

1.0 Introduction

Kansas State University (KSU) participates in the US Bank Visa Purchasing Card Program. Administered by the General Accounting department in the Division of Financial Services (DFS), the university card program is designed to establish an efficient, cost-effective method to pay for KSU commodities, services and/or travel related expenses. The card program provides enhanced control for all transactions, validating the transactions against pre-set authorization criteria established by the university, including but not limited to the following:

- Single purchase limit
- Monthly credit limit
- Approved Merchant Category Codes (MCCs)

The US Bank Visa Purchasing Card Program is the only approved credit card program for the University. Departments do not have the authority to open merchant accounts or other lines of credit without prior approval from the Division of Financial Services.

University purchasing policies and guidelines regarding spending and payment of state and grant funds apply to the card program. It is expected that all cardholders and department heads become familiar with these policies, as well as the procedural expectations and requirements for cardholder use and department administration of the University credit card detailed within this manual. Cardholders who agree to the Cardholder Agreement within the application process and department heads who approve card applications are acknowledging understanding of an agreement to adhere to these policies and procedures; and all card transactions are subject to internal and external audits to assess compliance with said policies and procedures. Use of the card for purchases not in accordance with procedural guidelines may result in personal liability and/or card cancellation.

The card program is authorized for university business only.

2.0 Card Ownership & Responsibilities

Each card is the property of Kansas State University. Goods and services purchased on the card are for university use only.

Cards are issued to specific individuals within a specific department to ensure accountability of the use of the card. Both the department and the cardholder have responsibilities for the card.

2.1 Department Responsibilities

University departments are responsible for the oversight and accounting of each card within their department as outlined. See table 2.1.

Table 2.1 Department Responsibilities for Card Administration

RESPONSIBILITIES	
Card Administration	• Approving card requests for designated employees • Maintaining awareness of which department employees are issued cards • Establishing internal department control structure/staffing to provide for appropriate checks and balances through segregation of duties and accounting distribution • Assuring card use complies with purchasing policies and procedures • Approving each department cardholder’s expense reports within the expense-management system

Accounting	• Coding expenses to correct funding string • Comparing receipts to card transactions to ensure accuracy of charges, resolving errors as needed • Reconciling all expenses within the expense-management system on a timely basis
Recordkeeping	• Retaining records in accordance with university Retention Policy 3090 • Providing requested documentation within established audit guidelines
Sales/Use Tax Exemption in accordance with KSA 79-36-6(b)	• Ensuring sales tax exemption is applied for all Kansas and Missouri purchases and travel expenses. (The university's Kansas tax exemption number is provided on the credit card for this purpose). Other out-of-state tax exemption information is available on the Division of Financial Services Website for use, but is not required for travel expenses. ○ State of Kansas Sales Tax Exemption Form ○ State of Missouri Sales Tax Exemption Form • Working with cardholder to obtain credit for inadvertent charges of Kansas and Missouri sales tax over \$5 (For auditing purposes, it is advised to request all sales tax refunds in writing to document the refund process.)
Card Cancellation	• Ensuring cardholder has destroyed and disposed of the cancelled card • Ensuring cardholder has submitted the card cancellation request

2.2 Cardholder Responsibilities

In addition to adhering to all purchasing policies and procedures, the cardholder is responsible for the following:

Table 2.2 Cardholder Responsibilities

RESPONSIBILITIES

University Business Use	• Using card for business purposes only • Making business decisions in the best interest of the university • Remembering each transaction is a commitment of university funds • Reimbursing the university for personal purchases placed on a university card
Data Accuracy	• Maintaining current personal contact information with US Bank • Ensuring profile information in travel and expense-management system is correct/current
Expense Reporting	• Preparing expense reports for all card transactions • Submitting expense reports per applicable deadline (See Expense Reports section for details.)
Transaction Documentation	• Substantiating all card transactions via receipts/required documentation (See Transaction Documentation section for details.) • Uploading substantiation to prepare/submit the expense report per applicable deadline (See Expense Reports section for details.)
Transaction Verification and Error Resolution	• Verifying each card transaction within the travel and expense-management system • Resolving any discrepancies (disputing erroneous charges, ensuring credits are applied, etc. (For auditing purposes, it is advised to communicate with vendors in writing to document the resolution process.)

