Travel Card Training
Let’s Agree to…

- Be positive and in the present
- Affirm one another
- Be open to different ways of thinking
- Put phones away and on vibrate
- Take urgent calls on mute
- Recognize our common goals
- Welcome everyone into the discussion
### Agenda

- Card Program Basics
- Roles and Responsibilities
- Travel Card Usage
  - Restricted Purchases
  - Preferred Agencies
- Card Process
  - Documentation
  - Verification
- Card Compliance
- Card Requests and Access
- Contacts and Resources
- Questions
Effective November 1, 2021, university-sponsored domestic and international travel for all CMU community members is now permitted subject to unit-based requirements and approval from employee managers.

For now, travel to countries that carry a [CDC Very High or High level of risk](http://example.com) is highly discouraged.

More travel information can be found on the [CMU Travel Information website](http://example.com).
Card Program Basics
University Card Program

Purchasing Cards (PCards)

- Card issued to authorized employees to make allowable purchases of goods and services on behalf of the university
  - HAZMAT cards are a subset of PCards used only to purchase hazardous materials. This program is monitored by Environmental Health & Safety

Travel Cards

- Departmental and/or individual cards issued by the university designed to simplify and streamline the process of paying for university travel expenses
Travel Cards

- **Individual Card**
  - Travel Card held by a specific individual with the purpose of booking individual travel and paying for individual travel related expenses

- **Departmental Card**
  - Travel Card held by a department administrator for purposes of arranging travel on behalf of department employees or non-employees traveling on behalf of the university
Travel Cards

• Issued for allowable travel-related purchases, such as:
  ✓ Airfare
  ✓ Car rental
  ✓ Hotel reservations

• Cardholders designated by ALG member in conjunction with Procurement Services

• Cards requested via Online Forms System

• Training required

• Reviewed for compliance with Procurement Manual, University Card Program Guidelines and Business and Travel Expense (BTE) Policy
Roles and Responsibilities
Travel Card Roles

VISA
- Credit card provider

PNC Bank
- Issues credit cards to CMU

Carnegie Mellon University
- Sets policies and procedures for card usage
- Pays for transactions
## Travel Card Roles

<table>
<thead>
<tr>
<th>ALG Member</th>
<th>Cardholder</th>
<th>Verifier</th>
<th>Approver</th>
<th>Finance Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Leadership Group (ALG)</td>
<td>Person who holds a university card and is responsible for purchases made with the card</td>
<td>Person responsible for verifying card transactions in Oracle</td>
<td>Person responsible for approving card transactions in Oracle</td>
<td>Central program leadership</td>
</tr>
</tbody>
</table>
ALG Member

- Approves the request of new cards
- Ensures all transactions have a legitimate business purpose and are in compliance with all applicable policies and procedures
- Evaluates exceptions to the University Card Program Guidelines
- Notifies the PCard Help Desk of any potential violations or suspected misuse of university cards and assists in obtaining information and issue resolution relative to cardholders and purchases
- Approves changes to cards and card cancellations
- Business Managers may be a first decision point, but ALG approval is required prior to any action being taken or the request moving to central finance
Cardholder

- Ensures all purchases have a legitimate business purpose and proper justification
- Maintains security of the university card, reports lost/stolen/compromised cards immediately;
- Ensures transactions are charged to the appropriate General Ledger (GL) or Grants Management account string
- Verify transactions, enters business justifications and attaches required receipts/documentation within 30 days of the transaction loading into Oracle
- Ensures sale tax is not paid when possible
- Complies with department’s policy for records retention
Verifier

• Allocates card transactions within 30 days from the date the transaction loads into the Oracle Financials system

• Ensures transactions are charged to the appropriate General Ledger (GL) or Grants Management (GM) account string

• Enters a business justification and attaches required receipts and documentation
Roles and Responsibilities

