2) attempts allowed before falling to a Customer Service Representative*
    - *The full SSN/EIN may be requested if the call is transferred to Customer Service.*
  - *If the account number and verification number are input correctly then the system will ask the caller to hold for a moment while the information is validated.*
    - *Once validated they system advises them the card is now active.*
- *Cardholder may contact a Customer Service Representative directly [1-800-248-4553] for assistance to activate the account.*

*The VRU will provide information on the account balance, available credit, payment information followed by menu options.*

*If a cardholder speaks to customer service, they will be asked to provide the last 4 of their EIN, or the last four of their social security number as determined by each entity.*

Departmental Cards shall be used in accordance with the guidelines described in **Section 9**.

**Best Practices:**

- *Provide each Cardholder with a plastic or vinyl "credit card case" in which they are to keep their agency procurement card. Insert the card itself into one side of the case – on the other side of the case provide a list of unauthorized transactions, tax-exempt information, etc.*
- *Use of a credit card case will keep the procurement card separate from the Cardholder's personal credit cards and should help prevent the Cardholder from inadvertently using the procurement card for personal purchases.*
- *Remind cardholders that Commercial card transactions may be subject to the Colorado Open Records Act [CORA]. Therefore, transactions are limited to official business only.*

#### **6.4 COMMERCIAL CARD USE - APPROVALS AND AUTHORIZATIONS**

All purchases must comply with standard procurement rules, policies and procedures. Additionally, a Cardholder's supervisor will advise the Cardholder as to limitations and expectations on use of the card (including pre-approvals). For example, a Cardholder may have a single purchase limit of \$500 for the card; however, a supervisor may want to be verbally informed of all single purchases over \$250. In addition to the requirements of Fiscal Rule 2-1, if purchases are made against a grant or charged to a particular fund, the Cardholder is responsible for ensuring that the charges are allowable.

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All State travel related charges must comply with State Travel Management Program and associated rules [See: Section 3], Participating Entity policies and procedures. Additional rules may apply to all entities that travel using grant funds; such as Federal grants which require compliance with the *Fly America Act*. To ensure compliance, please contact your Travel Compliance Designee for guidance.

Additionally, the following should always be considered before making a purchase:

- Are prior approvals required and if so, completed?
- Are appropriate travel authorization forms signed & approved?
- Are the goods or services available from a price agreement vendor?
- Check the [State Price Agreements](#) for current information

## 6.5 PLACING AN ORDER

Orders may be placed in person, by phone, fax, e-mail, internet, or mail. If the order is placed over the Internet, make sure it is a secure web site [e.g. "https:"]. If the order is placed by fax, call the merchant and provide the card number instead of including it on the fax documentation. If the card number is provided over the telephone the Cardholder should be aware of others in their surrounding area that may hear the card information.

When an order is placed, provide the merchant with the following information:

- The purchase is State tax exempt
  - Merchants may require a copy of the State tax exempt certificate
  - State tax exempt number provided on commercial cards
- The purchase is subject to all applicable discounts for the State of Colorado, any government discounts or price agreement pricing, if applicable
- Cardholder's name
- Delivery instructions
- Request documentation showing the details and pricing for each item ordered

**Colorado Correction Industries (CCi):** The PCard can be used for furniture purchases with CCi. There is a statutory requirement, Colorado Revised Statute 17-24-111 (1) (a), for state agencies to procure all office furniture from CCi. If they cannot provide the furniture you require, then you must receive approval from CCi through a formal waiver request **prior** to purchasing furniture from a different vendor. See the CCi Price Agreement for more information and the waiver request form. Any furniture purchases made on the PCard outside of these guidelines may be subject to a purchasing violation and personal liability.

## 6.6 RESERVATIONS USING THE CENTRAL TRAVEL CARD

Auto rental and/or lodging reservations can be made using the state tax-exempt Central Travel card by Travel Coordinators for infrequent travelers. To facilitate auto rentals using a Central Travel card requires the card be *registered* with an awarded auto rental agency. This process allows rentals to be placed on a Central Travel Card without having the card present at the time of rental while ensuring all

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associated contract terms/conditions apply. The secure process of *registering* the Central Travel card varies by merchant. Guidance and required forms are available on the STMP website: [www.colorado.gov/travel](http://www.colorado.gov/travel) **Auto Rental** page.

Lodging reservations and subsequent charges using the Central Travel card are tax-exempt in the State of Colorado only. Travelers are required to provide a personal card at the time of check-in for incidentals [e.g. movie rentals, in-room snacks & beverages]. Therefore, only lodging should be charged on the Central Travel card. Acceptance of the Central Travel card for infrequent travelers requires proper documentation be provided to travelers and may require additional card information by the individual lodging property at the time of reservation.

**Best Practices:**

- *Provide a copy of State Tax-exempt certificate to the traveler along with a copy of the lodging confirmation.*
- *Some pertinent card information may be required at the time of reservation.*
- *Be sure the information requested by the lodging property is in compliance with the PCI security standards.*
  - **[See: Section 4.10 - Card/Data Security]**

## 6.7 DECLINED TRANSACTIONS

Possible reasons for the purchase being declined and what to do.

- You did not activate your card. Call the 800 number on your card.
- The vendor is entering the wrong expiration date [or CVV2 if an Internet, telephone or mail order transaction]. Check the number(s) with the vendor.
- The transaction exceeds your per **transaction** or per **cycle** dollar limit
- Check your limits and how much you have spent on the card
- The vendor is an excluded merchant [**See:** 5.3 Prohibited Transactions]
- You provided an incorrect or incomplete mailing address for Internet, telephone or mail order transaction

If none of the above, contact Citi Customer Service at 1-800-248-4553 for an explanation.

## 6.8 CHANGES IN CARD INFORMATION OR PURCHASE LIMITS

Cardholders/Designees should contact the Liaison, Approving Official, Card Custodian or Program Administrator if card limits and/or assigned MCC groups; are restricting purchases that are necessary to perform job responsibilities, to update changes in work address, default account codes, etc. The Cardholder's supervisor must approve all changes.

*CB cardholders are not authorized to update demographic information, which includes and is limited to verification, address, phone numbers, email address and SSN. However, IB travel cardholders are authorized to update this information either through CitiManager or contacting Citi Customer Service.*

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- When a mailed statement is returned due to a *bad address*, the card is put on hold:
  - If a statement is returned, a block is placed on the account until the cardholder calls and updates the address. As noted above, the CB accounts require the PA to update the address.
  - Alternately, cardholders can sign up for alerts in CitiManager notifying them of when mail is returned, prompting them to update their demographic information.

## 6.9 DISPUTED TRANSACTIONS

A dispute exists when a Cardholder or Designee determines that a charge is improper or inaccurate. Some examples of transactions that should be disputed include:

- Unauthorized charges
- Differences between the amount authorized and the amount charged
- Duplicate charges
- Failure to receive goods
- Returned goods that were not credited
- Unrecognized charges
- Sales Tax charges that qualify for Exemption

The Cardholder must attempt to resolve the dispute directly with the vendor. Document the dates, time, and matters discussed with the merchant. If the matter cannot be resolved before the end of the billing cycle, the Cardholder or Designee needs to complete a Transaction Dispute form and attach it to the monthly statement. A copy of the form should be sent to the Liaison, Program Administrator or Travel Compliance Designee [as determined by your entity].

The Participating Entity has **60** calendar days from the last day of the cycle date to dispute a questioned transaction in accordance with contract terms. As a result, any dispute not resolved directly with the merchant 30 calendar days after the monthly statement date should be formally reported as a disputed item with the bank. The Liaison or Program Administrator should forward the Transaction Dispute form to the bank. The form contains the contact address and telephone number.

The Cardholder may be asked to sign a letter acknowledging the dispute and the type of dispute (e.g., non-receipt of goods, fraud, forgery, etc.). Citi will then contact the supplier for substantiation of the charge. If the merchant does not respond, the issue is resolved in favor of the Cardholder.

## 6.10 CANCELING A CARD

The Commercial Card must be returned to the Approving Official, Program Administrator or Travel Compliance Designee if a Cardholder or Card Custodian leaves employment, or transfers to another division. Transfer within the same division may also require the return of the card depending on the Cardholder's job responsibilities. A Returned Card Receipt Form needs to be completed, a copy provided to the employee, and the original retained in the Approving Official's or Program Administrator's file.

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**Best Practices:**

- *Establish procedure(s) with Human Resources to ensure timely closure, destruction of card and issuance of the Returned Card Receipt Form for any commercial card account(s) affected by employee termination, retirement, transfer, etc.*
- **TEMPORARY ABSENCES**
  - *In the event of a temporary absence for maternity leave, military leave or other extended leave, single transaction limits should be lowered to a dollar. It is the responsibility of the supervisor or unit manager to notify their Commercial Card Administrator of an employee's prolonged temporary leave or absence.*

**NOTE:** To ensure liability protection, please see Section **6.14** for required steps if an employee is terminated and there is a suspected or actual credit card misuse.

### **6.11 LOST OR STOLEN CARDS**

Cardholders are to report lost or stolen cards to the bank immediately. Call the bank directly at **1-800-248-4553**. The Cardholder must also inform the Liaison or Program Administrator and request a replacement card. Additionally, Cardholders are to report cards that were ordered however, never received [non-receipt]. The Participating Entity liability is capped at **\$50** for any unauthorized charges made prior to the lost or stolen card is reported to the bank.

**Best Practices:**

- *Encourage the practice of cardholders entering the card issuer's customer service phone number into their cell phones upon card issuance. Doing so will allow them to quickly report a lost or stolen card.*
- *Set up a report within CCRS on a subscription basis that would list all card accounts that have a lost/stolen credit status.*

### **6.12 FRAUD PROCESS**

Citi's Fraud Department monitors for suspicious and out-of-pattern expenditures. If Citi has been pre-advised, the transaction will not 'trigger' a fraud role, nor will the cardholders experience difficulty using their card (e.g. account noted for an international trip).

