VISA PURCHASING CARD

Reference: PCard Standard Operating Procedure

Purchase Card Staff

• Jill Dillon – PCard Administrator
  515-6133  jill_dillon@ncsu.edu

• Lyn Naylor– PCard Administrator
  515-8097 lyn_naylor@ncsu.edu

• Ashru Shah – PCard Manager
  515-8097 ashru_shah@ncsu.edu

• Purchase Card Home Page:
  https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/card-services/
PCard Roles

• Cardholder or Reconciler?

• Backup reconciler – recommended to have more than one assigned reconciler.

• Supervisor and Statement Approver(s)

Information

• Standard Visa with Employee’s Name
• Corporate Account-Issued by Bank of America
• Tax-Exempt number on the card
• Card tied to specific Project-ID
• Daily Reconciliation of Charges
• Multiple Users Discouraged
• Cancel when leaving or transferring
Billing Address

NC State University
2721 Sullivan Drive, Campus Box 7212
Raleigh, NC 27695
Billing Phone Number: (919) 515-8097

SHIPPING INFORMATION:
When placing orders, give the vendor your Name, campus shipping address and phone number.

**NCSU Ship-to address (not home address)

Rules and Regulations

• Small Purchases:
  https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/before-you-buy/

• Travel Policies apply to all charges:
  https://controller.ofa.ncsu.edu/thetravelcenter/ (login required)

• Vendors: Preferred (Marketplace)
  https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/­marketplace/

  Debarred (vendors you cannot use)
  https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/before-you-buy/

• Spending Guidelines: refer to Controller’s website:
  https://controller.ofa.ncsu.edu/guidelines-references/
Purchasing and the PCard

• Buying Goods & Services
  https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/before-you-buy/

• Unique Purchases – Chartered Bus, Employee Moving
  https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/purchase-requirements/

• Contract Purchases:
  State Term Contracts, Convenience Contracts, CPI Computer Purchases, and “Better Pricing”

Merchant Category Codes

• MCC
• Vendors register under a specific code at their bank
• Spending groups – Types of purchases
• Purchase List – What is allowed?
• Some MCC codes blocked to control purchases:
  – Restaurants
  – Personal Services, 1099 Services, Gift Cards
  – No Alcohol
**Spending Limits**

**Standard Limits**
- $2,500 per transaction*
- $5,000 per day
- $25,000 per month
- Limits can be raised upon request.

*No splitting of charges is allowed.

**Extended Limits**
- $5,000 per transaction*
- $10,000 per day
- $25,000 per month
- Upgrade based on College and PCard administrative approval.
- Limits raised upon completion of form.

**Travel and the PCard**

- Travel Authorization before booking travel
- Hotels/Car Rental/Airfare/Bus/Train/Taxi/Parking fees
- Room, tax and Internet only (occupancy tax OK)
- No incidental charges (laundry, movies, room service or phone calls)
- Personal meals are not allowed (due to per diem)
- Conference registrations acceptable
- Extra meal charges allowed if business related – i.e. Awards banquet
- Meals are allowed if part of registration fee – fee includes breakfast and lunch
- For car rental - no additional (CDW/LDW) insurance

*See Controller’s office for complete Travel Policy Guidelines*
Important Information

• Purchase Declined?
  – Transaction Limits/MCC Code/CVV/Expiration Date
  – Contact PCard Administrator
• Lost or Stolen Card?
  – Contact PCard Administrator
  – Call Bank of America at 1.888.449.2273
  – Keep at home for night and weekends
• Validation of Charges
  – Fraud Statement/Dispute Form
  – Fax to Bank of America
  – Include with your statement as your receipt

Important Information

• Chip/PIN cards are here! Please read the brochure that comes with your new card. The PIN technology is very helpful for international travel.
  – Cardholders can “swipe” the magnetic stripe and sign or use the Chip with the 4-digit PIN code.
  – Forget your PIN?
    Visit our web page to get the instructions for PIN retrieval:

