



Vanderbilt One Card Policy & Procedures

Vanderbilt University One Card Policy & Procedure

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Program Overview

Vanderbilt's One Card Program utilizes a US Bank-issued, MasterCard-branded, corporate-pay, corporate-liability credit card that enables authorized employees to use the card for approved business-related expenses. The One Card does not replace or bypass any existing purchasing methods utilizing eProcurement or other purchasing methods. Items purchased using the One Card that are normally purchased through eProcurement will not receive Vanderbilt contract pricing. Cardholders should reference Purchasing & Payment Services' [Gold Guide](#) to identify approved suppliers and appropriate payment methods.

This policy applies to any member of the university community who initiates, approves, or conducts transactions involving the Vanderbilt One Card.

The guiding objectives of Vanderbilt's One Card Program include:

- Streamline the expense approval process
- Minimize financial and operational risks for the university
- Reduce the need for costly check production, invoices, etc.

Definitions

Cardholder – The employee's name printed on the card and recorded in the Vanderbilt Human Resources System. They are accountable for all charges and physical security of the card at all times.

Cardholder User Agreement – A legally binding agreement signed by the Cardholder that is a part of the One Card Application. The agreement certifies the Cardholder has read and understands the guidelines set forth in the Payment Card Policies and Procedures and agrees to use the card in accordance with the established policy. The Cardholder User Agreement is the second page of the One Card application and found on the [Payment Card website](#).

Divisional Application Approver – The employee assigned by the CFO and/or Controller to approve new payment card applications and subsequent limit increases for an existing Cardholder. Approvers are the only employees authorized to initiate approvals for their assigned division/s.

Expense Delegate – The employee assigned by the Cardholder to create and edit expense reports within Concur on the Cardholder's behalf. Expense Delegates cannot submit the report to the ERA for approval. Only the Cardholder can finalize report submission.

Expense Report Approver (ERA) – The employee authorized to approve business expenditures of others and who will administer these policies, including:

- Attesting that the purpose of the expense is valid and directly related to university business.
- Requesting further documentation or explanation for expenses that appear to be excessive or unusual in relation to the nature of the expense. Explanation of such expenditures must be included within the expense report.
- Approving expense reports on a timely basis.
- Ensuring the appropriateness of each card transaction.

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Merchant Category Codes (MCC) – An industry standard coding system that consists of a four-digit number assigned to a business by major card issuing networks (MasterCard, Visa, American Express, etc.). The MCC classifies the business by the type of goods or services it provides. *Example: McDonalds has an MCC designation as 5814 - Fast Food Restaurants.*

Monthly Billing Cycle – The timeframe in which all Cardholder transactions are aggregated and applied to the Cardholder’s monthly spending limit. US Bank monthly billing cycles end on the 25th of each month. If the 25th falls on a weekend or banking holiday, the cycle will end the next business day. Monthly spending limits reset the day after cycle close.

Monthly Spending Limit – The total dollar value of all transactions that charged to a card within a single, monthly billing cycle. The Divisional Application Approver approves the monthly limit on the One Card application during the application process.

One Card – A payment card issued to an employee of Vanderbilt University for authorized business-related purchases. The employee is the only person authorized to use the card (name printed on the front of the card) for business related purchases. The university will issue payment for charges incurred using the One Card.

One Card Application Form – The form completed by prospective Cardholders to obtain a One Card. The applicant, their ERA, and the Divisional Application Approver of the prospective Cardholder’s HR home department/division must sign the application. The One Card application is available on the [Payment Cards website](#), along with the list of Divisional Application Approvers.

Payment Cards team – team responsible for issuance, administration, and maintenance of Vanderbilt’s One Cards. They serve as the liaison between Vanderbilt, US Bank, and the Cardholder. They are responsible for the analysis, reporting, and auditing of all transaction data related to the Payment Cards program to ensure One Card Policy compliance.