An example of out-of-pattern spend would be Jewellery, and Pawn Stores. The fraud team will telephone the cardholder and a temporary block will be added to the card until contact with the cardholder is made and the charges verified. Therefore, it is important to maintain accurate contact information within CitiManager. When Fraud flags an alarm (suspected fraudulent transaction), the transaction should be reviewed within 30 minutes, by contacting the cardholder to verify if the transaction is genuine. The Fraud Department will attempt to call the cardholder as follows:

- Card account is put on hold due to *suspected* fraud, the fraud department will:
  - *If there is a valid phone number on the account:*
    - *1<sup>st</sup> attempt they will leave the cardholder a message*

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- 2<sup>nd</sup> attempt they will call and leave a message and send a letter
  - 3<sup>rd</sup> attempt they will call PA
  - If there is an invalid phone number:
    - 1<sup>st</sup> attempt they will send a letter and remove the invalid number
    - 2<sup>nd</sup> attempt they will contact the cardholder
  - Citi policy requires attempts to contact the cardholder every five (5) days
- Summary of the CITI Fraudulent Charge process:
  - Customer calls to report fraudulent transactions- or Citi calls to verify transactions and it is determined it is fraud;
  - Fraud will execute a close and transfer. This means unbilled (mid cycle) transactions will be transferred to the new account. This will include the fraudulent transactions so the cardholder can continue to identify those that are fraudulent. An affidavit is mailed to cardholder at this time
  - If an authorization, fraudulent or not, is obtained-then the transaction will post to the account. It can take up to 7 business days for all authorized transactions to post to the account. This is dependent on how quickly the vendor settles the transaction to be processed to Citi. All transactions must be viewable by the cardholder to ensure they capture them for the affidavit.
  - It is recommended to wait for statement/cycle end to review all transactions to be all inclusive when submitting the affidavit. There is not a 30 or 60 day limit for sending in the affidavit. When the affidavit is received, the fraudulent transactions will be removed from the account.

General Information:

- This is not a dispute process where there are time limitations for submitting the request.
- Citi cannot determine if a charge is legitimate or fraudulent without the cardholder verification, this is why all charges for the cycle will be included in the newly opened replacement account.
- For transactions reported as fraudulent that post after the close date, refer to the transaction date and you will find it is prior to the account closure date
- Program Administrators can pull a CCRS report and filter the following credit ratings:
  - J2 is when the plastic is returned with no forwarding address
  - J1 is when a plastic is returned with a yellow address sticker from USPS
  - T2 is when any returned correspondence is sent back to Citibank (e.g. statement, affidavits)
- FRAUD EARLY WARNING (FEW) ALERTS
  - Cardholders and/or PAs can call customer service to have their cell phone and/or email address added to the CITI system to ensure receipt of the Fraud Early Warning (FEW) Alerts.

**Best Practices:**

- *Encourage cardholders to maintain accurate contact information in CitiManager, which includes cell-phone numbers, to ensure Citi's Fraud Team connecting with as necessary.*

**NOTE:** Entities are liable for its *employees'* fraudulent charges.

**6.13 RECORD RETENTION**

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Commercial card records must be retained in accordance with the timeline prescribed in the Department of Personnel & Administration's Financial Record Retention Guidelines, except as required by grant requirements or other external parties. Records include credit card receipts and vendor receipts or bills of sale detailing the description, quantity and price of items purchased, and information showing the account charged on the accounting system. Additionally, records must be available for review or audit.

#### **6.14 VISA™ LIABILITY WAIVER PROGRAM**

The Visa™ Liability Waiver Program is set up to provide protection for employee misuse of credit card privileges up to \$100,000 per cardholder provided that all program requirements are met. Program requirements include notifying the employee in writing of the cancellation of the card and terminating the Cardholder from employment. There are no deductibles to the company for the Visa™ Liability Waiver Program. The *Affidavit Waiver of Claim Form* must be signed & submitted to Citibank along with the *Notification of Termination Letter* within 90 days of the employee's termination date. Other conditions may apply.

Program Administrators, Liaisons, Card Custodians and Approving Officials should be knowledgeable about the Visa™ Liability Waiver Program requirements before an incident occurs. This is because coverage is affected by the timing of the agency's actions at every stage of the process.

**Best Practices:**

- *The Program Administrator, Travel Compliance Designee, Liaison, Card Custodians and Approving Officials should be knowledgeable about the Visa™ Liability Waiver Program requirements before an incident occurs.*
- *Coverage is affected by the timing of the Participating Entity's actions at every stage of the process.*
- *See the Visa™ Liability Waiver Program brochure, Guide & sample forms available on both Program websites.*

**NOTE:** *If a Participating Entity fails to notify the bank, retrieve and cancel a terminated employee's credit card, the bank is not held liable. There is **NO** liability protection whatsoever for Employee misuse.*

#### **6.15 PERSONAL SERVICES AND 1099 REPORTING**

The IRS issued final regulations in August 2010 addressing new IRC section 6050W which eliminated 1099 reporting by end-user organizations (e.g. State of Colorado) effective 2011.

**NOTE:** Non-card payments (e.g., check, ACH) will still be subject to 1099 reporting.

**Personal Services** are currently subject to: *CRS 8-17.5-101, 102 (HB06-1343, HB07-1073, SB08-193)* [e.g. unauthorized immigrants]. For current status please visit: [www.colorado.gov/dpa/sco](http://www.colorado.gov/dpa/sco)

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**NOTE:** This Section is provided for general guidance only. Program Administrators, Liaisons, and Cardholders should contact their department controller or chief fiscal officer of each institution of higher education for specific information.

**6.16 CITI SYSTEM PURGE PARAMETERS**

The purge time frame for all accounts is “about” 18 months due to the systematic flags that are required for a purge to occur. Please see the purge system requirements:

- *Accounts will automatically flag for purge from the TCBR system when the following criterion has been met, with the exception of accounts in Bank 3353.*
  - *Account must have a zero balance (A memo balance, a real dollar balance owing or a credit balance would fail this piece of the criteria.)*
  - *Account must have a negative credit rating: (B3, B4, B5, B6, B7, B8, B9, CC, F1, FA, T1, T3, T4, T5, T7, V8, V9, M9, CA, CO) [Credit Rating Codes available online-Appendix C]*
  - *Account must be inactive (no financial activity) for 6 months or more.*

## SECTION 7

### STANDARD ROLES AND RESPONSIBILITIES

# *Colorado State Flower*



## *Rocky Mountain Columbine*

The white and lavender Columbine was declared the official state flower on April 4, 1899. The law prohibits digging or uprooting the flower on public lands and limits the gathering of buds, blossoms and stems to 25 in one day.

## *State Song*

*"Where the Columbines Grow"* was adopted in 1915.

## 7. STANDARD ROLES AND RESPONSIBILITIES

The following describe critical roles for the PCard and Travel Card Payment Programs with general responsibilities. Entities shall identify specific definitions in their handbook or manual.

### 7.1 Program Administrator

**Role:** Person who is responsible for the Participating Entity's policies, procedures, card issuance/cancellation, monitoring Approving Officials and Liaisons, management reporting, and development of the program. This individual is the primary interface with the State Purchasing Office, State Travel Management Program and Citibank. The Travel Compliance Designee (TCD) may also be responsible for the Program Administrator (PA) duties. However, TCD's may delegate the PA duties to administer the Travel Card Payment Program for their entity [previously referred to as a TCD Delegate].

**Responsibilities:**

- Interfacing with the Department of Personnel & Administration State Commercial Card Program Manager and the bank on all program matters
- Establishing and updating program policies and guidelines that meet the minimum requirements of statewide policies and guidelines
- Provide training to Cardholders, Approving Officials, and Liaisons in the management and use of the PCard
- Working closely with other department functions (accounting, procurement, management, etc.) to administer and develop the Participating Entity's program
- Maintaining records of all Cardholders and other information in a secure manner
- Coordinate the handling of Commercial Cards including additions, deletions and changes
- Retaining cards in a secure manner until issued to Cardholders
- Developing and issuing periodic management reports to monitor the development of the program
- Fostering the development and growth of the Commercial Card program at the Participating Entity
- Ensuring that program personnel, in accordance with Participating Entity guidelines, prepare transaction exception reports for review
- Conducting periodic reviews (audits) to ensure that Cardholder, Approving Official, and Liaison activities are in compliance with program procedures and guidelines

**NOTE:** Refer to "Liaison" role and responsibilities for additional duties if your

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entity does not have a Liaison

**7.2 Travel Compliance Designee (TCD)**

**Role:** In order to ensure compliance with the travel rules and to facilitate communication, the travel compliance designee of every principal department and institution of higher education shall:

**Responsibilities:**

- Designating Program Administrator [previously, TCD Delegate] or the TCD can serve as Program Administrator in addition to the role of TCD
- Serving as liaison to his or her Participating Entity and make available to employee of that entity lists of approved commercial travel vendors and other materials supplied by the Program
- Implementing the rules of the Program in his or her Participating Entity
- Disseminating Travel Program information and policy to employees on a timely basis
- Monitoring compliance of travel related rules and statutes within their entity
- Submitting travel-related reports as required by the Program
- Maintaining current documentation of signed cardholder agreements
- Providing guidance to the exception of purchasing travel insurance when deemed to be in the best interest of the State
- Reporting issues of noncompliance as appropriate to their appointing authority and executive director or chief executive officer
- Submitting completed Out of State Travel Authorization Form(s) as determined by current administration.

**7.3 Travel Coordinator**  
(Optional)

**Role:** Central Travel cards are issued in the name of **Travel Coordinators** to facilitate travel reservations and transactions on behalf of infrequent travelers as assigned.

**Responsibilities:**

- Maintaining security, custody and use of the card
- Using the card only for official state business
- Immediately reporting a lost or stolen card to Citibank and TCD/PA
- Registering card with awarded auto rental agency as needed
- Making purchases in accordance with Participating Entity guidelines and applicable fiscal and travel rules
- Obtaining and submitting adequate supporting documentation for each transaction
- Reconciling and signing-off on the account statement for each cycle that had transactions
- Contacting merchants to resolve disputes and completing the Transaction Dispute Form when necessary

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- Ensuring refunds/credits are posted to the same card account charged
- Ensuring that all transactions are charged to the proper account
- Notifying Travel Compliance Designee and/or PA of changes in employment status such as transfer and termination

#### 7.4 Approving Official

- **Role:** Person assigned to review Cardholder transactions to ensure compliance with Commercial Card policies and guidelines. A Cardholder may not be his or her own Approving Official
- A Cardholder may be the approving authority for an Approving Official
- A Cardholder's supervisor may be the Approving Official *[Considered a Best Practice]*

#### Responsibilities:

- Reviewing and signing-off the monthly account statement for each Cardholder
- Assuring that all statement reconciliation documentation is received and retained in accordance with department practices and procedures
- Ensuring that all expenditures are assigned to the correct account codes, if assigned this responsibility
- Monitoring Cardholder activity for unusual patterns of use
- Documenting and reporting Cardholder violations in accordance with department guidelines
- Reviewing transaction exception reports, if applicable, and taking appropriate follow-up action
- Notifying Liaisons or Program Administrators of changes in employment status such as transfer and termination
- Referring to "Liaison" role and responsibilities for additional duties if your entity does not have a Liaison

#### 7.5 Allocator or Reallocator

**Role:** Person responsible for allocating transaction charges from the default account code strings to the correct account.