• International Travel: The Cardholder should call BOA at 1-866-500-8262 and provide the exact trip dates and destination.
Documentation/Receipts

- **Detailed receipt** for each transaction should include: Description, Unit Price, Extended Price, Shipping, Total Amount and no Sales tax. *(See attached Samples)*
- NCSU ship-to address (no home address)
- Types of Receipts: Vendor letterhead, detailed packing slip, courier receipts (Fedex or UPS), recurring charges: web print-out
- Food Purchases: Reason for purchase, list of attendees and no State funds *(Form AP107 non-travel meals)*
- Travel Authorization referenced *(Form AP104 for non-employee travel)*
- Business purpose clear on each receipt

Schedules/Deadlines

- Available through the NCSU PCard Center
Statement Deadlines

- Complete statements due by 20th of following month.
- Statement routed through the Financial system for approval
  - First time Late – On hold until received
  - Second time Late – On hold for 4 weeks, memo from Department Head required.
  - Third time Late – On hold for 4 weeks, memo from Department Head and refresher training required.

Statement Review: Reconciler

- Itemized receipt from merchant
- $ Amounts match
- No splitting of charges
- Confirm purchase supported by project-id
- Food/Reason/No State funds
- Business purpose clear on every receipt
- State Contract Vendor
- External Review & Reporting
- Card put on hold or closed if continued misuse
NCSU PCard Center

- NCSU PCARD CENTER (MyPack Portal)
  - Request changes to your card ($ Limits or Spend types)
  - Upload Receipts and Match
  - Route your Statement for approval
  - Inactivate your card if leaving NCSU or transferring departments
  - View Card Summary (Spend types, Project ID, Supervisor, Statement Approvers and Reconcilers)
  - View Request History
  - Card Center Instructions
    [Link](http://materialsmgmt.ofb.ncsu.edu/uploads/pdf/CardCenter_instruct.pdf)

PCard Receipts

- Access the Receipts page from the PCard Center
PCard Receipt Upload

- Choose a Business Purpose for every transaction.

- Upload receipts or Match receipts to an existing transaction. (can be .pdf, .tif or .jpg file)
  - If you have an emailed receipt, create a .pdf file.
  - File size must be 3mb or less; large documents can be "compressed"

- Look up the Travel Authorization # (if applicable)

- Tutorial Videos are on the PCard page:

Statement Approval Routing
Approver Information

CHANGES: Contact HR representative for Supervisor; contact the college/division business office for Alternate Statement Approvers.

Checklist

- Type of payment
- Documentation
  - Itemized Receipts from Merchant/Supplier
  - Business Purpose
- Extended absence or leave – notify us to put the card on Hold.
- Sales Tax Exemption – Controller:
  [https://controller.ofa.ncsu.edu/tax-compliance/](https://controller.ofa.ncsu.edu/tax-compliance/)
- Billing Cycle Calendar
Helpful Links

<table>
<thead>
<tr>
<th>PCard Services:</th>
<th><a href="https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/card-services/">https://materialsmgmt.ofa.ncsu.edu/buying-goods-and-services/card-services/</a></th>
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<td>Prohibited (or debarred) vendors:</td>
<td><a href="http://ncadmin.nc.gov/government-agencies/procurement">http://ncadmin.nc.gov/government-agencies/procurement</a></td>
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<td>Controller's Office:</td>
<td></td>
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<tr>
<td>Various Forms:</td>
<td><a href="https://controller.ofa.ncsu.edu/forms/">https://controller.ofa.ncsu.edu/forms/</a></td>
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<td>Sales Tax Information:</td>
<td><a href="https://controller.ofa.ncsu.edu/tax-compliance/">https://controller.ofa.ncsu.edu/tax-compliance/</a></td>
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<td><a href="https://controller.ofa.ncsu.edu/guidelines-references/">https://controller.ofa.ncsu.edu/guidelines-references/</a></td>
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<td><a href="https://controller.ofa.ncsu.edu/thetravelcenter/">https://controller.ofa.ncsu.edu/thetravelcenter/</a></td>
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<td>Software:</td>
<td><a href="https://software.ncsu.edu/">https://software.ncsu.edu/</a></td>
</tr>
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<td>CPI - Hardware:</td>
<td><a href="https://oit.ncsu.edu/campus-it/it-purchasing/it-purchases-governance/">https://oit.ncsu.edu/campus-it/it-purchasing/it-purchases-governance/</a></td>
</tr>
</tbody>
</table>
Receipt Tips:

1) A detailed receipt is required for EVERY transaction. (debit or credit)

   **PCard statements can only be Routed for Approval if a receipt is attached to every transaction.**

2) Receipts can be either .pdf, .tff or .jpg files and no larger than 3 mb.

3) Complete and detailed Receipts:
   a. Vendor name and Address
   b. $ Amount on statement and receipt must match.
   c. Business purpose is clear on receipts that may be perceived as personal in nature. (Target/Wal-Mart purchases, grocery stores, etc.)
   d. Receipts that are larger than 8.5 x 11 should be reduced by copier.
   e. Receipts that are longer than 8.5 x 11 (grocery store receipts) can be cut and taped down. If you use tape, be sure the tape isn’t covering any of the ink on the receipt.
   f. Discard any ads or non-essential information.
   g. Emailed receipt from a vendor – create a .pdf file using Adobe Acrobat software (free download from their website)

4) For an “International Transaction fee”, a receipt will now be required. Simply “Match” the same receipt image that was used for the original purchase. This is a bank fee for overseas currency conversion.

   IMPORTANT: Be sure that the full credit card number is not printed on any documentation. (Use white-out to block the #)

Original documentation should be retained by the department for at least six (6) months. Do not dispose of original documentation until the receipts have been reviewed and verified for completeness.
<table>
<thead>
<tr>
<th>Item Description</th>
<th>Price</th>
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<tbody>
<tr>
<td>SC 7292 VIC PANTHER COOLER</td>
<td>1.00</td>
</tr>
<tr>
<td>HEFITY PLATES</td>
<td>0.49</td>
</tr>
<tr>
<td>HT FOIL</td>
<td>0.59</td>
</tr>
<tr>
<td>SENSATION COVER</td>
<td>2.99</td>
</tr>
<tr>
<td>SENSATION COVER</td>
<td>2.99</td>
</tr>
<tr>
<td>SENSATION COVER</td>
<td>2.99</td>
</tr>
<tr>
<td>SENSATION COVER</td>
<td>2.99</td>
</tr>
<tr>
<td>MORT SALT/PEP</td>
<td>0.39</td>
</tr>
<tr>
<td>E2 FOIL RST N R</td>
<td>0.49</td>
</tr>
<tr>
<td>HT NAPKINS</td>
<td>1.89</td>
</tr>
<tr>
<td>RANCHER BEEF PA</td>
<td>9.99</td>
</tr>
<tr>
<td>RANCHER BEEF PA</td>
<td>9.99</td>
</tr>
<tr>
<td>JOY ANTI BAC</td>
<td>2.29</td>
</tr>
<tr>
<td>DIAMOND FLATWAR</td>
<td>7.49</td>
</tr>
<tr>
<td>BALL PRK BUNS</td>
<td>2.99</td>
</tr>
<tr>
<td>SC 5038 VIC BALL PRK HDOG</td>
<td>0.60</td>
</tr>
<tr>
<td>BALL PRK HDOG</td>
<td>2.99</td>
</tr>
<tr>
<td>SC 5038 VIC BALL PRK HDOG</td>
<td>0.60</td>
</tr>
<tr>
<td>BALL PRK BUNS</td>
<td>2.99</td>
</tr>
<tr>
<td>SC 5038 VIC BALL PRK HDOG</td>
<td>0.60</td>
</tr>
<tr>
<td>BALL PRK BUNS</td>
<td>2.99</td>
</tr>
<tr>
<td>SC 5038 VIC BALL PRK HDOG</td>
<td>0.60</td>
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<tr>
<td>HT SINGLE CHEESE</td>
<td>2.69</td>
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<td>MEGA ROLL TOWEL</td>
<td>2.29</td>
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<tr>
<td>FRENCH S MUSTAR</td>
<td>1.79</td>
</tr>
<tr>
<td>SC 4905 VIC FRENCH S MUSTA</td>
<td>0.29</td>
</tr>
<tr>
<td>RANCHER BEEF PA</td>
<td>9.99</td>
</tr>
<tr>
<td>RANCHER BEEF PA</td>
<td>9.99</td>
</tr>
<tr>
<td>HEINZ KETCHUP</td>
<td>1.69</td>
</tr>
<tr>
<td>DUKES MAYO SQUE</td>
<td>2.29</td>
</tr>
<tr>
<td>HT SWEET RELISH</td>
<td>1.99</td>
</tr>
<tr>
<td>C 5172 VIC HT SWEET RELISH</td>
<td>1.00</td>
</tr>
<tr>
<td>HT HAM BUNS</td>
<td>0.99</td>
</tr>
<tr>
<td>HT HOTDOG BU</td>
<td>0.99</td>
</tr>
<tr>
<td>HT HOTDOG BU</td>
<td>0.99</td>
</tr>
<tr>
<td>HT HAM BUNS</td>
<td>0.99</td>
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<tr>
<td>HT HOTDOG BU</td>
<td>0.99</td>
</tr>
<tr>
<td>HT HAM BUNS</td>
<td>0.99</td>
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<td>HT HOTDOG BU</td>
<td>0.99</td>
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<tr>
<td>HT ICE 10LB</td>
<td>1.99</td>
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<tr>
<td>HT ICE 10LB</td>
<td>1.99</td>
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<tr>
<td>MATCH LIGHT</td>
<td>0.49</td>
</tr>
</tbody>
</table>