Split Transactions – A single purchase split into multiple transactions in order to avoid the single transaction limit threshold. Split transactions are prohibited.

Supporting Documentation – An itemized merchant receipt issued by the supplier to substantiate the business need including proof of payment. This receipt should include:

- Name of the merchant
- Date of the transaction
- Items purchased
- Total amount
- Form of payment (usually the last 4 digits of the card used)

Transaction Limit – The total dollar amount the Cardholder may expend on a single transaction. A single transaction can include one item purchased or multiple items purchased at the same time, also known as “per swipe”. Transactions exceeding a Cardholder’s transaction limit will result in a transaction decline. The Divisional Application Approver approves the transaction limit on the One Card application during the application process.

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US Bank – The financial institution responsible for issuance of Vanderbilt’s One Card. US Bank is responsible for printing and delivering One Cards to the Vanderbilt Payment Cards team prior to issuance to Cardholders. US Bank also is responsible for preparation of billing statements and coordination of fraud resolution in conjunction with the Payment Cards team.

ONE CARD POLICY

This policy outlines the proper usage and guidelines for the use of the Vanderbilt One Card. The Payment Cards team actively monitors card usage outside of this policy and subsequent procedures and violations are subject to disciplinary actions including revoking of card privileges and, depending on the offense, grounds for employee termination. Concurrent with this policy, users should also reference the [Travel & Business Expense Policy](#) for any travel related activity.

Cardholder Eligibility and Responsibilities

- All employees with an active Concur profile are eligible for the Vanderbilt One Card.
 - Policy does not permit Students to hold a One Card.
**Department requiring a card for student use should contact the Payment Cards team.*
- Cardholders must complete the required online One Card Training module in [The Learning Exchange](#) before receiving their card. Additional training is highly recommended and is available on the [payment cards website](#).
- Cardholders are to read and sign the Cardholder Agreement (attached to the One Card Application).
- To prevent duplicate expenses Cardholders should never manually enter and expense items purchased with their One Card before they automatically feed into their Concur profile.
- Supporting documentation is required for every transaction \$75 or more and must be attached to each transaction in Concur.
- On an annual basis (card anniversary date), Cardholders are required to complete an annual One Card Refresher that will update users on policy revisions, policy review, and program changes.

Authorized Usage

The Vanderbilt One Card provides Cardholders the flexibility to purchase low dollar goods or services and serves as an individual travel and expense credit card for Vanderbilt-related travel. The Cardholder (name printed on the front of the card) is the only person authorized to make purchases utilizing the card. Cardholders cannot share the card number, expiration date, security code or PIN with other employees. Cardholders are permitted to make purchases for communal office business needs, group meals and office subscriptions, and Cardholders also are permitted to make purchases on behalf of other employees for such items as conference registrations/fees and professional dues or memberships. Purchases of travel services such as airfare, hotel and car rentals are the responsibility of the individual traveler in conjunction with their traveler profile within Concur. Expense all meals (business, individual, or group) purchased using the One Card using the actual transaction amount and applicable expense type; the per diem expense type cannot be used in conjunction with One Card transactions.

The Cardholder reconciles all One Card transactions in the Concur expense management tool. Concur will serve as the sole location for users to upload receipts, reconcile transactions, submit expense reports, and store all historical supporting documentation for all business-related transactions.

The following page provides examples of allowable and prohibited One Card transactions.