**Responsibilities:** If a default accounting code is established when a card is authorized, and based on the Participating Entity's procedures, this person may accept the allocation or reallocate charges to other account codes. The Cardholder or a different person may fill this role.

#### 7.6 Cardholder

**Role:** Person issued an Individually Assigned Commercial card to make purchase.

#### Responsibilities:

- Maintaining security, custody and use of the card

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- Using the card only for official state business
- Immediately reporting a lost or stolen card to Citibank
- Making purchases in accordance with Participating Entity guidelines and applicable fiscal and procurement rules
- Obtaining and submitting adequate supporting documentation for each purchase made
- Reconciling and signing-off on the account statement for each cycle that had transactions
- Contacting merchants to resolve disputes and completing the Transaction Dispute Form when necessary
- Ensuring refunds/credits are posted to the same card account charged
- Ensuring that all purchases are charged to the proper account if assigned this responsibility
- Notifying Approving Officials or Liaisons of changes in employment status such as transfer and termination

**7.7 Liaison**  
(Optional)

**Role:** May be needed in large or decentralized organizations as an interface with the Program Administrator. For example, Liaisons may be at a division or at an off-site location.

**Responsibilities:**

- Ensuring that Approving Officials and Cardholders have updated policies and procedures
- Assisting in Cardholder account set-up and updates to account information
- Assisting Cardholder with transaction disputes reported to the bank
- Notifying the Program Administrator of lost/stolen cards and assisting in their replacement
- Documenting and reporting Cardholder violations in accordance with department guidelines
- Terminating Cardholder accounts due to job changes such as transfer, termination, lack of need, etc
- Reviewing transaction exception reports, if applicable, and taking appropriate follow-up action
- Conducting periodic reviews (audits) to ensure that Cardholder and Approving Official activities are in compliance with program procedure and guidelines

**NOTE:** If the Participating Entity does not use the “Liaison” level then these responsibilities belong to Approving Officials or the Program Administrator

**7.8 Departmental Card Manager**

**Role:** Person assigned to manage Card Custodians to ensure compliance with Commercial Card policies and guidelines. Administer and control the use of the Departmental cards assigned to the Card Custodians within a Participating

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(Optional)

Entity.

**Responsibilities:**

- Creating and maintaining a list of individuals who are assigned as Card Custodian
- Instructing and training Card Custodians their roles and responsibilities
- Providing guidance to resolve Card Custodian oversight issues
- Auditing card statements and transaction documentation based on Participating Entity, program and funding requirements
- Notifying Program Administrator of any personnel changes
- Communicating to PA any Card Custodian or Designee who has mis-used the card

**7.9 Card Custodian**

(Optional)

**Role:** Administer and control the use of Departmental Cards by authorized Designees within Card Custodian's workgroup.

**Responsibilities:**

- Creating and maintaining a list of individuals who are authorized to use the Departmental Card ("Designees")
- Instructing and training Designees on use of the Card
- Tracking Designee transactions
- Keeping the card number secure
- Retaining card statements and transaction documentation based on Participating Entity, program and funding requirements
- Verifying transactions
- Notifying Program Administrator of any personnel changes
- Withholding the Card from any Designee who has mis-used the card

**7.10 Departmental Card Designee**

(Optional)

**Role:** Authorized user of a **Departmental Card**

**Responsibilities:**

- Keeping the card secure at all times
- Requesting the card when needed from Custodian
- Obtaining receipts from merchant
- Immediately returning card and receipts to Custodian
- Dealing with the merchant directly on any return, dispute or credit
- Immediately reporting lost or stolen card to Custodian
- Completing the required transaction information on the "Commercial Card Log Sheet"
- Not using the card for unauthorized purchases [**See:** Section 5.3 for more information on Prohibited Transactions]

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**Best Practices:**

- *Cardholder responsibilities include:*
  - *Sign card upon receipt*
  - *Maintain card security to prevent unauthorized charges*
  - *Obtain a receipt at the point of purchase and verify it for accuracy*
  - *Reconcile receipt and other purchase documentation to your Cardholder statement*
  - *Call Customer Service and Program Administrator immediately to report lost, stolen or non-receipt cards*
  - *Resolve disputes with Merchants or file dispute with Bank if unable to resolve*
  - *Inform PA of name, telephone, address or other account changes immediately*
  - *Do NOT allow anyone to use assigned business credit card*
  - *individual joint/several liability travel card shall be paid monthly, timely and in-full [entire balance owed]*
  - *Payments are required regardless of the status of any expense report submitted for processing*
- *A Cardholder's supervisor should be the Approving Official*

## SECTION 8

### COMMERCIAL CARD OPTIONS

## *Great Seal*



## *Colorado State Seal*

Adopted by the 1<sup>st</sup> Territorial Assembly, November 6, 1861. It contains the eye of God, a Roman fasces, a bundle of birch or elm rods with a battle ax and a band of red, white, and blue upon which appears "Union and Constitution." The state motto, "Nil Sine Numine," is Latin for "nothing without Providence." The figures 1876 indicate the year Colorado came into statehood.

## 8. COMMERCIAL CARD OPTIONS

### 8.1 PROCUREMENT CARD



#### Procurement Card - Entity Billed

Corporate Liability

- **Account Functionalities**
  - Standard Point of Sale Cards
  - Ghost Accounts
  - Declining Balance Account
  - Departmental Cards
  - Emergency Cards

PURCHASING

FOR APPROVED BUSINESS USE ONLY

The Procurement card [PCard] is a corporate liability, State tax-exempt, credit card issued with the name of the Participating Entity, the name of the individual Cardholder on the card and cannot be used by anyone other than the person to whom the card has been assigned. The PCard is used for small purchases (under \$5000.00) of general merchandise and services as governed by state statutes, procurement and fiscal rules. All purchases must comply with agency policies and procedures. The PCard is the appropriate method of payment for business related operating expenses. [See: Section 9 COMMERCIAL CARD FUNCTIONALITIES]

### 8.2 ONE CARD



#### ONE Card – Entity Billed

Corporate Liability

- **Account Functionalities**
  - Standard Point of Sale Cards
  - Ghost Accounts
  - Meeting / Event Account
  - Declining Balance Account
  - Departmental Cards
  - Emergency Cards

COMMERCIAL

FOR APPROVED BUSINESS USE ONLY

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The ONE Card is a corporate liability, State tax-exempt, credit card issued with the name of the Participating Entity, the name of the individual Cardholder on the card and cannot be used by anyone other than the person to whom the card has been assigned. The ONE Card program allows the combination of the Purchase and Travel Card (aka integrated card). The ONE Card provides the functionality of the procurement card and the variety of benefits associated with a travel card. Card use is managed by PA's through the MCC controls. MCC Groups have been developed to assist with assigning MCC's by Cardholder use. [See: Section 9 COMMERCIAL CARD FUNCTIONALITIES]

### 8.21 PROGRAM DEVELOPMENT

The establishment of a ONE Card Program can provide efficiencies and ease of use for Cardholders with the use of one *piece of plastic*. In order to effectively manage the type of transactions accessible to each Cardholder will be determined by the MCC Group template(s) assigned. Specific *Groups* (as defined by Citibank) have been created as *include* merchant category codes therefore, the list of codes in *each* Group are those that are *open* for use by the cardholder. The groups have been developed to address the varied type of card users; type of standard purchases and business needs. Each card can have up to nine (9) Groups assigned to the card and/or group of cards.

Participating Entities determine the MCC Groups assigned to each card either using the MCC Group templates already created for use or develop their own. Therefore, Cardholders that are predominantly a procurement card user would only have procurement card related merchant category code (MCC) Groups assigned to the card. Consequently, Cardholders that are predominantly travelers would be assigned the associated MCC Groups to meet their business needs. Cardholders that require both procurement and travel MCC groups can be easily accommodated by proper MCC Group assignment. Only transactions associated with the MCC Groups assigned to each card would be accessible for purchases. **See: 5.5** for MERCHANT CATEGORY CODE CONTROLS

**NOTE:** Merchants may have assigned MCC's that do not reflect their true merchant type thereby requiring an MCC block temporarily removed.

### 8.3 CENTRAL TRAVEL CARD



#### Central Travel Card – Entity Billed

Corporate Liability

- **Account Functionalities**
  - Standard Point of Sale Cards
  - Meeting / Event Account
  - Declining Balance Account
  - Departmental Card

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CORPORATE

FOR APPROVED BUSINESS USE ONLY

The Central Travel card is a corporate liability, State tax-exempt, credit card issued with the name of the Participating Entity, the name of the individual Cardholder on the card and cannot be used by anyone other than the person to whom the card has been assigned. The Central Travel card is used for travel purchases (under \$5000.00) as governed by state statutes, state travel, procurement and fiscal rules. All purchases must comply with agency policies and procedures. The Central Travel card is the appropriate method of payment for business related travel expenses. [See: Section 9 COMMERCIAL CARD FUNCTIONALITIES]

### 8.31 PROGRAM DEVELOPMENT

Central Travel cards may be issued to Travel Coordinators [See: Section 7.3 STANDARD ROLES AND RESPONSIBILITIES] to facilitate *approved* travel reservations and transactions on behalf of infrequent travelers as assigned. Infrequent travelers can include members of a; commission, council, board, bureau and/or committee.

Auto rental and/or lodging reservations can be made using the state tax-exempt Central Travel card by Travel Coordinators for infrequent travelers. To facilitate auto rentals using a Central Travel card requires the card be *registered* with an awarded auto rental agency. This process allows rentals to be placed on a Central Travel (Event) card without having the card present at the time of rental while ensuring all associated contract terms/conditions apply. The secure process of *registering* the Central Travel card varies by merchant. Guidance and required forms are available on the STMP website: [www.colorado.gov/travel](http://www.colorado.gov/travel) **Auto Rental** page.

Lodging reservations and subsequent charges using the Central Travel card are tax-exempt in the State of Colorado only. Travelers are required to provide a personal card at the time of check-in for incidentals [e.g. movie rentals, in-room snacks & beverages]. Therefore, only lodging should be charged on the Central Travel card. Acceptance of the Central Travel card for infrequent travelers requires proper documentation be provided to travelers and may require additional card information by the individual lodging property at the time of reservation.

