

Cardholder Checklist

Activate your payment card

- a) Call the Citibank customer service number on the back of your card.
- b) Citibank will require a 4 digit verification code which is the last four (4) of your UIN and an activation password which is your full UIN.
- c) When activating a Chip & Pin Card you will be required to establish a four (4) digit pin that will be used when making purchases.
 - When using the card for the first time at a manned Chip & Pin terminal your pin will not be required. Your pin will be required on subsequent purchases when using a Chip & Pin terminal.
 - To set/reset a forgotten pin call 877.905.1855 and follow the automated prompts. If asked for the last four (4) of your SS# it will ALWAYS be the last four (4) of your UIN.

Read and understand the Payment Card Program Guide, which can be found at, <https://disbursement.tamu.edu/purchase/payment-card/guide/>, all uses of the Payment Card must be within the rules stated in this guide.

Cardholder Responsibilities Prior to Purchase

- a) Never use the Payment Card for personal use!
- b) Determine if purchase is within the delegated limit of your system member.
- c) Determine if the transaction is allowable on the payment card, review section 3.4.2, 3.4.3 and 3.4.4 of the Disbursement Guide which can be found at: <https://disbursement.tamu.edu/purchase/payment-card/guide/>
- d) Encouraged to determine if a HUB vendor can be used by visiting <https://mycpa.cpa.state.tx.us/tpasscmlsearch/tpasscmlsearch.do> (State of Texas website that allows searching by name, commodity code or city)
- e) Identify the vendor
 - i. If vendor has a Master Order verify that we receive contracted pricing.
 - ii. Do not allow the vendor to split the purchase to remain in the delegated limit. To do so would be a violation of State of Texas, TAMU System and TAMU Strategic Sourcing rules.
- f) If the purchase is greater than \$500.00:
 - i. Verify that the vendor is not on the State of Texas Vendor Hold list which is found at: <https://fmcpa.cpa.state.tx.us/tpis/search.html> (If you have access to FAMIS you can search for the vendor on screens 171 or 172), the State of Texas Debarred Vendor List at: <https://comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/debarred-vendors.php> or the US Government System for Award Management web site at: <https://www.sam.gov/SAM/>
 - ii. Determine if the item is available from the WorkQuest at <https://workquesttx.com/> formerly Texas Industries for the Blind and Handicapped (TIBH).
- g) Do not pay Texas Sales Tax! Present the Texas State Sales Tax Exemption Certificate found at: <https://fmo.tamu.edu/media/1602106/08082019-sales-tax-exemption-certificate.pdf> to the vendor prior to purchase, if purchase is within the State of Texas.
- h) If you allow another person to use your Payment Card, document that on the Departmental Payment Card Check Out/In Log found at: <http://fmo.tamu.edu/media/65249/department-card-check-out-in-log.xls>
For a card in an individual's name card sharing should only be done on occasion, but not more than 12 times per year. If needing to share the card frequently review the need to request a Departmental Payment Card.

Cardholder Responsibilities after Purchase

- a) Turn in receipts/invoices and any other required purchase documentation (and log if required by department) to the bookkeeper daily, weekly.
 - i. Documentation must include a detailed invoice or receipt and documentation of the receipt of the goods or services.
 - ii. Other documentation may be required for example: business meals must document who attended and what the business purpose is (the IRS 5 W's).
 - iii. Review each receipt for Texas Sales Tax, allowable purchase, or any additional required documentation.
 - b) All transactions will be in Concur and must be imported into an expense report within 30 days of the posting date.
 - c) Expense reports must be submitted no later than 45 days from the posting date.
 - d) Expense reports will route in Concur according to the account/department approval path that has been set up in Concur.
- Protect the card and card number at all times to prevent unauthorized use.
- Immediately notify Citibank at 800.248.4553 or 800.790.7206 and the program coordinator if the card is lost or stolen. If outside the US call collect to 904.954.7314.

- To dispute charges when there is a discrepancy between the amount charged to the card and the receipt, or when having problems with a vendor such as non-receipt of goods or services contact the payment card office for your system member (shown below).
- FRAUD – Charges considered fraudulent should be reported to Citibank immediately by calling the number on the back of the card or by calling the Fraud Department directly at 800.945.3114. Citibank will immediately start the fraud process and issue a Claim Number. Citibank will issue a credit for the reported transaction within 30 to 60 days of reporting the fraudulent transaction. If a credit is not received in that timeframe contact your system member listed below.