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Allowable Vanderbilt One Card Uses

<ul style="list-style-type: none">• Books & Journal Subscriptions• Business Meal Expenses• Cardholder Airfare• Car Rentals• Cash Withdrawals (<i>requires prior written approval from the CFO</i>)• Conference Registration Fees• Fuel (<i>rental car</i>)• Ground Transportation• Guest Airfare (<i>ONLY if the Cardholder is designated as a Guest Travel Coordinator in Concur</i>)• Hotels, Motels, Lodging (<i>does not include property leases</i>)	<ul style="list-style-type: none">• Meals (<i>Vanderbilt per diem rate does not apply for Cardholders</i>)• Professional Dues & Memberships• Repairs (<i>emergency</i>)• Shipping/ Freight/ Postage• Small Dollar Retail Purchases• Gift Cards*• Subject Participation Payments* <p><i>*Contact the Payment Cards team before purchasing any gift cards or making subject participation payments on the One Card. Also reference the Potential Tax Liability section.</i></p>
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Prohibited Vanderbilt One Card Uses

<ul style="list-style-type: none">• Capital Purchases*• Consulting Services• Contracted Services* such as:<ul style="list-style-type: none">○ Water/ Coffee Services – DS Waters*• Controlled Substances or Prescription Drugs• Firearms/ Ammunition• Furniture*• Insurance Policies & Premiums• Laboratory Animals and Animal Related Purchases• Moving Companies*• Personal Use (<i>inadvertent use must be itemized in Concur as a personal expense</i>)• Radioactive & Hazardous Materials• Software Maintenance/ Licenses/ Services*• Tax Payments• Travel Agencies<ul style="list-style-type: none">○ Including 3rd party travel websites such as Orbitz, Priceline, etc.○ Cardholders are expected to book travel through Vanderbilt's approved travel agency <p><i>*Requires written exception preapproval from a purchasing agent. Please direct purchasing to the Purchasing Agent team and reference the Vanderbilt Gold Guide.</i></p>

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Card Maintenance

Email approval from the Cardholder's Divisional Application Approver is required for any limit increases. Send this email to the Payment Cards team at paymentcards@vanderbilt.edu. The Payment Cards team retains any approved limit increases approved on the Cardholder's account. The Payment Cards team will not grant temporary limit modifications. Cardholders that have a name change processed by Human Resources should notify the Payment Cards team to order a new card.

Cardholder Responsibilities

Each Cardholder is responsible and accountable for the One Card issued in their name. Employees or students other than the assigned Cardholder cannot use that individual's card. Cardholders are responsible for reviewing all transactions that post to their individual Concur profile within seven days to ensure each transaction is a valid Vanderbilt business expense that they authorized the merchant to charge. Cardholders contact the merchant to resolve incorrect charges. If a fraudulent transaction is identified the Cardholder is to follow the [Fraud Process](#) in the procedures appendix.

Cardholders submit and ERAs approve all One Card transactions within 30 days of the transactions posted date via an expense report in Concur. Non-compliance can result in suspension or cancellation of the payment card. Cardholders are encouraged to assign an Expense Delegate in Concur in case of a situation where the Cardholder is unable to expense charges.

As part of the Concur expense report process, Cardholders assign transactions need to an expense type and include a business purpose. Receipts must be imaged, uploaded, and attached to all transactions \$75 or more. Each transaction should be allocated to the appropriate cost center, itemized, etc. to complete the expense report prior to submission to the ERA. Supporting documentation attached to each transaction in Concur is stored in compliance with all IRS rules and regulations. There is no need for the Cardholder to store supporting documentation if all transactions have been successfully processed in Concur.

It is the responsibility of the Cardholder to contact the merchant when merchandise purchased with the One Card is unacceptable (incorrect, damaged, defective, etc.) and arrange for returns, credits, services, or exchanges. If merchandise is returned for credit, the Cardholder is responsible for obtaining a credit receipt from the merchant and retaining that receipt with the support documentation for that purchase. **Receiving cash or checks to resolve a credit or return is prohibited.** It is the responsibility of the Cardholder to ensure that the items are not purchased from a merchant that issues only store credit. If a merchant accepts an item as a return, a credit for this item should appear in the Cardholder's Concur profile along with other transactions. Credits can take longer to appear than debits. Please allow up to two weeks for credits to appear in Concur.