Approver

- Reviews card transactions in the Oracle Financials system
- Ensures all transactions are legitimate business expenses and have proper business justifications
- Confirms all transactions are in compliance with university purchasing policies and procedures, as well as any department-specific guidance
- Reviews transactions for proper business justifications and ensures required receipts and documentation have been entered in the Oracle Financials system
- Cannot be the cardholder or the verifier
Finance Division

- Evaluates requests for new cards, changes to existing cards, or any exception to the Purchasing Policy and/or University Card Program Guidelines
- Provides and maintains the financial system for accounting/reconciliation of transactions
- Provides training and documentation regarding university policies and procedures
- Manages relationship between credit card provider and the university
- Administers the process of enrolling, suspending and deleting cardholders and making any changes to existing cards
- Manages requests for exceptions and maintain records of approved exceptions
- Manages relationship between credit card issuer and the university
- Maintains MCC restrictions
- Audits transaction activity for compliance with policies and procedures
UNIVERSITY CARD PROGRAM GUIDELINES

Travel Card Usage
Travel Card Limits

• Single purchase limits for individual Travel Cards are typically capped at $5,000

• Monthly purchase limits for individual and designated departmental Travel Cards can be determined by department
  • Verifying transactions in Oracle does not refresh the monthly cycle limit
  • Bank billing cycle typically runs from the 26th – 25th
Travel Card Setup Restrictions

• Cards are not set up for cash advances

• Merchant Category Codes (MCC) are assigned
  • 4-digit MCC assigned to a vendor when they are set up to accept credit cards
  • Categorizes the type of good/service provided
  • If restricted, purchase declines
  • Some restricted MCCs include, but are not limited to:
    ✗ Doctors
    ✗ Massage Parlors
    ✗ Bail and Bond Payments
    ✗ Timeshares

☞ List of restricted MCCs available at [https://www.cmu.edu/finance/procurementservices/card-program/files/mcc-exclusions.xls](https://www.cmu.edu/finance/procurementservices/card-program/files/mcc-exclusions.xls)
Procurement Manual Restrictions and Reminders

- The Procurement Manual outlines the procedures related to all types of procurements on behalf of the university.
  - Contains the University Card Program Guidelines
  - Explains special procurement categories

- Making a purchase that is not allowed per the Procurement Manual and/or its University Card Program Guidelines will result in an instance of non-compliance.

- All purchases must also be in compliance with all relevant university policies including, but not limited to, the Business and Travel Expense Policy.
Restricted Purchases

❖ Personal Purchases
❖ Sharing of cards, account numbers, expiration date or security features
  • Cardholder is responsible for all transactions on the card
  • Protect your card at all times

• Procurement Manual Section 5 University Card Program Guidelines
Procurement Manual Restrictions and Reminders

✖ Non-travel related purchases
  • Procurement Manual Section 5.0 University Card Program Guidelines

✖ Purchases of goods or services while traveling
  • Procurement Manual Section 5.0 University Card Program Guidelines

✖ Employee personal moves or relocation
  • Procurement Manual Section 6.3.2 Employee Moving or Relocation
Federal and Sponsored Funds

Buyers should always understand the source of funding for the purchase and the purchasing requirements and restrictions of the organization or entity that funds the purchase

- Federal funds
- Sponsored funds

When purchasing with federal or sponsored funds the purchase must be allowable by that grant

- Restrictions may apply even if university policy says it’s allowable
  - Alcohol and entertainment expenses are prohibited by federal funds, and some sponsors may prohibit alcohol as a business expense
  - Purchases may require prior authorization by the contracting officer

Contact Sponsored Projects Accounting (SPA) for questions regarding sponsored funds

- Procurement Manual Section 7.5 Contracting Roles and Responsibilities
Travel Related Purchases

✓ Travel-related purchases
  • Airfare
  • Lodging
  • Conference registration
  • Emergency goods and services while in travel
  • Actual meal costs or travel-related business meals
  • Car rental and ground transportation
  • Shared service expenses such as Uber, Lyft, and Airbnb
  • Wi-Fi costs while traveling (if not provided)
  • Parking while traveling
  • Group travel arrangements

❗ Using a card to pay for meals while traveling opts the traveler into selecting actuals for the entirety of the trip.