#### **Best Practices:**

- *Provide a copy of State Tax-exempt certificate to the traveler along with a copy of the lodging confirmation.*
- *Some pertinent card information may be required at the time of reservation.*
- *Be sure the information requested by the lodging property is in compliance with the PCI security standards.*
  - [See: Section 4.10 - Card/Data Security]

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8.4 INDIVIDUALLY-BILLED TRAVEL [JOINT/SEVERAL LIABILITY] CARD



Travel Card – Individually-billed

Joint/Several Liability

- **Account Functionalities**
  - Standard Point of Sale Cards
  - Allows Cash Access
  - Allows 59 Days to Pay

C O R P O R A T E

FOR APPROVED BUSINESS USE ONLY

The Individual Travel Card with Joint/Several liability is individually-billed to the cardholder on a monthly basis. However, this account type allows 59 days to pay in order to provide sufficient time for expense reimbursement processing. Although the account carries individual liability and is individually-billed, each Participating Entity's Cardholder is liable for all transactions initiated on the account. Also, the Participating Entity is liable for all charges and fees on this account type that are closed for any reason or are 91 days past due.

*[For Affiliates Only: The Individually-billed/Individual Liability card type is available to Affiliates only. Payment is the sole responsibility of the cardholder therefore, the Affiliate is not required to pay for any account that becomes 91 days past due. However, delinquencies and write-offs negatively impact potential rebates.]*

**Best Practice:**

- *Recommendation to require cardholders to pay on a monthly basis, regardless of the status of any travel reimbursement, in order to avoid delinquencies and/or potential liability to the Participating Entity.*

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#### 8.41 RESTRICTIONS

The Individually-billed Travel [joint/several liability] card transactions may be subject to the Colorado Open Records Act [CORA]. Therefore, transactions should be limited to official business travel only. Travel expense reimbursements shall be submitted in a timely fashion as directed by Fiscal Rule 5-1 or as indicated by the Participating Entity.

#### 8.42 CASH ADVANCES

Entities are able to authorize the cash advance functionality through the Citi Statement of Work process. This functionality must be approved at the entity level prior to enabling this option for a specific card. The ability for cash advances is available for individually-billed, individual joint/several travel cards & individually-billed, individual liability travel cards only.

To facilitate these requests cardholders must complete the **Cash Advance Activation Authorization** form. Cardholders are required to document their need for the cash advance functionality being enabled. Entities may choose to require Supervisors approval prior to submission to Participating Entity's Travel Compliance Designee [TCD]. Once signed by the TCD the form shall be submitted to the State Commercial Card Program Manager. The authorization process ensures the Program provides appropriate controls are in place for providing cash advances to a cardholder. Therefore, it would not be feasible for a cardholder to have cash enabled without proper internal authorization. The amount of cash available to a cardholder is managed by *Cash Access Controls based on*; a percentage (%) of the credit limit, cash access limit amount, number of cash transactions limit, etc.

Once Cash Access has been authorized, Citi will provide the cardholder with a personal identification number ("PIN") in order for cardholders to obtain cash at any ATM. In addition, cardholders may receive cash advances from financial institutions (bank teller) that honor Citi cards. However, this type of cash access may be subject to local restrictions and the amount of the cardholder's available cash. Additional fees do apply for each cash advance transaction obtained through an Automated Teller Machine (ATM), at a bank or other financial institution (without using an ATM). However, the other financial institutions may charge additional fees.

PIN's are obtained by calling the phone number for service on the back of the credit card. The cardholder can call the VRU and set the PIN themselves. The VRU will ask for the last four [4] digits of the SSN or Employee ID. If the cardholder is unable to verify, they asked to verify two of the following: Business phone, home phone, statement address, last four [4] of the SSN or Employee ID.

**NOTE:** *"The Aggregate Annual Sales Volume means the sum of purchases less returns, credits, cash advances, Large Ticket Transactions and Convenience Checks for each Participating Entity."*

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### 8.43 PAYMENT REQUIREMENTS

Payment on the Individually-billed Travel [joint/several liability] cards is the responsibility of the Participating Entity's Cardholder. Therefore, the cardholder is liable for all transactions initiated on the account. Additionally, the Participating Entity is liable for all charges and fees on the accounts that are closed for any reason or are 91 days past due. Therefore, the past due process for the Individual Travel - joint/several Account is:

- At 91 days, the Client Account Services manager will generate a invoice
- Invoice is uploaded to CitiManager Library for the PA's action
- When any document is uploaded to library a notification is sent to everyone that has access to that folder
- An invoice will be uploaded to CitiManager Library for 3 months giving the current status

There will be a required mandatory payment by the Participating Entity for any unpaid amounts incurred on Individual Travel-joint/several liability Accounts and not paid within 120 days after the billing statement date. The Participating Entity shall pay such amounts within 30 days, or 150 days after the billing statement date.

INDIVIDUALLY-BILLED TRAVEL [JOINT/SEVERAL LIABILITY] CARD Payment options:

- Payment Method:
  - US Dollar Check / Money Order
    - Important to include stub when mailing check.
    - Recommend include account number on check / money order.
    - Address: **Citibank, PO Box 183173, Columbus, OH 43218-3173**
  - Payments via CitiManager from cardholder's Checking/Savings account
  - *Payment by Phone*
    - Convenience fee of \$14.95 is incurred by a cardholder who makes a "check-by-phone" payment via the automated VRU.

### 8.44 PAYMENT TIMELINE

JOINT/SEVERAL LIABILITY PAYMENT TIMELINE
<p><b><u>01/25 Billing Statement Date:</u></b> End of the approximately 30 day Billing Cycle and Cardholder receives a statement with the due date listed in February. However the Individually Billed accounts will not be assessed delinquent fees if payment is received by Citi within 60 days after the billing statement date.</p>
<p><b><u>03/25 Payment Due:</u></b> At 59 days or less payment from individual cardholder is due for the amount shown on the billing statement as the balance due, less any disputed charges. Citi will show any unpaid portion of the balance due as a past due balance on subsequent billing statements. The Account is delinquent if any portion of the past due balance appears on three consecutive billing statements, approximately 82-90 days after the Billing Cycle End Date.</p>

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**04/25 Delinquent Fee:** 2.5% of the outstanding balance will be assessed as a delinquent fee if payment is not received by Citi within 60 days after the billing statement date. From 61-90 Days – Payment is still due from individual cardholder.

**05/25 Participating Entity Central Bill:** At 91 Days the Participating Entity will be issued an invoice seeking payment. In addition to Citi's other collection procedures, Citi may provide a written report to the Participating Entity listing the Cardholders who have charges unpaid for the monthly billing period and who are subject to potential suspension or cancellation. To avoid suspension and cancellation of a Cardholder's Card, the Participating Entity may pay the charges. Late fee assessed.

**06/25 Mandatory Payment Due:** There will be a required mandatory payment by the Participating Entity for any unpaid amounts incurred on Individually Billed-Joint and Several Liability Accounts and not paid within 120 days after the billing statement date. The Participating Entity shall pay such amounts within 30 days, or 150 days after the billing statement date. Late fee assessed.

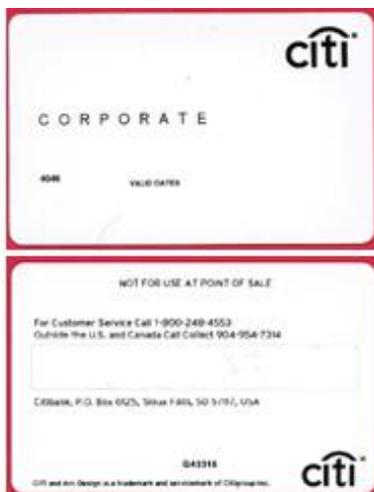
[See: Section 4.1 *Best Practices – Early Payment Incentive*]

#### 8.45 CREDIT REFUNDS

Should cardholders for one reason or another have overpaid or submitted a duplicate payment causing a credit balance on their card account, they may request a credit balance refund by contacting their Program Administrator.

Refund requests will only be processed subsequent to a Program Administrator contacting Customer Service or the Client Account Specialist. Credit Refunds apply to the Individually-billed Travel [joint/several liability] cards ONLY.

#### 8.5 CENTRAL TRAVEL ACCOUNT – CTA



#### Central Travel Account [Ghost] – Entity Billed

Corporate Liability

- **Account Functionalities**
  - White plastic card is issued without a magnetic stripe
  - Cannot be used for point of sale purchases
  - Card includes verification code [CVV2]
    - Allows for Internet purchases by awarded travel agency
  - Account is established for use by a specific travel agency [merchant].

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These accounts provide valuable details in excess of twenty data elements that are critical for various travel contract negotiations.

The CTA Ghost account would be established for an entity indicating:

- Card name embossment: Entity + specific division/location (if applicable)
- 4th Line embossing = Travel Agency Name

Therefore, the CTA ghost account is established only for the specific vendor [e.g. travel agency] indicated on the card [4<sup>th</sup> Line embossing] to use on behalf of the entity.

## **8.6 COMMERCIAL CARD MANAGEMENT**

Management of all commercial card *options* require compliance with but not limited to any relevant state, department, agency, institution or participating entity policy or procedure and the following **Sections**:

- 4. REQUIREMENTS & MINIMUM STANDARDS**
- 5. PROGRAM MANAGEMENT**
- 6. STANDARD PROGRAM PROCEDURES**
- 7. ROLES AND RESPONSIBILITIES**
- 8. COMMERCIAL CARD OPTIONS**
- 9. COMMERCIAL CARD FUNCTIONALITIES**

## SECTION 9

### COMMERCIAL CARD FUNCTIONALITIES

# *Stegosaurus*



## *Colorado State Fossil*

Proclaimed by the Governor, 1982. A fourth-grade class campaigned across the state for two years to designate Stegosaurus a Colorado symbol. Their efforts culminated in an executive order by Governor Richard D. Lamm on April 28, 1982 making the Plated Dinosaur, Stegosaurus, the official state fossil.