Cardholders are also responsible for reporting lost, stolen, or damaged cards to the Payment Cards team as well as any fraudulent activity. If the Cardholder takes a leave of absence, accepts another internal position, or is separating from Vanderbilt, see the [Cardholder Leave of Absence, Change in Position, Employee Termination](#) section in the procedures below.

Card Security

Employees are only authorized to use a One Card that has been issued in their name (the user's name must be printed on the plastic card). Vanderbilt One Cards use Chip & PIN (Personal Identification

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Number) technology. The PIN may be required at the time of purchase depending on the merchant's point of sale equipment. The Cardholder's PIN should never be copied or used by anyone other than the authorized user and card information should never be included in electronic communications. Cardholders are required to have the card in their possession at all times or in a secured, locked location.

ERA Responsibilities

ERAs are responsible for reviewing the supporting documentation and business purpose of each transaction submitted in Cardholder expense reports. ERAs are also responsible for reviewing their *Payment Card Transactions Unexpensed In Concur* report, which is automatically generated and emailed by Concur to every ERA on the 20th of each month. This report contains all unexpensed transactions of all Cardholders under the ERA. The Payment Cards team will review and notify the responsible Divisional Application Approver of any unexpensed transactions that are greater than 30 days.

Policy Violations

Failure to adhere to Vanderbilt and Payment Card policies and procedures can result in the suspension or permanent removal of Cardholder privileges, reporting of violations to HR and/or internal audit, termination of employment, and possible criminal prosecution. Vanderbilt reserves the right to revoke credit card privileges from the Cardholder at any time.

Examples of Cardholder violations that may result in credit card suspension or closure and/or employee disciplinary action(s) include the following:

- Card misuse, personal or unauthorized transactions
- Using a One Card to purchase with eProcurement vendors
- Split transactions in order to stay under assigned card limits
- Failure to expense transactions and submitting expense reports timely (within 30 days) in Concur
- Failure to attach the appropriate supporting documentation for transactions
- Failure to report known fraudulent activity to the [Payment Cards team](#) within 90 days of activity
- Failure to complete the annual One Card policy refresher agreement within [The Learning Exchange](#)

Cardholder Transaction Review, Audits, and Frequency

Cardholders must submit their transactions **within 30 days from the transactions posted date**. Cardholders can contact the [Payment Cards team](#) if a charge is under dispute, fraudulent or anticipating a credit.

The Payment Cards team reserves the right to perform audits on all One Card transactions. Card audits include a review of transaction data, business purpose, transaction appropriateness, and supporting documentation. The Payment Cards team performs area-specific audits no less than annually and submits proposed changes or recommendations to the appropriate Divisional Application Approver.

If the Cardholder transaction activity is less than 24 transactions in a 12-month period or if a card is not used within a 6 month period, the Payment Cards team notifies the Cardholder and suspends the card. If a Vanderbilt employee has a legitimate business need for a One Card but does not meet activity requirements, please contact the [Payment Cards team](#) for alternative options.

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Vanderbilt reserves the right to revoke, cancel, or amend One Card activation status, credit limits, etc. at any time.

Sales Tax Exemption

Vanderbilt University is a non-profit 501(c) (3) private institution of higher education incorporated in the State of Tennessee. The front of each One Card contains the Tennessee sales tax-exempt number. Cardholders should give this number to all merchants at the time of purchase to exempt the transaction from Tennessee state sales tax. Transactions made outside of Tennessee may not be exempt from another state's sales and use tax. For your convenience, we recommend having a Certificate of Exemption with you at all times.

[Request Vanderbilt Certificate of Exemption or W-9](#)

[State Sales Tax Exemption Listing](#)

Potential Tax Liability: Reporting of Taxable Gifts, Awards and Prizes

The Internal Revenue Service (IRS) considers gifts, gift cards, gift certificates, awards, and prizes. The Purchasing & Payment Services office is responsible for recording, tracking, and reporting (*when applicable*) all taxable gifts and payments paid by Vanderbilt. **Prior to purchasing one of these items with a One Card, contact the Payment Cards team at paymentcards@vanderbilt.edu.**

Gifts, gift cards, gift certificates, awards, and prizes given to Vanderbilt employees must be reported to [Human Resources](#) using [Reporting of Taxable Fringe Benefits](#) form at the time the award is given.