• Procurement Manual Section 5 University Card Program Guidelines
Local Hotels and Ground Transport

✓ Local hotels are permissible if being booked for incoming guests in the local area

✓ Local ground transport is permissible if being booked for incoming guests in the local area

- Procurement Manual Section 5 University Card Program Guidelines
Travel Card Usage

Whenever possible, cards should be used with preferred travel suppliers

Travel Agencies

• Corporate Travel Partners (CTP)

Car Rental

• Enterprise Rent-a-Car
• National Car Rental

Hotel

• Local Pittsburgh hotels
• Hotels in other locations with high volumes of university travel
• See list at:
  https://www.cmu.edu/finance/procurementservices/supplier-directory/domestic-lodging.html

CMU Travel Information Page: https://www.cmu.edu/finance/procurementservices/travel-portal-procurement/index.html
Using CTP for University Travel

Use of Preferred Travel Agency CTP is strongly encouraged with Travel Cards

Benefits include:

• Compliance with BTE Policy
• Better university negotiated terms
• Increased safety and tracking
  • Integrated emergency risk management system
• Best price guarantee with an automated process to scan for best prices and issue refunds if applicable
• 24/7/365 access to designated CTP agents and Concur, the online booking tool and app
• Unused ticket management
• Group travel services
• University guest (non-employee) travel services

CTP Supplier Page: https://www.cmu.edu/finance/procurementservices/supplier-directory/ctp.html
CMU Travel Information Page: https://www.cmu.edu/finance/procurementservices/travel-portal-procurement/index.html
CTM Smart Portal

Carnegie Mellon University

ANNOUNCEMENTS

Welcome to the CTM Portal Dashboard!

COVID-19 Travel Updates Click here>

UPCOMING FLIGHTS

AIRLINE HEALTH & SAFETY

- Mask Required
- Temperature Scan
- Certification Required
- Enhanced Cleaning
- Limited Food Service
- HEPA Filters Used
- Middle Seat Blocked

Alaska Airlines
- Mask Required: Yes
- Temperature Scan: Yes
- Certification Required: Yes
- Enhanced Cleaning: Yes
- Limited Food Service: No
- HEPA Filters Used: Yes
- Middle Seat Blocked: No

All Nippon Airways
- Mask Required: Yes
- Temperature Scan: Yes
- Certification Required: Yes
- Enhanced Cleaning: Yes
- Limited Food Service: Yes
- HEPA Filters Used: Yes
- Middle Seat Blocked: No
Concur Booking

SAP Concur

Travel Card Usage

Carnegie Mellon University

Hello, Ryan

TRIP SEARCH

Mixed Flight/Train Search

- Round Trip
- One Way
- Multi City

From

Departure city, airport or train station

Find an airport | Select multiple airports

To

Arrival city, airport or train station

Find an airport | Select multiple airports

Search

Show More

ALERTS

Tript creates a schedule with all your travel details in one place, accessible on Android or iPhone.

Simply connect your Concur account to Tript: Connect to Tript

COMPANY NOTES

Corporate Travel Planners powered by CTM

Supporting your company's travel management goals with personal service.