**TOTAL VIC SAVINGS THIS ORDER:** $7.29

**TOTAL VIC SAVINGS THIS YEAR:** $93.37

---

**Harris Teeter**
CAMERON VILLAGE - RALEIGH, NC
STORE # 0021 - PHONE # 919-828-9216

CUSTOMER: 40957343601
STORE MANAGER: Tim Todd
YOUR CASHIER: Victor

**Calculate:**

**SC 8423 VIC MATCH LIGHT**
1.50 T
**HATCH LIGHT**
PC 10.49 T
**SC 8423 VIC MATCH LIGHT**
1.50 T
**TAX EXEMPTION**
6.05 T
**** BALANCE DUE 142.71
VF VISA 142.71

**ACCT # **
**REF # **
**EFT SEQ # **
**CARD WAS SWIPED AT PINPAD**

**CHANGE .00**

COUPONS TENDERED 7.29
4/26/06 2:59 PH 0021 04 0295 725

**TOTAL VIC SAVINGS THIS ORDER:** $7.29
**TOTAL VIC SAVINGS THIS YEAR:** $93.37

**NO ONE REWARDS LOYALTY LIKE HT!**

THANK YOU FOR SHOPPING HARRIS TEETER
CORPORATE CUSTOMER SERV 1-800-432-6111
OVER $7,481,783 DONATED TO COMMUNITY
SCHOOLS THROUGH HARRIS TEETER'S
TOGETHER IN EDUCATION PROGRAM!