Reporting Charity, Sponsorships and Donations

Contributions or donations of any kind require prior additional leadership approval. Please refer to the [Vanderbilt University Delegation of Authority Policy](#). Pages 2 & 18 of the [Sub Delegations Listing](#) document will provide the needed information.

Cardholders forward contribution or donation approvals to the Payment Cards team at paymentcards@vanderbilt.edu **prior to the transaction or event taking place**. Alternative payment methods may be required.

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Payment Card Application Process

Each respective Cardholder requires a completed One Card Application that is available on the [Payment Cards Website](#). The Applicant, their ERA, and the Divisional Application Approver must sign the application. Your home department determines your designated ERA as listed within Privilege Management under “Expense Report Approver”.

The 2nd page of the One Card application is the Cardholder Agreement and is a legally binding document that should be read thoroughly by the Cardholder before signing and submitting the application for approval and processing. The Payments Card team receives completed and approved applications and orders the card and enrolls the applicant in the required online One Card Training Module in [The Learning Exchange](#). The Payment Cards team contacts Cardholders to schedule pick up once the card arrives and training is complete. New cards typically take 7-10 business days to arrive from submission of the application.

How It Works: Transaction Life Cycle

- 1) Cardholder makes an authorized business-related purchase utilizing the One Card.
- 2) US Bank pays each merchant transaction upon use of the card.
- 3) Vanderbilt University pays US Bank every few days for any posted card transactions.
- 4) Once the transaction posts to the Cardholder’s account, the transaction will feed into the Cardholder’s Concur profile within 1-3 business days. The Cardholder receives an email notification from Concur when the transaction arrives in their profile and is ready for review.
 - Note: Credits typically take much longer depending on the merchant’s credit card processing system and the merchant’s bank.
- 5) Cardholders are responsible for reviewing all transactions that post to their individual Concur profile within seven days to ensure each transaction is a valid Vanderbilt business expense that they authorized the merchant to charge. If an incorrect charge is found, the Cardholder is to reach out to the merchant to resolve the problem. If a fraudulent transaction is identified the Cardholder is to follow the [Fraud Process](#) in the procedures appendix.
- 6) Cardholders then create an expense report in Concur. This includes assigning an expense type, business purpose, attaching any supporting documentation images, and allocating each transaction.
 - Note that either the Cardholder or their assigned Expense Delegate can create a new expense report.
- 7) Cardholders submit their expense reports within 30 days from the oldest transactions posted date. To limit the number of expense reports submitted in Concur, the Payment Cards team recommends Cardholders limit expense reports to two per month.
- 8) The ERA reviews and approves the Cardholder’s expense report.
- 9) The Cardholder confirms the expense report status changed to “Extracted for Payment” in Concur.

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Cardholder Leave of Absence, Change in Position, Employee Termination

If the Cardholder plans a leave of absence from Vanderbilt, the Cardholder is responsible for notifying the [Payment Cards team](#) and their designated ERA as soon as possible. The Cardholder is responsible for submitting and approving all transactions in their Concur profile prior to their leave. Their One Card will remain suspended as long as their HR status reflects that they are on leave. To reactivate the card the Cardholder should verify their status in HR has returned to active and then email the Payment Cards team.

Cardholders changing home departments must reapply for a new One Card with approvals from their new ERA and Divisional Application Approver. One Cards cannot transfer between departments or divisions. Cardholders must report a change in position to the [Payment Cards team](#) and their ERA no less than one week prior to the last day in their current position.