Apart Team Support | Online Booking Support

MY TRIPS (0)

You currently have no upcoming trips.
Card Process
Card Process

A need is identified

Cardholder makes the purchase

Charge is loaded into Oracle

Verifier creates Procurement Card Verification Report (PRC) and enters business justification and required documentation

Approver reviews the transaction, justification, documentation, etc.
Reminders:

• Check the Supplier Directory for any internal, preferred or discount suppliers
  https://www.cmu.edu/finance/procurementservices/supplier-directory/index.html

• Check the Travel Information page for information on preferred agencies and suppliers
  https://www.cmu.edu/finance/procurementservices/travel/index.html

• Identify yourself as a CMU employee

• Ensure you receive agreed upon pricing from preferred suppliers

• Ask for an educational or academic discount with non-preferred suppliers
Reminders:

• Consider your card balance
  • If a purchase will exceed your monthly purchase limit, you can request a temporary limit change via the Online Forms System
    - https://www.cmu.edu/finance/systems/index.html

• Know what is permitted/not permitted by university policies and Procurement Manual (includes University Card Guidelines)
  • If you need a policy exception, you can request via the Online Forms System
    - https://www.cmu.edu/finance/systems/index.html
    - Approval is required before purchase can be completed
    - One time exceptions are valid for a single transaction only
Making the Purchase

• Provide card information

• Communicate sales tax exemption
  • Print CMU’s Tax Exemption Certificate that is available at https://www.cmu.edu/finance/taxation/policies-procedures/documents/sales-tax-information.html
  • CMU does pay all other types of taxes (hotel occupancy, amusement, etc.)

• Get a Receipt!
  • Required to get an itemized receipt for purchases $75 and over
  • Your department may have a lower receipt threshold
Travel Card Decline

• Confirm supplier is using correct card information such as:
  • Account Number
  • Expiration Date
  • CVV Code

• Consider single and monthly purchase limits

• Consider supplier’s merchant category code (MCC)

• If unable to resolve, contact
  • PCard Help Desk at 412.268.4666 (8.4666)
  • PNC Bank at 1-800-685-4039
General Card Usage

• All purchases of $75 or more require an itemized receipt

• Purchase justifications must have all necessary information so that anyone in the approval path and those monitoring compliance can understand that this was a legitimate business-related travel expense
Receipt Requirements

Transactions $75 or more must have an *itemized* receipt

- Receipt MUST include:
  - Supplier name
  - Date of purchase
  - Reference the credit card
  - Amount of the transaction
  - Items purchased (itemization)

- Acceptable forms of receipts:
  - Credit card slips
  - Cash register receipts
  - Web order/confirmation emails
  - Other sales records

Retain all original documentation relating to your Travel Card purchases in accordance with the [Financial Records Retention](#) policy and your departmental processes.
Receipt Requirements

If a receipt is lost or the one given does not meet receipt requirements:

• Contact supplier for a copy

• If copy cannot be obtained, complete the CMU Missing Receipt Form for transactions $75 and over
  • Available at  
    https://www.cmu.edu/finance/forms/files/missing_rcpt.pdf
  • Scan/attach completed form to the verification report
Sample Receipts
## Reviewing Transactions

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Age (Days)</th>
<th>Transaction Amount</th>
<th>Merchant Name</th>
<th>Merchant Location</th>
<th>Billed Amount (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>23-Sep-2013</td>
<td>14</td>
<td>84.00 USD</td>
<td>ASEE INTERNET SALES #1</td>
<td>202-3313513, DC</td>
<td>84.00</td>
</tr>
<tr>
<td>25-Sep-2013</td>
<td>12</td>
<td>155.10 USD</td>
<td>FOOD FOR THOUGHT</td>
<td>412-682-5033, PA</td>
<td>155.10</td>
</tr>
<tr>
<td>30-Sep-2013</td>
<td>7</td>
<td>76.70 USD</td>
<td>GIANT-EAGLE #0063</td>
<td>PITTSBURGH, PA</td>
<td>76.70</td>
</tr>
<tr>
<td>01-Oct-2013</td>
<td>6</td>
<td>137.40 USD</td>
<td>FOOD FOR THOUGHT</td>
<td>412-682-5033, PA</td>
<td>137.40</td>
</tr>
<tr>
<td>30-Sep-2013</td>
<td>6</td>
<td>233.99 USD</td>
<td>OFFICE DEPOT #1214</td>
<td>800-463-3768, GA</td>
<td>233.99</td>
</tr>
<tr>
<td>04-Oct-2013</td>
<td>1</td>
<td>1,095.00 USD</td>
<td>F+W - HOW INTERACTIVE</td>
<td>BLUE ASH, OH</td>
<td>1,095.00</td>
</tr>
<tr>
<td>04-Oct-2013</td>
<td>1</td>
<td>44.77 USD</td>
<td>GIANT-EAGLE #0063</td>
<td>PITTSBURGH, PA</td>
<td>44.77</td>
</tr>
</tbody>
</table>
Verification