---

**Student pemi**
**LSS Lab Safety Supply**

**PO Box 1368**

Janesville, WI USA 53547-1368

---

**Order By Phone:** 1-800-356-0763  
**Order Online:** www.LSS.com  
**Order By Fax:** 1-800-343-5910  
**Technical Support:** 1-800-356-2101

---

**Order No.** | **P.O. No.** | **Sold To No.** | **Invoice No.** | **Invoice Date** | **Ship Date** | **Ship Date**
---|---|---|---|---|---|---
DM9579S302 | COLE | 5628410 - 2 | 1007897513 | 05/01/2006 | 05/01/2006 |

**Order Details**

<table>
<thead>
<tr>
<th><strong>Line No</strong></th>
<th><strong>Product No.</strong></th>
<th><strong>Description</strong></th>
<th><strong>QTY B.O.</strong></th>
<th><strong>QTY SHIP</strong></th>
<th><strong>U.O.M.</strong></th>
<th><strong>Unit Amount</strong></th>
<th><strong>Amount</strong></th>
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<tbody>
<tr>
<td>1</td>
<td>SFQD00423569</td>
<td>NOZZLE FOR 6000 PUMP</td>
<td>0</td>
<td>1.00 EA</td>
<td></td>
<td>31.85</td>
<td>31.85</td>
</tr>
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</table>

---

**CPS 0017419**

---

Thank you for your order.

---

**Subtotal:** 31.85  
**Freight:** 12.06  
**Taxes:** 0.00  
**Charged To:** *********** ****  
**Payment Terms:** **PDEYCC**  
**Paid With Credit Card - Balance Due** 0.00  

---

**Original**

▲ PLEASE DETACH THIS PORTION AND RETURN WITH YOUR PAYMENT (DO NOT Staple) ▲

---

**FOR COMMENTS OR CHANGE OF ADDRESS, CHECK BOX AND ENTER INFORMATION ON REVERSE SIDE**

---

**N CAROLINA STATE UNIV**

**RALEIGH NC 27607-5464**

---

**REMIT TO:**

**LAB SAFETY SUPPLY, INC**  
**Account #: 5628410**  
**PO Box 5064**  
**JANESVILLE WI 53547-5064**  
**USA**

---

**Order No.** | **Invoice No.** | **Bill To No.** | **Amount Due**
---|---|---|---
DM9579S302 | 1007897513 | 5628410 - 1 | 0.00 US
<table>
<thead>
<tr>
<th>QUAN</th>
<th>DESCRIPTION</th>
<th>PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CAN BRIGHT RED PAINT</td>
<td>7.99</td>
<td>7.99</td>
</tr>
</tbody>
</table>

**SALES TAX**

*Thank You*

---

All claims and returned goods must be accompanied by this bill.

1% per month service charge - 15% per annum - on all overdue accounts.

---

**Burke Brothers Hardware Inc**

5222 Hillsborough St

Raleigh, NC 27606

919-851-1223

**Date 06/21/06**

**Hardware**

- 1 7.99

**Total**

- 7.99

**Date 10:30**

**TIME**

- 10:00

---

**Burke Brothers Hardware Inc**

5222 Hillsborough St

Raleigh, NC 27606

919-851-1223

**Ch 509 7500**

**Merchant ID: 68840002368082**

**Sale**

- Exp: 08/02

- Entry Method: Signed

- Amount: $ 7.99

- Tax: $ 0.00

- Total: $ 7.99

---

**06/21/06**

**16:47:27**

**Inv #: 000058**

**Area Code: 018937**

**Approval: Online**

**Batch #: 000196**

**Cost #: 204**

---

**Signature**

THANK YOU!

PLEASE COME AGAIN!
Staples Business Advantage

NCSU RALEIGH
MONICA O'BRIEN
3240 LIGON ST
RTE 5
RALEIGH, NC 27695
Contact: (919) 515-8697 - MONICA O'BRIEN

Packing slips are acceptable if they have the itemization as seen on a regular receipt.