Sales/Use Tax Exemption in accordance with KSA 79-36-6(b)	• Advising Kansas and Missouri vendors of K-State’s tax-exempt status before making a purchase and providing the university tax exemption number. (The university’s Kansas tax exemption number is provided on the credit card for this purpose). Other out-of-state tax exemption information is available on the Division of Financial Services Website for use, but is not required for travel expenses. ○ State of Kansas Sales Tax Exemption Form ○ State of Missouri Sales Tax Exemption Form • Working with department to obtain credit for inadvertent charges of Kansas and Missouri sales tax over \$5 (For auditing purposes, it is advised to communicate with vendors in writing to document the credit process.)
Card Security	• Ensuring university card is secured out of sight in a safe location • Keeping card number confidential • Limiting card use to the authorized individual(s) • Responding to suspected fraud alerts sent by the bank • Reporting lost or stolen cards immediately (See Card Security section for more details.)
Card Cancellation	• Submitting the card cancellation request (See Card Cancellation section for details.) • Providing department all transaction documentation yet to be processed for cancelled card

3.0 Card Applications

University employees may apply for a university credit card through the [Expense Management card request process](#). A card request must be completed for each new card issued and requires the card applicant’s agreement to the Cardholder Agreement (see Appendix B). The card applicant should be the person whose name will appear on the card; the exception is vehicle card applications (see [Vehicle Card Applications](#)).

Table 3.0 Card Application Process

 Application	 Approval	 Training	 Ordering	 Delivery	 Activation
Employee submits card request through Concur.	Card request must be approved by department head.	DFS assigns card training to employee. Employee completes training.	DFS orders card from US Bank.	US Bank mails card to department address on file.	Employee activates card and signs the back of it.

3.1 Vehicle Card Applications

Applications for vehicle cards managed by a department should be submitted by the person the department has permanently assigned to the agency-owned vehicle and who is responsible for the card. If this person changes and the card is still active, a request must be submitted for a name change, identifying the new person responsible for the card. This person must be the one to submit the name change request and agree to the Cardholder Agreement.

3.2 Training

Each card applicant must complete the required training associated with the card as a prerequisite to receiving the card. The training is provided online. Card applicants will receive a link to the training following the approval of their card request.

4.0 Card Details

To accommodate the different purchase needs of card users, seven card options are available. Monthly credit limits defined below are the standard limits for each card type. Non-standard limits, of a value either greater or less than the standard limit, may be requested.

Table 4.0 Card Type Descriptions

CARD	FORMAT	PERMITTED PURCHASES	LIMITS	
			Single Purchase	Monthly Credit
Purchase Card	plastic	Non-travel expenses such as commodities, capital outlay items, and contractual service items	\$5,000	\$10,000
Travel Card	plastic	Travel expenses for official University travel (excluding meals and incidental expenses). See Table 5.0.1 for more details. The travel card is recommended for University employees traveling on behalf of the University.	\$5,000	\$10,000
One Card	plastic	Both non-travel and travel expenses as outlined in Purchase Card and Travel Card descriptions above	\$5,000	\$10,000
Virtual Card	cardless	Travel expenses by those with only an occasional need for a credit card and traveling to a large city or metropolitan destination. The card is a mobile wallet, single-use card that is automatically inactivated at the end of the trip and that may only be used with vendors who accept virtual payment methods. All purchase limitations of standard travel card apply; see Table 5.0.1 for more details. Transactions are processed and reconciled in the same manner as standard cards.	A preset dollar amount that decreases and does not reset. Any transaction amount up to the value of the card is allowable.	
Ghost Card	cardless	Commodities, capital outlay items, and contractual service items made in accordance with KSU policies.	\$9,999 (Higher limits may be assigned to pre-approved contract vendors per DFS approval.)	Option 1: \$50,000 Option 2: \$100,000