- Travel Card purchases will be verified through the IE Procurement Card module in Oracle

- Purchases must be verified within 30 days
  - Cardholders receive reminders on days 1, 15, 25, 26+

- Cardholders may delegate access to create verification report in Oracle to someone else, but retain responsibility for ensuring purchases are verified in a timely manner
Transaction Verification

Why must transactions be verified in 30 days?

- CMU pays PNC Bank monthly
- Accounting principles require that expenses be recorded in the period they are incurred
- Keeps our financial statements timely and accurate

- Cardholders must turn in receipts/documentation to verifier in a timely manner.
- Cardholders retain responsibility for all card activity, including verification.
Transaction Verification

The first and second time a transaction is not verified in 90 days the card will be suspended and cannot be used until the aged transaction is verified and approved, and the online Purchasing Card Refresher Course is completed.

• The cardholder, approver, ALG Member, and the Director of Procurement Services will be notified via email

• Once transaction is verified and approved, ALG Member can request reinstatement

Note: Unverified transactions are not a part of the CMU Card Strike program.
Transaction Verification

The third time a transaction is not verified in 90 days the offense will result in the card being cancelled and a suspension of buyer privileges for three months

- The cardholder, approver, ALG member, and Director of Procurement Services will be notified via email of the card cancellation.

- To apply for a new card, all delinquent transactions must first be verified and approved, the Purchasing Card Refresher Course be successfully completed.

- The cardholder’s designated ALG member and the director of Procurement Services must approve an application for a new card

Note: Unverified transactions are not a part of the CMU Card Strike program.
Business Purpose and Justification

- Who was involved in the expense?

- What does the expense represent?

- When did the expense occur (if other than the date on the receipt)?

- Where did the expense occur?

- Why or How does the expense relate to university business?
Business Purpose and Justifications

• Travel for Business Meetings and Project Work
  • Include what the meeting or project was for, why it was held in the travel location (unless sensitivity is an issue in identifying specific locations), what topics did the meeting cover, how is related to CMU business, etc.

• Travel for Research
  • Include a short description of the research or at least the field of research, in order to relate the expense to CMU business. Simply using the broad term “research” in a justification is not sufficient.
Business Purpose and Justifications

• Travel for Conferences
  • Include what was gained from attendance and how attendance relates to CMU work. For example, to present research, to network, for professional development, to serve as a seminar or conference speaker, to gain further knowledge of a research field, professional interest, or academic area, for collaboration, etc.
Sample Justifications

• Example 1 - Conference Registration
  • Registration for Amanda Perkins to attend the National Association of College and University Business Officers (NACUBO) annual meeting in New York, NY on April 3, 2019 for professional development and networking.

• Example 2 – Airfare
  • Purchased airfare from PIT – NYC (LaGuardia) for Amanda Perkins to attend the NACUBO annual meeting in New York, NY. Depart April 2 – Return April 4.
Attachments

- PDF file format recommended
  - Other acceptable file types include .txt, .docx, .html, .xlsx
- Page orientation – portrait
- Review all scanned documents for legibility
- Retain original documentation
- Multiple receipts can be attached to reports – maximum attachment size, 7MB
  - Attach receipts/documentation in order of transactions
  - Talk to approver about preferred # of attachments
Financial Records Retention

Carnegie Mellon’s Financial Records Retention policy states that all original documentation for Travel Card transactions must be retained for seven years from the end of the fiscal year in which the record was created unless otherwise noted. The policy is available at https://www.cmu.edu/policies/financial-management/financial-records-retention.html