For terminated employees, the employee's direct Supervisor collects the card(s) at least seven days prior to the termination date, then contact the [Payment Cards team](#) to close the card(s). In the event of immediate termination, the Supervisor should obtain the employee card(s) and immediately contact the Payment Cards team.

If a terminated, suspended, or transferred employee continues to use this card, the original department will be liable for all charges. The employee may also be subject to criminal prosecution.

Declines

In the event of a transaction decline, the Cardholder may call US Bank directly at the number printed on the back of the One Card (1-800-344-5696) to obtain the reason for the decline.

If a decline has occurred, verify that:

- The merchant has entered the correct expiration date, billing address, and zip code
- Total purchase amount is not over the card's authorized transaction or monthly limit

Disputed Charges

If a Cardholder cannot resolve a dispute directly with the merchant, the Cardholder should contact the [Payment Cards team](#) immediately to initiate the dispute process and complete required documentation. US Bank cannot dispute transactions older than 90 days. Cardholders should allocate both the debit and credit together in an expense report to the same center.

Fraud Process

Cardholders are responsible for reviewing all transactions that post to their individual Concur profile within 7 days. If you identify fraudulent charges on your account, you should contact US Bank immediately to initiate a fraud claim. The **US Bank 24 hour customer service number** is printed on the back of your One Card – **1.800.344.5696**. Fraud cases are time sensitive and must be reported and resolved by the bank within 90 days of the date of the transaction in order to be covered by US Bank's fraud insurance. Fraudulent transactions not reported during this window of time will become the Cardholder's responsibility. Failure to report fraud is a violation of this policy and can result in the loss of One Card privileges. **US Bank will credit back the total fraud amount back to the Cardholder's account at the time the case is opened.**

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US Bank Fraud department opens a case and sends a form to the Cardholder that must be completed and signed then either faxed or mailed back to US Bank as specified on the form. **If the fraud form is not sent back to US Bank by the Cardholder, the bank will return the fraudulent charges back to the account and the fraudulent transactions will not be covered.**

Once the Cardholder has notified US Bank, they should also notify the Vanderbilt [Payment Cards team](#). A member of the Payment Cards team will notify the Cardholder once the replacement card has arrived and is available for pickup.

The US Bank Fraud department can also detect suspected fraudulent activity. In this event, a fraud investigator notifies the Cardholder and the Payment Cards team. **US Bank may place the card in a fraud caution status until they have spoken to the Cardholder. The Cardholder is unable to place any new charges on the One Card while the card is in fraud caution status.**

The Cardholder will expense both the original fraudulent transaction and the fraud credit in Concur. If the credit is received within 30 days of the original transaction, both the original charge and the matching credit should be expensed together on the same expense report. The Cardholder should attach any supporting documentation and note that charges were fraudulent.

Reporting a Lost/Stolen/Damaged Card

If a One Card is lost, stolen or damaged, the Cardholder should **immediately** contact US Bank at **1-800-344-5696**. It is imperative the Cardholder contact US Bank immediately for cancellation of the card, as the Cardholder is responsible for all charges until US Bank closes the card. The Cardholder is also responsible for notifying the [Payment Cards team](#) after contacting US Bank.

Cardholders should destroy a One Card found after reported lost, stolen, or damaged by shredding the card.

Contacts & Resources

Payment cards website: <https://finance.vanderbilt.edu/payment-cards/>

Email payment cards team: paymentcards@vanderbilt.edu

Payment cards extension: 1.615.322.2911 (option 4)

U. S. Bank Customer Service line: 1.800.344.5696 (Domestic)
1.701.461.2010 collect (International)

Training Resources: https://finance.vanderbilt.edu/payment-cards/pcard_resources.php

Payment Services website: <https://finance.vanderbilt.edu/paymentservices/>

Email Concur Expense team: concurexpense@vanderbilt.edu

Travel team website: <https://finance.vanderbilt.edu/travel/>

Email Travel team: travel@vanderbilt.edu