Vehicle Card	plastic	Fuel and minor repairs/maintenance to the State of Kansas owned vehicle identified by tag number on the card application (repairs not allowed on rental vehicles)	\$500	\$3,000 (Higher limits may be assigned to large vehicles/aircrafts per DFS approval.)
		Vehicle cards are managed at the department level and must be checked out to users as needed.		
Single Event Travel (SET) Card	plastic	Travel/event-related expenses by those with only an occasional need for a credit card (e.g., Study Abroad trips, DSO events, Leadership Studies travel). The card is automatically inactivated at the end of the trip/event. All purchase limitations of standard travel card apply; see Table 5.0.1 for more details.	A preset dollar limit amount that reduces as purchases are made. Cash withdrawals are allowable from some programs with prior DFS approval.	
		Transactions are processed and reconciled in the same manner as standard cards.		

5.0 Card Purchases

Card purchases are defined by card type as outlined in Table 4.0. Generally, university credit cards may be used to pay for business expenditures

- allowable under the university purchasing policy
- in alignment with cardholders' spend profiles (MCC groups, monthly credit limit, and single transaction limits)
- where Visa is an accepted form of payment.

Table 5.0.1 outlines allowable travel expenses, and Table 5.0.2 provides guidance on types of purchases that are not allowed. Cardholders are expected to comply with these guidelines and should contact bpc@ksu.edu with questions in cases where the allowance of a purchase is uncertain. All purchases \$10,000 and above require an approved contract through KSU Purchasing prior to payment. Improper use of the card may result in a reduction in cardholder monthly cycle limits or suspension of the card.

Table 5.0.1 Travel Expenses

EXPENSE	PERMITTED	NOTES
Business Expenses		Examples of allowable expenses include but are not limited to lodging; conference registration; airfare; fees for car rentals, shuttles, taxis, and parking. Note: State funds cannot be used to pay for transportation to/from restaurants when no business is being conducted.
Personal Expenses		Travelers are responsible for personal expenditures and shall not use the travel card for these transactions. Personal non-reimbursable purchases include (but are not limited to) room service, movies, dry cleaning, laundry, etc.
Meals		Personal meals may not be charged to the travel card. Travelers receive a Meal and Incidental Expenditure Travel Allowance that is reimbursed upon their return through the expense management process.
Car Rental Insurance		Car rental insurance is provided by Visa on university credit cards. Travelers should decline additional insurance offered through the car rental agency.

Lodging Fees		For booking, only room deposits can be prepaid with the travel card; the full stay may be charged to the card solely upon checkout.
Registration Fees		Registration fees may be paid by someone other than the individual(s) attending the event. In such cases, the expense report should include the following details in the Comments field: 1. the name of the individual(s) attending 2. the date(s) and place of the event 3. the travel request number if applicable 4. the total number of meals provided in the registration fee (1B; 3L; 2D is acceptable). If no meals were included, the note "No meals included in registration fee" must be added.

Table 5.0.2 Purchases Excluded on Card

EXPENSE	PERMITTED	NOTES
Personal Expenses		
Trade-in Purchases		
Cash Advances		Must be secured through the Travel Request or Imprest (for non-travel related requests) process
Gift Cards		Must be secured through the Imprest process
Alcoholic Beverages		
Payments to KSU Departments		
Payments to State Agencies		
Food		Restricted unless funding for food purchase comes from one of the following sources and is approved prior to purchase: • Funds collected • SPA grant that allows for purchase of food • Official hospitality (requires a completed and approved Official Hospitality form) • Recruitment To request a food exception, the cardholder must contact bpc@ksu.edu, providing both the funding source and the date(s) the card needs to be opened to allow for the food purchase(s).
Personal PayPal Accounts/Third-party Payment Tools		Payments may <i>not</i> be made through <i>personal</i> PayPal accounts/third-party providers. If it is not possible to make payment to a vendor directly with the credit card, payment to vendors may be made through <i>department</i> PayPal accounts, paid through Visa.