CPS 0059324

<table>
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<th>Item Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Extended Price</th>
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<tbody>
<tr>
<td>HP LG Black Ink 2000C Series</td>
<td>2</td>
<td>29.88</td>
<td>59.76</td>
</tr>
<tr>
<td>#11 Yellow Ink Cartridge</td>
<td>1</td>
<td>28.79</td>
<td>28.79</td>
</tr>
<tr>
<td>#11 Cyan Ink Cartridge</td>
<td>2</td>
<td>26.58</td>
<td>53.16</td>
</tr>
<tr>
<td>#11 Magenta Ink Cartridge</td>
<td>2</td>
<td>23.58</td>
<td>47.16</td>
</tr>
</tbody>
</table>

Total: 208.71

Need to return an item? Call Customer Service to process your return.
Or simply login to www.staples.com, click Order Management and Returns.

THIS IS NOT AN INVOICE

Thank You For Your Order! Staples, Inc.
THIS RECEIPT IS UNACCEPTABLE!

NO ITEMIZED/DETAILED LISTING
OF ITEMS PURCHASED.

$30.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

cps 0049368
FedEx Express Shipment Detail By Payor Type (Original)

<table>
<thead>
<tr>
<th>Tracking ID</th>
<th>Sender</th>
<th>Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>85569242461</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Type</td>
<td>FedEx Priority Overnight</td>
<td></td>
</tr>
<tr>
<td>Package Type</td>
<td>FedEx Envelope</td>
<td></td>
</tr>
<tr>
<td>Orig./Dest.</td>
<td>MA2/SOP</td>
<td></td>
</tr>
<tr>
<td>Packages</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Rated Weight</td>
<td>0.1 lbs</td>
<td></td>
</tr>
<tr>
<td>Delivered</td>
<td>Oct 26, 2014 08:55</td>
<td></td>
</tr>
<tr>
<td>Signed by</td>
<td>S.MARCHALK</td>
<td></td>
</tr>
<tr>
<td>FedEx Use</td>
<td>0399/19227/</td>
<td></td>
</tr>
<tr>
<td>Customs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry Date</td>
<td>Oct 27, 2014</td>
<td></td>
</tr>
<tr>
<td>Transportation Charge</td>
<td>25.40</td>
<td></td>
</tr>
<tr>
<td>Drop Off Discount</td>
<td>-3.00</td>
<td></td>
</tr>
<tr>
<td>Fuel Surcharge</td>
<td>1.70</td>
<td></td>
</tr>
<tr>
<td>Earned Discount</td>
<td>-3.59</td>
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<tr>
<td>Total Transportation Charges</td>
<td>USD $20.54</td>
<td></td>
</tr>
<tr>
<td>Third Party Subtotal</td>
<td>USD $20.54</td>
<td></td>
</tr>
<tr>
<td>Total FedEx Express</td>
<td>USD $20.54</td>
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# Statement Date: 01/23/15

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<td>Payments</td>
<td>-200.97</td>
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<tr>
<td>Current Charges &amp; Fees</td>
<td>218.97</td>
</tr>
<tr>
<td>Adjustments &amp; Credits</td>
<td>-18.00</td>
</tr>
<tr>
<td>Taxes</td>
<td>0.00</td>
</tr>
<tr>
<td>Amount Due</td>
<td>$0.00</td>
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## Activity

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<th>End</th>
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<th>Amount</th>
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<td>01/22</td>
<td>02/21</td>
<td>Business Choice Monthly</td>
<td>92.99</td>
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<tr>
<td>01/22</td>
<td>02/21</td>
<td>SonicTap Music Channels Monthly</td>
<td>35.99</td>
</tr>
<tr>
<td>01/22</td>
<td>02/21</td>
<td>HD Access Monthly</td>
<td>15.00</td>
</tr>
<tr>
<td>01/22</td>
<td>02/21</td>
<td>Local Channels Monthly</td>
<td>5.00</td>
</tr>
<tr>
<td>01/22</td>
<td>02/21</td>
<td>Additional Receiver 11</td>
<td>66.00</td>
</tr>
</tbody>
</table>

### Fees

<table>
<thead>
<tr>
<th>Start</th>
<th>End</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/23</td>
<td></td>
<td>RSN Fee</td>
<td>3.99</td>
</tr>
</tbody>
</table>

### Adjustments & Credits

<table>
<thead>
<tr>
<th>Start</th>
<th>End</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/22</td>
<td>02/21</td>
<td>Business Choice 36-Month Discount</td>
<td>-10.00</td>
</tr>
<tr>
<td>01/22</td>
<td></td>
<td>Price Guarantee Ends: 3/2015</td>
<td>-8.00</td>
</tr>
</tbody>
</table>

## Cable Service for Carmichael Gym

No payment is due at this time.