## **9. COMMERCIAL CARD FUNCTIONALITIES**

### **9.1 INDIVIDUALLY ASSIGNED CARD**

An Individually Assigned commercial card is one that, in addition to including the name of the entity, contains the name of the individual Cardholder on the card. The individual to whom the card is assigned provides a signature on the back of the card. The Individually Assigned card cannot be used by anyone other than the person to whom the card has been assigned. An Individually Assigned commercial card can be a ONE Card, Procurement card or Central Travel card. Individually Assigned Cards do not include the Individual Travel-Joint/Several card. [See: Section **8.4 Individually-billed Travel [joint/several liability] Cards**]

### **9.2 DEPARTMENTAL CARD**

A Departmental Card is issued to an individual, the Card Custodian, on behalf of a group, department, workgroup or division. Departmental Cards do not have employee names on them; and although only employees of the State Parties are permitted to use Departmental Cards, anyone with *access* to Departmental Cards will have the ability to use such Cards. Departmental Cards are available as Procurement, One or Central Travel cards that are centrally-billed. The Card Custodian provides the card to Designees within their group as the need arises for them to make purchases. Departmental Cards [PCard] are assigned a default account number in the Participating Entity's accounting system. *Departmental Cards provide reduced transaction dispute rights as compared to transaction dispute rights for Individually Assigned cards. Agencies are advised that the bank's Departmental Card dispute right policies are subject to change.*

#### **9.21 CARD NAMES**

Card names are assigned by the authorized Participating Entity. In general, the name embossed on the first line of each card is a work group name, rather than an individual's name. Cards are normally to be named for their functions or area – for example "Administration" or "Lab Supplies". If the Participating Entity name is not already a part of the card design, the Participating Entity name should be embossed on the second line.

#### **9.22 SIGNATURE ON CARD**

Although the card has a space for signature on the back, in general, an individual should not sign the Departmental Card. If signed by an individual, it would be difficult for any staff member other than the signer to use the card.

Instead, the Card Custodian shall write either the department or workgroup name on the space provided so that it matches the front of the card. The Card Custodian may also consider writing words "See Employee Identification" on the space provided.

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**9.23 ADMINISTRATIVE RECOMMENDATIONS**

*Recommended* internal written controls and procedures in administering the use of a Departmental Card *are*:

1. Comply with all applicable existing State and Participating Entity business rules, policies and procedures that govern the use of the Commercial Card.
2. Create and maintain a current list of departments or workgroups that are approved to use the Departmental Card.
3. For each department or workgroup authorized to use a Departmental Card, designate a "Card Custodian". The card Custodian is responsible for the following:
  - a. Create and maintain a current list of individuals who are authorized to use the Departmental Card ("Designees").
  - b. Instruct and train Designees on use of the Card.
  - c. Track Designee transactions by using the Departmental Commercial Card Log Sheet or a similar form developed by your entity.
  - d. Keep the card number secure. The card shall be kept in a secured (locked) location while not in use. The only people authorized to use the Card are the Custodian and/or the Designees.
  - e. Card statements with supporting documentation and signed by the Custodian and the Approving Official will be stored in accordance with Participating Entity guidelines. Records will be retained for the current fiscal year and three additional fiscal years. Transactions involving federal or grant funds may require a longer retention period. Contact the Participating Entity Program Administrator to find out where records will be stored. Records must be available for review or audit upon request.
  - f. Verify transactions as soon as possible – *recommend* no later than **10** business days.
  - g. Notify Program Administrator if the Custodian is changing departments or leaving the Participating Entity and surrender the card. It is the responsibility of the Custodian's supervisor or manager to ensure that the Participating Entity's Program Administrator is notified to cancel the card and that the Custodian returns the card to the PCard Administrator. A new Departmental Card must be issued for the Participating Entity each time a new Custodian is named.
  - h. Withhold the Card from any Designee who has mis-used the card.
4. Designees *are recommended* to be responsible for the following:
  - a. Keep the card secure.
  - b. Request the card when needed.
  - c. Describe the "Business Purpose" for each use of the card on the "Departmental Commercial Card Log Sheet".
  - d. Obtain receipts from merchant.
  - e. Immediately return card and receipts to Custodian.
  - f. Deal with the merchant directly on any return, dispute or credit.
  - g. Immediately report lost or stolen card to Custodian.
  - h. Do not use card for unauthorized purchases.
  - i. Designees must check out the card on the "Departmental Commercial Card Log Sheet" in order to make a purchase. The Designee shall not write the Card number down.
5. Departmental Card Manager (optional) Person assigned to manage Card Custodians to ensure compliance with Commercial Card policies and guidelines. Administer and control

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the use of the Departmental cards assigned to the Card Custodians within a Participating Entity. *Recommended* responsibilities include but are not limited to:

- a. Create and maintain a list of individuals who are assigned as Card Custodian
- b. Instruct and train Card Custodians their roles and responsibilities
- c. Provide guidance to resolve Card Custodian oversight issues
- d. Audit card statements and transaction documentation based on Participating Entity, program and funding requirements
- e. Notify Program Administrator of any personnel changes
- f. Communicate to PA any Card Custodian or Designee who has mis-used the card

### 9.3 EMERGENCY CARD

“Emergency Card” shall mean the Emergency Cards that Citi has the ability to issue directly to the Cardholder within 24 hours of official notification. These designated groups of Cards will have single authorizations and be set up in a separate hierarchy to prevent any impact on the standard, ongoing commercial cards program. The Card has a preset limit, can be loaded with preset controls as determined by the Entity, and is delivered in an inactive state. Emergency Cards may also be issued in advance to Cardholders. *The credit line for Emergency Cards is separate from the entity credit but any emergency card limits that are assigned above \$50,000.00 will be reviewed by Citi.*

#### 9.31 EMERGENCY CARD PROGRAM

- Each card type (Procurement /Central Travel / One Card) can be customized to an entities need to meet their specific emergency card requirements. However, the **ONE Card** is a recommended **best practice** for Emergency Cards to allow the most flexibility along with providing travel related insurance and benefits provided by VISA.
- Recommendation for setting up Emergency Cards
  - Hierarchy / Reporting
    - Emergency Cards should be built within the hierarchy separately to facilitate reporting and mass accounts updates (if applicable).
  - Billing Accounts
    - Emergency Cards can be separate or combined with non-emergency cards
      - **Best Practice: Establish a separate level and billing account(s) for clear reporting and management**
    - Emergency card limits that are assigned above \$50,000 require a review and approval by Citi
  - Status
    - If emergency cards should not be available at all times, cards should be set a \$0 credit limit.
      - PA decides how much to raise or how much credit to allocate on an Emergency Card
      - Credit provided by Citi for emergency cards is separate from the Entity’s overall credit amount allotted
    - Emergency Cards kept in a closed status require a PA approval before opening an account
    - Emergency Cards can be left inactivated for the life of the card however, the card will not renew and will eventually purge
  - New Account request

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- Emergency Card requests need during the emergency period should be submitted via the Auto Enroll process. A RUSH card Auto Enroll should have the word RUSH in address line 1 (column I). RUSH should also be the first word in the file name, i.e. RUSH SOC Auto Enroll.xls. The cards can be received within 2-3 business days. The cards must be delivered to a physical address and the package requires a signature at time of delivery.
- Emergency Card requests requested outside of the emergency period can be requested during your entities typical card request process.
- Recommended MCC Groups are State Temp 1, 2 and 3 on the MCC Builder or a custom can be built.
- Account Maintenance
  - Individual real time account maintenance in CitiManager – CCMS application
  - Payments are to be sent and processed Business As Usual
  - Account maintenance can be performed quickly and efficiently within CitiManager – CCMS application.
    - Individual real time account maintenance
    - Bulk real time account maintenance for up to 100 accounts.
    - Bulk account maintenance for 101-3000 accounts is completed **within 24 hours**. Multiple bulk maintenance requests can be submitted to overcome the 100 account real time limitation.

### 9.32 CITI SYSTEM UPDATES

Citi uses a credit card processing platform (TSYS) as do many banks/card issuers. TSYS has planned down time each night between 9 pm – 12 pm ET for system updates. All applications are not typically down each night yet certain functionality may be unavailable. Unfortunately, Citi cannot control/change this processing schedule and it affects all card issuers which utilize TSYS as their processing platform.

Here are some tips to help if an emergency situation arises:

- If possible, process the card update online via CCMS. The request would be processed real time if that particular application is not affected in that particular down time period. Otherwise, it will be processed as soon as the application becomes operational.
- Provide Citi with the card and merchant details and request the merchant be allowed to *force* a charge through. The merchant may then contact Citi if they need specific instructions.

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**Best Practice:**

- *Effective Use of Emergency Cards*
  - **Establish** separate level and billing account(s) for clear reporting and management
  - **Keep** the emergency cards activated with a \$1.00 balance;
    - *Then when an emergency event occurs, the cards are ready to be used with a simple limit increase via phone, email, or online application;*
    - *This also ensures the emergency card will not purge but renews when the expiration date hits.*
  - *Emergencies do not always occur during work hours therefore, PA's should **be prepared to:***
    - *activate Emergency Cards from any computer;*
      - *have a list of Emergency cardholder names*
      - *last 4 digits of the card*
      - *key personnel names with cards*
    - *contact the bank, on-site as well as off-site;*
    - *contact **key** personnel*
      - *list names with cards;*
      - *home and/or cell phone numbers;*
      - *personal and work emails for **bank rep** and **customer service**;*
      - *entity's upper management/emergency mgt team*
    - *have the bank's website URL;*
    - *have your Administrator sign-on;*
      - *information should be written down for easy access during an emergency,*
      - *be sure to maintain the information in a secure location*
  - **Requires** close coordination with card issuer;
    - *How cards will be assigned and cardholder identified*
    - *Activation of non-traditional merchant categories*
    - *Card limits sufficient to accommodate occasional large purchases*
    - *Revisions to card security limits, e.g. number of transactions per day, to accommodate high numbers of transactions*
    - *Preposition multiple cards in a secure location [still easily accessed]*
    - *Cards should be issued to a specific employee that is responsible for all transactions posted to this account*
  - *In time of emergency,*
    - *Contact card issuing bank to activate emergency cards*
    - *Issue cards using a signed log showing receipt*

## 9.4 GHOST ACCOUNT

Ghost accounts are not a point-of-sale [POS] card therefore, do not have a magnetic stripe. However, white plastic cards are issued that include; Account name, Card number, Expiration Date and CVV2 [as defined in Section 4.10 CARD AND DATA SECURITY]. These accounts are often used with strategic suppliers or for remote purchases on behalf of a specific agency, department, program and/or unit. When a ghost account is assigned to a specific supplier, any purchase made with that supplier by someone in your entity will be charged to that account. Employees usually provide a cost center or

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some other budget identifier as their point-of-sale (POS) or customer code to ensure the transaction is posted to the appropriate department. CTA-Ghost accounts are to facilitate air, train and/or bus ticketing by an awarded travel agency on behalf of an entity [See: Section 8.5 CENTRAL TRAVEL ACCOUNT].