5.2 Expense Reports

Expense reports are required for all university expenses. Reports are created using the Expense Management system and are due for credit card purchases per the applicable expense category as noted below:

Table 5.2.1 Expense Report Submission

EXPENSE CATEGORY	SUBMISSION
Purchasing Card (Non-Travel)	Monthly, by the 15 th of the month following the month of expenses (<i>e.g.</i> , expenses from January 1-31 due by February 15)
Travel Card (on Travel Report)	30 days from the end date of travel

5.3 Transaction Documentation

Every card transaction requires an itemized receipt document from the vendor to support the transaction. (Exceptions can be made to the receipt requirement in cases of travel-related charges that do not include a receipt. Please reference the [university travel policy](#) for more details.) The transaction documentation must be submitted with the expense report. These documents can be sales slips, cash register receipts, invoices, order forms, receiving documents, and screen prints for online purchases. Bank credit card statements are not considered receipts or invoices. The documentation must include the following data:

- Description of the item(s) purchased
- Quantity purchased
- Unit cost

If a receipt is not originally obtained or is lost, cardholders are responsible for contacting the vendor to secure a copy of the receipt. In the event a receipt cannot be provided, the Missing Receipt Letter must be used in place of the receipt; its use is subject to department approval.

5.4 Errors, Disputes, Returns, and Credits

The cardholder is responsible for following up with the vendor or the bank regarding erroneous charges, disputed items, or returns/exchanges as soon as possible. The only acceptable credit method is for the credit amount to be applied back to the card account. Cardholders should not accept cash refunds, store gift cards, or store credit.

Table 5.4 Reasons for a Disputed Card Charge

• Failure to receive goods	• Overbilling	• Incomplete/inaccurate orders
• Defective merchandise	• Duplicate charges	• Credits due not processed

Documentation explaining each credit received for returns or exchanges should be retained with the monthly billing on which the credit appears. For this reason, cardholders are advised to correspond with the vendor in writing to establish a written trail of communication.

If the cardholder is unable to reach an agreement with the vendor, the cardholder is responsible for reporting the dispute to US Bank, either through their [Access Online](#) dispute process or by calling the 24-Hour Cardmember Service number on the back of the card: 1-800-344-5696. The bank must be notified of any disputed items within 60 days of the last cycle in which the item was purchased.

All disputes resulting from the use of the university card must be charged to the departmental account and the expense type should be listed as Fraudulent/Disputed Charge.

6.0 Card Account Changes

Cardholders may occasionally need to modify existing information or restrictions on the account, either temporarily or permanently.

6.1 Temporary Changes

Temporary changes to the card account (*except for SET cards*), for any of the reasons noted in the table below, can be made by emailing the Temporary Card Account Change Request Email (see Appendix C) to bpc@ksu.edu. Card settings will be adjusted for the duration noted in the change request.

Table 6.1 Reasons to Request a Temporary Change to a Card Account

- | | |
|--|---|
| <ul style="list-style-type: none">• Increase in credit limit for current billing cycle• Transactions over the single purchase limit• International purchases• Multiple transactions to same vendor on one day | <ul style="list-style-type: none">• Transactions to a previously denied vendor• Unauthorized merchant category code (MCC) purchases• Temporary suspension of the card |
|--|---|

6.2 Permanent Changes

Permanent changes to the card account, noted in the table below, require the submission and approval of a card request form.

Table 6.2 Reasons to Request a Permanent Change to a Card Account

- | | |
|--|---|
| <ul style="list-style-type: none">• Permanent increase in credit limit• Permanent increase in single purchase limit• Change in card type | <ul style="list-style-type: none">• Update to cardholder name• Update to responsible person on vehicle card• Cancellation of card |
|--|---|

7.0 Card Security

The cardholder and department are responsible for protecting the security of the card in terms of safekeeping and use to protect the card from loss, theft, and fraud.