• Documentation is required for audit support
  • Should be organized/filed by PRC number for easy retrieval
  • Check with your department for guidance on storing original documentation
Approver Actions

Once submitted, the PRC goes to designated approver for the card

- Approver receives an email notification
- Cardholder receives notification if PRC submitted by verifier
- Cardholder/verifier should monitor PRC report through approval process
  - If able to access Oracle, can monitor in PCard responsibility
  - If not able to access Oracle, can monitor through email notifications

Approver Actions

- Approve the transaction
- Request more information
- Reassign the transaction
- Reject the transaction
Approver Actions

If a transaction appears inappropriate:
• Contact cardholder for additional information
• Once resolved, approve the verification report

If a transaction IS inappropriate:
• Report transaction to PCard Help Desk
• Travel Card may be immediately suspended
• In “Notes” section, indicate transaction was:
  • Identified as inappropriate
  • Reported to PCard Help Desk on (date)
• Approve the verification report
Travel Card Compliance
Travel Card Compliance

The university is committed to ensuring compliance with all applicable policies and procedures.

Possible Consequences of Non-Compliance:

For the University
- Jeopardizes future funding
- Penalties against university
- Externally imposed policy and processes requirements

For the Employee
- Suspension of buyer responsibilities
- Termination of employment
- Legal and financial penalties

• Procurement Manual Section 5 *University Card Program Guidelines*
Three Strikes Approach

Carnegie Mellon’s card compliance program is designed to encourage overall compliance with the university’s policies, procedures and requirements.

• Each instance of non-compliance will result in a strike to the cardholder
• Infractions are weighted equally
• Example violation categories (full list outlined in the University Card Program Guidelines):
  - Prohibited or restricted purchases
  - Personal purchases
  - Lack of expense substantiation or justification
  - Split purchases/limit circumvention

• Procurement Manual Section 5 University Card Program Guidelines
Three Strikes Approach

Each instance of non-compliance results in a strike being assessed to the cardholder.

- Strikes are cumulative per cardholder (not per card)
- Once a cardholder receives three strikes, the cardholder is subject to a 30-day card suspension term
- Subsequent suspensions will be for three months and the card will be cancelled.

During the suspension period:

- Cardholders must resolve any outstanding issues and verify any outstanding charges
- Cardholder must successfully complete online Travel Card Refresher Training
- Card Request Form can be used to request reinstatement of the card after the suspension has passed
- Strikes reset to zero after suspension period

- Procurement Manual Section 5 University Card Program Guidelines
Card Suspensions

First Card Suspension

- Card privileges will be suspended for 30 days.
- Cardholders must resolve any outstanding issues at the time of suspension, and verify any charges remaining on the card in a timely manner.
- Successful completion of an online cardholder refresher training is required in order to seek reinstatement of the card.
- After the 30-day suspension period has passed, a request to reinstate the card must be submitted and approved by the cardholder’s designated ALG member.
- Once a card is reinstated, the guidelines for the card program will continue to apply and the cardholder’s “strike” balance is reset to zero.
Card Suspensions

Subsequent Card Suspension

- If a cardholder receives an additional three strikes after completion of an initial 30 day suspension, all card privileges will be suspended for three months and the card will be cancelled.

- The cardholder’s designated ALG member and the director of Procurement Services must approve an application for a new card.
Automatic and Permanent Suspensions

Some violations are serious and result in the automatic and permanent suspension of card privileges.

• The university reserves the right to suspend or deny card access for any employee at any time.

• Potential automatic and permanent suspension could result if the card was used intentionally to defraud the university.

• Departments can determine if they wish to take any further disciplinary or legal action.