The rebates for Ghost Accounts are calculated at the same percentage as PCards, the ONE Card, and Centrally Billed Travel Cards. Individual Bill Travel Cards are calculated at a lesser rate of 1.02%.

**PROCUREMENT – GHOST CARD WHITE PLASTIC**



SAMPLE

**ONE – GHOST CARD WHITE PLASTIC**



SAMPLE

**9.41 STRATEGIC SUPPLIERS**

Participating Entities will need to work with their strategic suppliers to incorporate payment arrangements as a part of their supplier agreement, including supplier liability for any unrecognized charges on the ghost account. When a ghost account is assigned to a specific department (also known as a Departmental Card), members of that department are authorized to use the ghost account number to make purchases. **See:** Section 9.2 DEPARTMENTAL CARDS for additional oversight requirements.

**9.5 DECLINING BALANCE CARD**

Declining Balance cards do not require a pre-funded account; a spending limit and/or expiration date are established up-front, giving it a specific "shelf life" to accommodate a specific project budget, grant budget or spend allowance. The Declining Balance Card's pre-established credit limit, which limit is reduced by the amount of every purchase until the Card's purchase value is exhausted or supplemented. The declining balance functionality can be used with the Procurement, One or Central Travel card types.

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The Declining Balance Card works well for situations that require pre-set limits such as:

- Per diem travel – credit limit equal to per diem amount for the length of a specific approved business trip
- Professors/Teachers – who typically have a fixed amount to spend each term can use this functionality to manage a declining balance
- Replace Petty Cash – eliminate the risk of keeping cash around, but still have the convenience of flexible spending with a Declining Balance card

## **9.6 CONVENIENCE CHECKS**

While Convenience Checks may be a cost-effective and streamlined solution for special situations the spend volume is not included in the annual sales volume therefore does not qualify for rebate. Additionally this type of process should require special approvals by the entity's controller since it could be deemed similar to a cash advance. The checks are issued and posted against a standard card account but the level of detail is not guaranteed to be as transparent as a standard transaction. Entities incorporating Convenience Checks into their Commercial Card Program shall implement appropriate approval, accountability and tracking procedures.

**NOTE:** *"The Aggregate Annual Sales Volume means the sum of purchases **less** returns, credits, cash advances, Large Ticket Transactions and **Convenience Checks** for each Participating Entity."*

## **9.7 COMMERCIAL CARD MANAGEMENT**

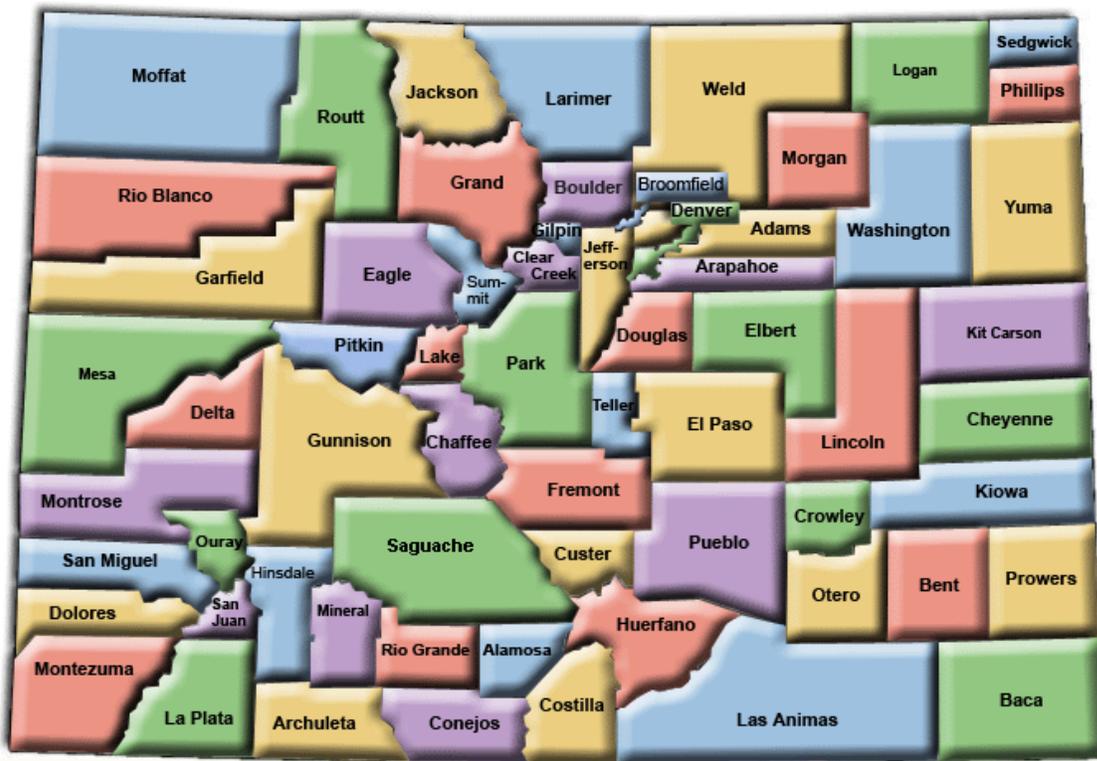
Management of all commercial card *functionalities* require compliance with but not limited to any relevant state, department, agency, institution or participating entity policy or procedure and the following **Sections**:

- 4. REQUIREMENTS & MINIMUM STANDARDS**
- 5. PROGRAM MANAGEMENT**
- 6. STANDARD PROGRAM PROCEDURES**
- 7. ROLES AND RESPONSIBILITIES**
- 8. COMMERCIAL CARD OPTIONS**
- 9. COMMERCIAL CARD FUNCTIONALITIES**

## SECTION 10

### PROGRAM ENHANCEMENT

# *State of Colorado*



## *Counties*

The State of Colorado is encompassed by sixty-four [64] counties. Two of these counties, the City and County of Denver and the City and County of Broomfield, have consolidated city and county governments. Prior to statehood in 1876, the Colorado Territory was divided into seventeen [17] counties as established in 1861. The following counties were created as one of the 17 original; Arapahoe, Boulder, Clear Creek, Guadalupe [renamed 6 days later to Conejos], Costilla, Douglas, El Paso, Fremont, Gilpin, Huerfano, Jefferson, Lake, Larimer, Park, Pueblo, Summit, Weld.

## 10. PROGRAM ENHANCEMENT

### 10.1 LARGE TICKET TRANSACTIONS

The large ticket programs created by Visa and MasterCard are designed to encourage suppliers to accept commercial cards for higher dollar transactions. Below are the requirements of Visa's program:

- Purchase and ONE Cards only (B2B, not travel)
- Merchant must submit Level II and Level III data
- Non-travel services MCC
- Transaction value greater than \$4,100
- \*Merchant must be registered into Visa's program through their merchant bank

The merchant and/or transaction must meet all requirements in order for the transaction to be considered a large ticket transaction.

Large ticket transactions are identified by the card associations (Visa and MasterCard) within Citi's records and flagged for review during rebate analysis. Any transactions that qualify as large ticket earn a rebate of 40 basis points (.40%).

For reconciliation purposes, Citi provides a list of those transactions classified by Visa as large ticket as part of the rebate analysis, calculation and payment of an entity rebate.

Large Ticket Sales Volume rebate shall be calculated separately for each Participating Entity based on the Large Ticket Sales Volume, as noted by the bank card association network, for each Participating Entity.

*"The Aggregate Annual Sales Volume means the sum of purchases **less** returns, credits, cash advances, **Large Ticket Transactions** and Convenience Checks for each Participating Entity."*

\*The merchant and/or transaction must meet the other requirements as determined by Visa.

### 10.2 VIRTUAL CARD ACCOUNTS

**"Virtual Card Account"** means a next generation payments tool, Citi Virtual Card Accounts, which increases transaction security and control over Entity expenses by enabling Participating Entities to generate unique virtual card numbers based on specific purchasing needs. It provides secure, single use card processing, without having to engage merchants in a separate sign up or processing plan; virtual account numbers minimize exposure to fraud. Participating Entities can customize and pre-set authorization parameters as needed for each transaction to manage spend more effectively, pre-approve every purchase by setting hierarchy approvals to reduce unauthorized transactions, use 30 user-defined fields to customize data and simplify the reconciliation process. Pricing and qualification for participation in this solution is subject to individual Entity negotiations.

Virtual Card Account [single-use cards] sales rebate will be calculated at the rate with combined sales volumes of Point of Sale (POS) Cards less 15 basis points (-15%.) For example, if POS volume is \$75 million and VCA sales volume is \$25 million, the combined volume is \$100 million. The \$75 million of POS sales volume qualifies for 138 basis points (1.38%) and the VCA sales volume qualifies for 138-15

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basis points which equals 123 basis points (1.23%.) All sales volumes are subject to qualification. Qualifying Large Ticket Sales Volume rebate will be 25 basis points (25%) for VCA transactions.

Spend and qualification for participation in this solution is subject to individual Entity negotiations.

### **10.3 BUYER INITIATED PURCHASING CARDS**

**“Buyer Initiated Purchasing Card”** means the Citi's Buyer Initiated Purchasing Card Solution that is an innovative, electronic buyer-initiated approach to purchasing, enabling participating entities to replace time consuming, paper-based processes with a straight through automated process. The client has complete control over vendor payments, deciding who to pay and when to pay. Pricing and qualification for participation in this solution is subject to individual Entity negotiations.

The Buyer Initiated Purchasing Cards functionality is to initiate payments by Participating Entities to their respective suppliers using the MasterCard Payment Gateway. The web-based portal, which is available in the Gateway website, is the environment the **“Special Use Account(s)”** is accessible to a supplier or suppliers. The special use accounts are established in the name of the Participating Entity. The pertinent accounts created will be stored in the secure MasterCard Payment Gateway. Accounts are subject to the MasterCard Liability Waiver Program

Buyer Initiated Purchasing Cards are subject to pricing terms negotiated with Citi and the Participating Entity. Use of this functionality requires entities successfully enroll and properly register as a buyer in the MasterCard Payment Gateway.

**“MasterCard Payment Gateway”** means certain computer software, procedures, systems and other related intellectual property owned by MasterCard which can be described as (a) a MasterCard hosted, centralized gateway for routing and settling commercial electronic payments between the State or applicable Participating Entity, as the case may be, and suppliers via Special Use Accounts, together with (b) a web-based portal for the State or applicable Participating Entity, as the case may be, and suppliers to enroll and access payment and remittance information.