7.1 General Security Practices

For all card types except vehicle cards, only the cardholder is authorized to use the card. (Exceptions to this may apply but require documentation of prior approval from the Division of Financial Services.) The cardholder should keep the card in a safe place to prevent it from being lost or stolen, keep the card number confidential, and not allow any other person to use the card. For vehicle cards, each department must have internal controls to prevent improper use and theft of the automotive card.

7.2 Internet Security Practices

The university card may be used to make purchases online. Care should be taken to protect the security of the card by following best internet security practices. See table 7.2.

Table 7.2 Internet Security Practices

SECURITY	PRACTICES
Website Security	• Ensure website is secure (<i>i.e.</i>, URL begins with https://). • Verify reliability of online merchants with organizations such as the Better Business Bureau (https://www.bbb.org). • Use websites with ○ clear contact information for the company ○ warranty, return, and refund policies.
Online Account Passwords	• Protect passwords. • Use different passwords for each account. • Change passwords on a regular basis.
Personal Information	Do not provide personal information such as • Social Security numbers • bank account numbers • personal phone numbers.

7.3 Card Security Risk Action Plan

In the event the security of the card is breached or in question, action should be taken as outlined below in Table 7.3.1 and Table 7.3.2. For card closures due to security risk, cardholders should immediately notify **both** US Bank and DFS via the contact methods in Table 7.3.2.

Table 7.3.1 Card Security Risk Action Plan

SECURITY RISK	DESCRIPTION	ACTION
Lost/Stolen Card	Card is no longer in the cardholder's possession.	• Cardholder should immediately have the card closed. (See Table 7.3.2 for details.) • New card will be issued and mailed to the cardholder.
Fraudulent Charges	Unauthorized transactions have been charged on the card by a third party.	• Cardholder should immediately have the card closed. (See Table 7.3.2 for details.) • New card will be issued and mailed to the cardholder. • All fraud-related problems resulting from the use of the card must be listed as a Fraudulent/Disputed Charge expense type and charged to the departmental account (a Grant account may not be used).
Inactive Card	Card is open but not being used.	• Cardholder will receive notice from DFS requesting card be used. • After six months of inactivity, card may be cancelled by bank.

Table 7.3.2 Card Closure Due to Security Risk

CONTACT	ACTION
US Bank	Step 1: Call US Bank 24-Hour Cardmember Service at 1-800-344-5696.
DFS	Step 2: Email bpc@ksu.edu .

8.0 Card Renewals

For all cards except cardless, Vehicle, and SET cards, in the month of a card's expiration, a renewal card will automatically be mailed to the cardholder at the address on file for the department with US Bank. Upon receipt of the new card, the cardholder should activate the new card and destroy the old card.

Questions concerning renewal cards should be directed to bpc@ksu.edu.

9.0 Card Reissuances

A card may be reissued in the event the card is damaged or malfunctions (*e.g.*, plastic warps/breaks and cannot swipe or card chip is defective). In such case, the physical card is replaced, but the card number remains the same. Reissuance is not an option for cards that are lost/stolen or compromised by fraud; these cards must be closed. The cardholder may submit a card request to reissue/replace the card. For all cards except cardless, Vehicle, and SET cards, the card will be mailed to the address on file for the department with US Bank.

10.0 Card Cancellations

A card needs to be cancelled under any of the conditions listed in Table 10.0. In cases of suspected fraud or loss/theft, the cardholder should contact US Bank (1-800-344-5696) and DFS (bpc@ksu.edu) immediately to request the card be closed. For all other card cancellations, notify US Bank to close the card, submit a request to close the card, and destroy the card by shredding or cutting.