• Procurement Manual Section 5 University Card Program Guidelines
Travel Card Requests and Access
Online Forms System Forms

• Travel Cards can be requested using the Card Request Form*

• The Card Exception/Limit Change Form* is used to request:
  • An exception to the University Card Program Guidelines
  • Limit change
  • Default charge string changes

*These forms are available in the Online Forms System (OFS) at https://fsg-web.andrew.cmu.edu/prod/ofos/main.php
Online Forms System Forms

• All cardholders are required to complete a Cardholder Agreement* via the Online Forms System prior to obtaining a Travel Card.

• Only one agreement is required per cardholder

*This form is available in the Online Forms System (OFS) at https://fsg-web.andrew.cmu.edu/prod/ofis/main.php
Card Changes

! No changes can be made without your Administrative Leadership Group (ALG) member’s approval
  • ALG member and Procurement Services must approve policy exceptions

• Once you receive an email that the form is complete, the change or exception has been recorded

• Attach the approval email to the transactions verification report for policy exceptions
Training Requirements to Verify Transactions

If you will be verifying your own transactions, two additional online e-learning courses are required:

• CMU Finance Fundamentals:
  §  https://www.cmu.edu/finance/training/e-learning/cmu-finance-fundamentals.html

• Oracle Internet Expenses – Procurement Card Application:
  §  https://www.cmu.edu/finance/training/e-learning/p-card.html
Travel Card Requests and Access

Requesting Access to Verify Transactions

• Once required training courses (see previous slide) are completed successfully, request the **IE Procurement Card** responsibility via the **Core Access Request Form**.*

• If you have a verifier, that person should request delegate access via the **Delegate Access Request Form**.*

! Core Access or Delegate Access requests should be completed prior to making your first purchase

*These forms are available in the Online Forms System (OFS) at [https://fsg-web.andrew.cmu.edu/prod/ofsmain.php](https://fsg-web.andrew.cmu.edu/prod/ofsmain.php)
Contacts and Resources
PCard Help

✉ pcrdhelp@andrew.cmu.edu
📞 412-268-4666

- Available Monday – Friday, 8:30 a.m. to 5:00 p.m.
  - Administers the process of enrolling, suspending and closing all card accounts
  - Processes changes to limits or any change to cards
  - Submits Billing Inquiry form to PNC Bank and monitors dispute
  - Manages requests for exceptions to policies and maintain records of approved exceptions
  - Troubleshoots Oracle issues
  - Processes delegate access requests
PNC Bank

1-800-685-4039

• Available 24 hours a day, 7 days a week
  • Report lost/stolen cards if Help Desk is not available
  • Questions about declines
  • Available balance inquiries
Additional Contacts

Procurement Services

Procurement-inbox@andrew.cmu.edu

www.cmu.edu/finance/procurementservices

• Supplier Directory
• University Travel Agencies
• Purchasing Policy
• Procurement Manual
• University Card Program Guidelines
## Purchasing Resources

<table>
<thead>
<tr>
<th>Category</th>
<th>Website Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance Division</td>
<td><a href="www.cmu.edu/finance/">www.cmu.edu/finance/</a></td>
</tr>
<tr>
<td>Monthly Finance Bulletin</td>
<td><a href="https://www.cmu.edu/finance/news">https://www.cmu.edu/finance/news</a></td>
</tr>
<tr>
<td>Finance Training Resources</td>
<td><a href="www.cmu.edu/finance/training">www.cmu.edu/finance/training</a></td>
</tr>
<tr>
<td>Card Program Resources</td>
<td><a href="www.cmu.edu/finance/controller/pcard">www.cmu.edu/finance/controller/pcard</a></td>
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</tbody>
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# Purchasing Resources

<table>
<thead>
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<th>Resource</th>
<th>URL</th>
</tr>
</thead>
<tbody>
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<td>Purchasing Policy</td>
<td><a href="http://www.cmu.edu/finance/procurementservices/policies-procedures/procurement-policy.html">www.cmu.edu/finance/procurementservices/policies-procedures/procurement-policy.html</a></td>
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Questions