This statement is for your information only.

**Move Your Business With DIRECTV**

Find out how to get special offers when you move. Call 1.855.839.9874.

**Refer a Business to DIRECTV**

You each get $100 in bill credits when they sign up by calling 877-596-1745.

New customers only. Conditions apply.

--- DIRECTV ---

Call for special offers.

1.855.839.9874

--- DIRECTV ---

CONFIRMATION of Auto Bill Pay Enrollment by CREDIT CARD. Payment was charged on bill statement date. See above.
NACAS/CCBO Web Conference
Food Services at Community Colleges: Creating Viable and Vibrant Programs

National Association of College Auxiliary Services

April 18, 2007
Noon EDT
11:00 am CDT
10:00 am MDT
9:00 am PDT

CCBO
Community College Business Officers Network

Registration Form

Print and complete the registration form and mail or fax it to the NACAS/CCBO office at the address/number below by April 17, 2007. Register on-line at www.nacas.org.

$129 Members of NACAS or CCBO
$229 Non-members of NACAS or CCBO

Name_ Sharon Parrish ________________________

Title_ Procurement Card Administrator ____________

Institution/Company__ NC State University ______

Address_ 2121 Sullivan Drive, Box 7212 ___________

City_ Raleigh State NC Zip 27695 Country US __________

Phone_ 919-515-8097 Fax_ 919-515-3511 ________

E-mail_ Sharon.parrish@ncsu.edu ______

Log-in information for the web conference will be sent to the person listed on this registration form. If someone else at your institution/company will be responsible for organizing the web conference, please list his/her contact information below:

Name_____________________________

Title_____________________________

Phone____________________________ Fax____________________________

E-mail____________________________

Checks or purchase orders should be made payable to the National Association of College Auxiliary Services. If NACAS must cancel the web conference for any reason, a full refund of your registration fee will be made to you.

NACAS/CCBO Registration Team
P.O. Box 5545
Charlottesville, VA 22905
(434) 245-8425
(434) 245-8453 (fax)

Payment Method
Registration Fee $____________________

Purchase Order # ______________________

___Check ___Visa ___MC ___AMEX ___

Credit Card # ______________________
Exp. Date ______________________
Signature ______________________
Conference Registration

Registration fee includes:
- 3 Breakfasts
- 2 Lunches
- Mid-morning and afternoon coffee breaks
- Admission to sessions
- A printed copy of the Conference program
- A CD-Rom copy of the proceedings

<table>
<thead>
<tr>
<th>Registration Fees</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>If you register:</td>
<td></td>
</tr>
<tr>
<td>By March 10, 2005</td>
<td>US $350.00</td>
</tr>
<tr>
<td>Between March 11, 2005 and April 7, 2005</td>
<td>US $415.00</td>
</tr>
<tr>
<td>After April 7, 2005</td>
<td>US $440.00</td>
</tr>
</tbody>
</table>

Note: All refund requests must be received in writing by May 12, 2005. There will be a $15 service charge for refunds.

Conference Registration Form in MSWord

Conference Registration Form in PDF**

**This link is the PDF file of the Registration form. Adobe Acrobat Reader is needed to read it. Click on the Adobe image for the program if you need it.