Table 10.0 Card Cancellation Conditions per Card Type

CARD TYPE	CONDITIONS
Purchase Card, Travel Card, One Card, Virtual Card, Ghost Card, SET Card	• Suspicion card number has been used without authorization due to fraud or loss/theft • Transfer to another department • Change in job description that discontinues purchasing responsibilities • Departure from university employment
Vehicle Card	• Suspicion card number has been used without authorization due to fraud or loss/theft • Sale of vehicle • Transfer of vehicle to another department • Issuance of new tags for vehicle

Appendix A: Card Program Contact Information

CONTACT	REASON
Card Program Coordinator Email: bpc@ksu.edu Phone: 785.532.6010	• Oversight of card program • Assistance with disputed transactions • Reconciliation of master control account to Visa transactions • Payment of monthly master statement
Card Program Administrator Email: bpc@ksu.edu Phone: 785.532.1852	• Temporary card setting changes • Administration of lost/stolen cards • Fraudulent transactions • Card problems • Transaction issues with vendors • Card training • Allowable card purchases
US Bank 24-hour Cardmember Service Phone: 1-800-344-5696	Closing of card due to loss/theft/fraud
DFS Purchasing Email: kspurch@ksu.edu	Purchases \$10,000 or greater and/or purchases requiring contracts

Appendix B: Cardholder Agreement

By submitting this agreement, the Cardholder acknowledges understanding of/agreement to the following terms, conditions, and responsibilities:

- 1) Completing required card training.
- 2) Protecting/using the card as defined in the University Purchasing Card Manual.
- 3) Limiting card use to the Cardholder named on the card.
- 4) Providing supporting vendor receipts and a transaction log for each transaction per University policies and procedures in a timely manner.
- 5) Reading/complying with all University purchasing policies and procedures and directing questions regarding proper card use to bpc@ksu.edu.
- 6) Using the card for business use only. Only purchases paid with University funds are authorized, and card use is subject to individual card limitations on expenditures. **THE CARDHOLDER MAY NOT MAKE PERSONAL PURCHASES ON THE CARD**; is personally liable for improper card use; and agrees to pay the University (a third-party beneficiary under this agreement) for such use, except improper use resulting from a lost/stolen card which was immediately reported, including fees and interest assessed against the improper purchase. Improper card use may result in disciplinary action by the University, including termination, and may subject the Cardholder to criminal prosecution. The University may withhold amounts attributable to improper use from any paycheck/State of Kansas warrant payable to the Cardholder.
- 7) Immediately reporting a lost/stolen/compromised card to US Bank and/or the University at bpc@ksu.edu.
- 8) Returning the card to the University upon employment termination. The University may withhold Cardholder's final paycheck until the card is returned.

Use of the card is dependent on compliance with all of the above. The University may withdraw authorization to use the card and require the return of the card at any time for any reason.

Appendix C: Temporary Change Request Email Template

- 1) **Change Requested**
 - Food or International Purchase
 - Limit Increase
 - Temporary Card Suspension
 - Unauthorized Merchant Category Code
 - Multiple Transactions to the Same Vendor
 - Transactions to a Previously Denied Vendor
- 2) **Cardholder**
- 3) **Last 4 Card Digits**
- 4) **Vendor**
- 5) **Purchase/Credit Limit Amount** (limit changes only)
- 6) **Source of Funds** (food purchases only)
 - Funds Collected
 - Grant Funds
 - Official Hospitality (must provide signed Official Hospitality Form)
- 7) **Country of Origin** (international charges only)
- 8) **Explanation of Why Change is Needed**

Appendix D: Related Policies and Procedures

[Chapter 3050 - Official Hospitality](#)

[Chapter 3070 – University Contracts](#)

[Chapter 3120 - International Travel](#)

[Chapter 6030 - FIS Instructions](#)

[Chapter 6120 - Change Funds Procedures](#)

[Chapter 6130 - Kansas Sales Tax](#)

[Chapter 6310 – Purchasing](#)

[Chapter 6320 - Document Completion](#)

[Chapter 6330 - Mobile Devices and Mobile Device Plans for Business Purpose](#)

[Chapter 6410 - Reimbursable Travel Expenses and Forms](#)

[Chapter 6510 - Property Inventory](#)

Appendix E: Useful Links

[Division of Financial Services: General Accounting](#)

[Division of Financial Services: Purchasing](#)

[KSU Concur Home](#)

[KSU Concur Travel & Expense Management](#)

[KSU Concur Training](#)

[KSU Concur Travel Booking](#)

[KSU International Travel Registration](#)

[KSU Concur FAQs](#)