**“Procure to Pay”** shall mean an end-to-end, management procurement solution delivering greater visibility into buying by providing Participating Entities with increased controls and the most efficient network. It reduces A/P costs through workflow automation and straight-through processing. New payment services include electronic remittance for buyers and suppliers, payment acknowledgements, supplier account management, and a buyer-initiated Purchasing Card. Citi provides a wide range of supplier services, including supplier solicitation and enrollment, maintenance of bank account and routing data, and ongoing supplier support services. It offers a suite of analytics to assist Participating Entities in analyzing A/P spend, monitoring discount capture, and making strategic sourcing decisions. Pricing and qualification for participation in this solution is subject to individual Entity negotiations.

## **10.4 CITI® PROGRAM OPTIMIZATION**

### **Increase Efficiency, Reduce Costs, Increase Rebates**

Citi's Card Program Optimization can help your organization achieve greater benefits from your Commercial Card program. Our consultative service will identify ways to enhance program performance and maximize card use to:

- Increase efficiencies by maximizing the use of your organization's procurement card program
- Reduce costs by decreasing the number of purchase orders and check payments issued
- Increase rebates with more frequent use of your Citi® Procurement Card

Participating in Citi's Card Program Optimization review is easy. Your organization simply provides an accounts payables data file. From there, Citi will:

- Conduct analysis of A/P file for spend analysis and supplier matching
- Identify opportunities for expanding procurement card volume
- Deliver Analysis Results

Throughout the process, Citi will work closely with you to evaluate your organization's operations and provide recommendations tailored to your needs and objectives. You will receive information in easy-to-understand reports, and we will assist in formulating an action plan to help you realize the benefits of recommended improvements.

If you would like more information on this program and to get started, please contact the Citi Account Manager for the State of Colorado, MaryKay Casey at [marykay.casey@citi.com](mailto:marykay.casey@citi.com) or 303-308-3166.

# Appendix A



## ACRONYMS & GLOSSARY of TERMS

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<b>ACRONYMS</b>	
<b>CAS</b>	<b>Client Account Services</b>
<b>CBT</b>	<b>Computer Based Training through CitiManager</b>
<b>CCRS</b>	<b>Citibank® Custom Reporting System</b>
<b>CERS</b>	<b>Citibank® Electronic Reporting System</b>
<b>CORA</b>	<b>Colorado Open Records Act, CRS §24-72-101 [Master Contract Section 10.]</b>
<b>CSU</b>	<b>Citibank’s Customer Service Unit 24/7 resource for Cardholders.</b>
<b>CTA</b>	<b>Central Travel Account-Ghost account assigned to awarded vendor to purchase airfare on behalf of a Participating Entity.</b>
<b>EDI</b>	<b>Electronic Data Interface to feed data into the Participating Entity accounting system.</b>
<b>GDR</b>	<b>Global Data Repository provided to consolidate data for reporting and file delivery from many countries.</b>
<b>MFA</b>	<b>Multifactor Authentication requires online users to enter a unique user ID and password along with establishing an authentication question. Passwords are required to be changed periodically.</b>
<b>PAT</b>	<b>Program Audit Tool feature offered in CitiManager that evaluates transactions against a series of predefined business rules identifying possible exceptions and violations.</b>
<b>PCI</b>	<b>Payment Card Industry standards provide expectations on securing credit card data and personal information.</b>
<b>PII</b>	<b>Personal Identifiable Information data refers to information such as name, address, employee ID/SSN fields.</b>
<b>POS</b>	<b>Point Of Sale physical credit card</b>
<b>STMP</b>	<b>State Travel Management Program [www.colorado.gov/travel]</b>
<b>TBR</b>	<b>Total Business Reports provided by Citibank in hard copy or electronic format</b>
<b>TCD</b>	<b>Travel Compliance Designee</b>
<b>TSYS</b>	<b>Total System Services, Inc., card processor for Citibank Commercial Cards issued in North America</b>
<b>VIM</b>	<b>VISA Information Management system provides merchant-specific information, such as business legal name, incorporation status and Tax Identification Number [TIN].</b>

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<b>VRU</b>	Voice Recognition Unit- Citi's automated system cardholders use to activate an account.
<b>1099 Reporting</b>	A U.S. federal tax law that obligates organizations (i.e., payors) to report certain payments. It is a means for the Internal Revenue Service (IRS) to ensure applicable suppliers are reporting income. A 1099 could be viewed as the equivalent to a supplier's W-2. In addition to federal requirements, states may impose 1099 reporting requirements as well.
<b>Accountability</b>	The understanding and acceptance that one is answerable and responsible for one's actions and activities.
<b>Acquisition</b>	A purchase (of goods and/or services).
<b>Administrator (Program)</b>	The agency employee who is responsible for overall administration of the program including program policies, procedures, card issuance/cancellation, monitoring Approving Officials/Liaisons, reporting, training, setting up on-line Cardholder access for CitiManager and development of the program. The primary interface with the State Purchasing Office, State Travel Management Program and Citibank. The Travel Compliance Designee (TCD) may also be responsible for the Program Administrator (PA) duties. However, TCD's may delegate the PA duties to administer the Travel Card Payment Program for their agency [previously referred to as a TCD Delegate].
<b>Agency Participation Addendum</b>	<b>Exhibit C</b> of the Master Contract between the State of Colorado and Citibank, N.A. addendum to be used by State Agencies and Institutions of Higher Education [that have <u>not</u> elected to be excluded from the meaning of "Governmental Body"].
<b>Affiliate Participation Addendum</b>	<b>Exhibit D</b> of the Master Contract between the State of Colorado and Citibank, N.A. addendum to be used by Political subdivisions and Institutions of Higher Education [that have elected to be excluded from the meaning of "Governmental Body"].
<b>Allocator</b>	Person who prepares the journal voucher, maintains all original documentation, and allocates expenditures in the accounting system. <b>See:</b> "Reallocation".
<b>Approving Official</b>	A department employee responsible for reviewing and approving purchases of designated Cardholders. This included verifying that purchases are reasonable, in compliance with guidelines, etc. and within budget spending authority. Cardholders may not be their own approving authority.

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<b>Authorized Purchases</b>	Purchases made in compliance with applicable law and rule, program parameters, purchasing policies and procedures and within approved budget spending authority.
<b>Billing Cycle End Date</b>	Means the monthly billing cycle ending on the same calendar day each month, or, if that day is a Saturday, Sunday or federal holiday, typically the prior Business Day.
<b>Business Line</b>	Means a group of charge card activities with common functional characteristics (i.e., Purchasing Cards, Travel & Event Cards, or Integrated Cards).
<b>Buyer Initiated Purchasing Card</b>	Means Citi's Buyer Initiated Purchasing Card Solution that is an innovative, electronic buyer-initiated approach to purchasing, enabling participating entities to replace time consuming, and paper-based processes with a straight through automated process. The client has complete control over vendor payments, deciding who to pay and when to pay. Pricing and qualification for participation in this solution is subject to individual Entity negotiations.
<b>Card Custodian</b>	Means an individual assigned to administer and control the use of Departmental Cards by authorized Designees within Card Custodian's workgroup.
<b>Cardholder</b>	Mean each eligible employee, partner, officer or contractor of the State Parties, or the respective agents and sub-contractors of any of them expressly designated by the Program Administrator to receive an Account or a Card.
<b>Cardholder Statement</b>	The statement listing all credit card transactions for the Cardholder within the billing cycle.
<b>Card Verification Value 2 [CVV2]</b>	Is a three-digit number imprinted on the signature panel of VISA cards to help card-not-present merchants verify that the customer has a legitimate card in hand at the time of the order. The merchant asks the customer for the CVV2 code and then sends it to the card Issuer as part of the authorization request. The card Issuer checks the CVV2 code to determine its validity, and then sends a CVV2 result back to the merchant along with the authorization. CVV2 is required on all VISA cards.

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<b>Central Billed Accounts</b>	Are not actual card accounts, and cannot have transactions post directly against them. The Central Billed Account is used to roll up all Cardholder spend to provide the Participating Entity with a corporate bill at the end of each Billing Cycle. Card account charges are billed to a central account and “memo” posted to card account statements. Activity statements are sent to cardholders or the Program Administrator for advisement and expense reconciliation purposes. Your central account will receive an invoice of aggregate transaction volume from which to pay Citibank.
<b>Central Travel Account [CTA]</b>	Means an Account with Corporate Liability that can be used for the payment of booked air or transportation travel expenses incurred by individuals permitted by the Participating Entity to use such Account. The Ghost Accounts established are vendor specific to an awarded travel agency for use and accountability to Program participants.
<b>Citibank</b>	The bank issuing the Visa™ Commercial Cards for the State of Colorado.
<b>Client Account Service Manager [CAS]</b>	The dedicated CAS Manager, will serve as the primary contact for the State or Participating Entities on an ongoing basis. This contact is responsible for responding to any questions that arise, including in such areas as: billing inquiries, special report requests, Account setup/closure, and Cardholder profile changes.
<b>Collision Damage Waiver [CDW]</b>	Visa Auto Rental Collision Damage Waiver Program provides—at no additional charge—coverage on a 24-hour basis for damage due to collision or theft up to the actual cash value of most rental vehicles when certain terms and conditions are met.

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<b>Commercial Card Program</b>	Means the management of Procurement, Travel or One card use by employees within a participating entity. Most card types carry entity liability and are for the purpose of making payments for various goods, services and business expenses. The individually-billed/individual liability travel card [available to <i>Affiliates</i> only] are not the liability of the Affiliate however, may negatively impact potential rebate earnings dependent on account management. The individually-billed/joint & several liability requires entities be invoiced for outstanding balances at 91 days.
<b>Convenience Checks</b>	A payment method for which the draft is against the available credit of a Commercial Card account or program. Can be used in the event a payee does not accept card payments [e.g. SAM's Club]
<b>Corporate Card</b>	A card used by organizations and their employees for travel and entertainment (T&E) expenses. Also referred to as a Travel Card.
<b>Corporate Liability</b>	An <i>obligation</i> of the Participating Entity issuing commercial card(s) for business use. Include: One, Procurement, Travel/Event cards.
<b>Credit</b>	A transaction reversing previous charges resulting from the return of goods or resolution of a dispute.
<b>Cycle Date</b>	The cycle date is Citibank's cutoff date for all monthly transactions ( <b>25<sup>th</sup></b> of every month). If the billing cycle date is a Saturday, Sunday, or a bank holiday the payment is due the <b>prior</b> business day.
<b>Cycle Spending Limit</b>	The maximum dollar-spending limit a Cardholder may charge during a monthly billing cycle.
<b>Declining Balance Card</b>	A Card [PCard, ONE card, Travel card] that has a pre-established credit limit, which limit is reduced by the amount of every purchase until the Card's purchase value is exhausted or supplemented.
<b>Default Account Code</b>	The account selected by the department for a Cardholder to whom all purchases are charged. The default account code is included in the Cardholder's setup information. <b>See:</b> Allocator, Reallocation
<b>Departmental Card</b>	Mean a Procurement, Central Travel or One Card, which may or may not be in the name of an individual, intended to be used by a department or division within the State and/or Participating Entity(ies) for such department's or division's expenses incurred in the ordinary course of business.

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<b>Emergency Card</b>	Means the Emergency Cards that Citi has the ability to issue directly to the Cardholder within 24 hours of official notification. These designated groups of Cards will have single authorizations and be set up in a separate hierarchy to prevent any impact on the standard, ongoing commercial cards program. The Card has a preset limit, can be loaded with preset controls as determined by the Entity, and is delivered in an inactive state. Emergency Cards may also be issued in advance to Cardholders.
<b>Dispute</b>	Any transaction appearing on the monthly transaction statement that a Cardholder believes is invalid.
<b>File Turn</b>	Speed of payment by an end-user organization to the card issuer; also considered the average collection period. Sometimes referred to as days receivables outstanding or client-held days
<b>Fraud</b>	Means any act of corruption or attempt to cheat or corrupt the governmental entity, including but not limited to, the use of government charge Cards to transact business that is not sanctioned, not authorized, not in one's official government capacity, not for the purpose for which the Card was issued, or not as part of official government business.
<b>Ghost Card</b>	A type of card account whereby an account number is issued or provided to a specific supplier or supplier type for the payment of purchases made by an organization's employees. Also referred to as Ghost Account. A "white-card" will be issued to the Entity.
<b>Governmental Body</b>	Means a department, commission, council, board, bureau, committee, institution of higher education, agency, government corporation, or other establishment or official, other than an elected official, of the executive branch of state government in the State of Colorado as defined in CRS §24-101-301 (10).
<b>Hierarchy</b>	Means the organizational structure of the charge Card program within the Participating Entity which may be composed of multiple levels from the Cardholder to the top level of the Participating Entity.
<b>Individually Assigned Card</b>	A card that is assigned to an individual – the individual to whom the card is assigned is the only person who may use the card.

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<b>Integrated Card</b>	Means a single “One” Card with two or more Business Lines whose processes are combined on the front end (e.g., account maintenance and customer service), or the back end (e.g., reconciliation, reporting, and invoicing), or both; may be a single Card or multiple Cards. Cardholders may be authorized for only one Business Line (i.e. Purchasing Cards or Travel & Event Cards) or multiple Business Lines.
<b>Inter-Agency / Inter-Governmental Agreements</b>	An Inter-Governmental Agreement [IGA] or Inter-Agency Agreement [IGA] shall be established between the STMP and any Political Subdivision or Institution of Higher Education [that have “opted-out” of Procurement and Fiscal Rules] interested in using the State Price Agreements for Travel. This agreement is to ensure the expectations and needs of both parties are met.
<b>Internal Controls</b>	The systems that management uses to regulate and guide operations, ensure accountability, and achieve program objectives.
<b>Joint/Several Travel Card</b>	This card type is individually-billed, individual liability in which the Cardholder is responsible for payment. Business expenses are submitted for reimbursement as governed by Fiscal Rule 5-1. Participating Entity liable for accounts that are closed or are 91 days past due.
<b>Liaison</b>	A person needed in large or decentralized organizations to be the primary local contact and the interface with the Program Administrator. For example, a Liaison may be at the division level or at an off-site location.
<b>Mapper</b>	The electronic file of transaction data originating from the issuer and interfaced with an organization's financial management system. Also referred to as the statement billing file (SBF) or interface file.
<b>Merchant Category Code (MCC)</b>	A system of four-digit codes used to identify a merchant's principal trade, profession or line of business; an MCC is assigned to a merchant by the merchant or merchant acquirer [Also referred to as a supplier's bank]. Certain MCCs may be prohibited and will be declined. <b>See:</b> MCC Inclusions in <a href="#">Appendix C</a>
<b>MCC Group</b>	Means a designated group or template of Merchant Category Codes (MCC) as established by the Contractor, State or Participating Entity and used to enforce policies governing the allowable use of Cards.

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<b>Memo Statement</b>	Card account activity statement when program is centrally billed. Includes posted transactions during each billing cycle and a zero balance in the payment due section of the statement. Used by the cardholder or Program Administrator to reconcile and match purchase receipts
<b>Meeting Card</b>	Means the Citi Meeting Card solution that will assist in managing an Entity's meeting expenses which may be separated from other travel and procurement expenses. With the Meeting Card, all meeting related expenses can be directly billed to a separate Card, with one consolidated monthly statement.
<b>One Card</b>	Means the Citi One Card, which is established with Corporate Liability that provides the functionality of two or more commercial card offerings (the functionality of <u>both</u> a Procurement Card and, Central Travel Card) in a single Card with one Account number, and allows Participating Entities to enhance efficiency, manage costs and eliminate the need to carry two separate cards.
<b>Participating Entity</b>	Means any governmental entity participating in this Master Contract as an Agency or Affiliate.
<b>Political Subdivision</b>	Means counties, local district school boards and districts, municipalities, or other public agencies or authorities.
<b>Procurement Card</b>	Means a Card intended to be used for purchasing goods and services in the ordinary course of business. [aka PCard or Purchasing Card]
<b>Prohibited Purchase</b>	Purchases that are not made in compliance with applicable law, program parameters, purchasing policies and procedures and within approved budgetary authority.
<b>Reallocation</b>	Process used to change the default account code string.  <b>See:</b> Allocator and Default Account Code.
<b>Single Purchase Limit</b>	The maximum spending (dollar) limit a Cardholder is authorized to charge in a single transaction.
<b>Special Use Account</b>	Means a MasterCard Account assigned to a supplier or suppliers under the Buyer Initiated Purchasing Card program.

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<p><b>State Travel Card Payment Program</b></p>	<p>Refers to one or more of the following three forms of payment with the Travel Card Payment Program Provider [Citibank]:</p> <ul style="list-style-type: none"> <li>• <b>“CTA”</b> refers to the centrally billed airfare accounts;</li> <li>• <b>“Central Travel Card”</b> refers to the centrally billed corporate liability cards; and</li> <li>• <b>“Individual Card”</b> refers to the individual joint/several liability cards in which the traveler bears the responsibility for payment within 90 days or the balance becomes the liability of the participating entity.</li> </ul>
<p><b>Travel Accident Insurance</b></p>	<p>As a Citi Travel Cardholder* or Authorized Traveler* on a Citi Central Travel Account (CTA) ghost account, you, your accompanying spouse and your accompanying dependent children and any Authorized Users of the account (“Insured Person(s)”), will be automatically insured traveling worldwide while on the business of your employer (designated organization), against an accident or injury that is the sole cause of loss of life, limb, sight, speech or hearing while riding as a passenger in, entering or exiting any Common Carrier, if you charge the entire cost of the Common Carrier passenger fare(s), less redeemable certificates, vouchers or coupons, to your Citi commercial account or a Citi CTA ghost account.</p>
<p><b>Travel Card Payment Program Provider</b></p>	<p>Means the commercial travel vendor [Citi] that furnishes the Travel Card Payment Program to the State.</p>
<p><b>Split Transaction</b></p>	<p>Means when a Cardholder deliberately separates (splits) a single transaction into more than one authorized transaction in order to circumvent individual transaction limits, single transaction limits or requirements set by the Participating Entity. It is a statutory violation to split a single purchase to circumvent limits and such action is subject to the provisions of the State Controller’s policy entitled “Statutory Violations”.</p>
<p><b>State Price Agreements [SPA]</b></p>	<p>The State of Colorado procures many services and commodities under State Commodity &amp; Service Agreements. These contracts generally do not have a set amount; however, as State Agencies need something, they contact the vendor with the agreement. Agreements generally run for a year, with the possibility of renewal for a set period after the year is over.</p>

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<b>Systematic Controls</b>	An automated means for controlling the purchases made with a card (e.g., spend and velocity limits, MCC restrictions, etc.). Also referred to as card controls.
<b>Technical Help Desk</b>	Is in place to support and assist with any online access issues. This Help Desk is operational 6:30 a.m. to 11:00 p.m. (ET) with escalation and after-hours emergency contacts. The internet-based reporting account management and information reporting tools are available 24 hours a day, seven days a week, except for off-hours scheduled maintenance.
<b>Transaction (Statement)</b>	This is the monthly (cycle date) statement of summarizing transactions attributable to a credit card.
<b>Transaction Authorization</b>	The authorization that the vendor received from Visa™ to accept or decline a purchase.
<b>Transaction Number Limits</b>	The number of individual purchases authorized per day for each Cardholder.
<b>Travel Compliance Designee (TCD)</b>	The employee designated by the executive director in each department or the chief executive officer of each institution of higher education to implement and enforce the rules established by the [travel] Program.
<b>Travel &amp; Event (T&amp;E)</b>	Means the Citi Travel Corporate Card that provides Participating Entities with access to the most comprehensive and flexible information available, including consolidated global data that allows an Entity to look beyond the details. It streamlines transaction and accounting processes and reduces the paperwork and costs related to processing travel expenses. It can be established with Corporate Liability, Individual Liability, or Joint and Several Liability and it may be a Centrally Billed Account or Individually Billed Account and billing options may vary by each Participating Entity.
<b>Velocity</b>	A limit to the dollar value or number of authorized transactions a cardholder can complete in one day, week, month or cycle.
<b>VISA®</b>	Visa provides financial institutions with Visa-branded payment system products that are used to offer credit, debit, prepaid and cash-access programs to their customers. Visa does not issue cards, extend credit or set rates and fees which is handled by the issuing bank [Citi].

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<b>White Card</b>	The white plastic card is issued without a magnetic stripe and <u>cannot</u> be used for point of sale purchases; however, the card does include a verification code [CVV2] on the back which allows for Internet purchases. The account is established for use by a specific merchant and held internally by each entity.
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