For information on the conference hotel and how to make reservations [click here]

*name of person attending

http://www.hicbusiness.org/registration bus.htm

6/8/2005
**Alamo**

**RENTAL LOCATION**
TALLAHASSEE APT
3300 CAPITAL CIRCLE SW
TALLAHASSEE FL 32310
850-576-0211

**RETURN LOCATION**
TALLAHASSEE APT
3300 CAPITAL CIRCLE SW
TALLAHASSEE FL 32310
850-576-0211

**RENTAL DATE**
25-APR-2005
**RES #** 328156515

**RENTAL TIME**
04:21 PM

**RETURN DATE**
23-APR-2005
**RESERVED** NVAR Mini Van Auto A/C

**RETURN TIME**
04:21 PM
**DRIVEN** NVAR Mini Van Auto A/C

**VEHICLE INFORMATION**
**CHARGED** NVAR Mini Van Auto A/C
**MAKE** CHEVROLET
**MODEL** VENTURE
**COLOR** BLUE MED
**OPMETER** 23218
**V33784** FL VEHICLE # 50119122

**CHARGES**

<table>
<thead>
<tr>
<th>RENTER'S RESPONSIBILITY</th>
<th>UNIT</th>
<th>PRICE/UNIT</th>
<th>CURRENT CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIME &amp; DISTANCE</td>
<td>WEEK</td>
<td>329.97</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>DAY</td>
<td>47.14 x 3</td>
<td>141.42</td>
</tr>
<tr>
<td>OVERSTAY FEES</td>
<td>DAY</td>
<td>16.99</td>
<td>0.00</td>
</tr>
<tr>
<td>TIME &amp; DISTANCE</td>
<td>HOUR</td>
<td>15.71</td>
<td>0.00</td>
</tr>
<tr>
<td>UNLIMITED MILES/KM-TIME &amp; DISTANCE</td>
<td>MAX</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
<td>FUEL SERVICE OPTION</td>
<td>RENTAL</td>
<td>56.25 x 1</td>
<td>56.25</td>
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<tr>
<td>ADDITIONAL DRIVER</td>
<td>DAY</td>
<td>7.00 x 3</td>
<td>21.00</td>
</tr>
<tr>
<td>EXCURSION RECOVERY FEE 10.50% PCT &amp; 10.30%</td>
<td></td>
<td>23.11</td>
<td></td>
</tr>
<tr>
<td>FL SAV/SAFE TIME FEE 2.05 USD/BY</td>
<td></td>
<td>8.16</td>
<td></td>
</tr>
<tr>
<td>LICENSE RECOVERY FEE 0.49 USD/BY</td>
<td></td>
<td>1.37</td>
<td></td>
</tr>
<tr>
<td>SALES TAX 7.50%</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**TOTAL CHARGES**

- I DECLINE OPTIONAL ALAMO PROTECTION PLUS (AP) AS OF 20-APR-2005 04:21 PM
- I DECLINE OPTIONAL COLLISION DAMAGE WAIVER AS OF 20-APR-2005 04:21 PM
- I DECLINE OPTIONAL EXTENDED PROTECTION (EP) AS OF 20-APR-2005 04:21 PM
- I DECLINE OPTIONAL CAREFREE PERSONAL PROTECTION COVERAGE (PERSPRO) AS OF 20-APR-2005 04:21 PM

'OVERTIME' IS THE RATE PER DAY OVERSTAY FEE. IF I VIOLATE THE RENTAL AGREEMENT BY FAILING TO RETURN THE CAR BY 23-APR-2005 04:21 PM, I UNDERSTAND THAT THE RENTAL RATE MAY INCREASE AND I WILL BE ASSESSED AN OVERSTAY FEE OF 10.70 PER DAY IN ADDITION TO MY OTHER CHARGES.

**RA #** 508159272

**MODIFY**
CP500 5-18-39

**RATE, SALE AND QUALIFICATIONS**
STANDARD 8 DAY DAILY
Min. rental 3 days

**VISA**

<table>
<thead>
<tr>
<th>Auth #</th>
<th>236.95</th>
</tr>
</thead>
</table>

| Auth # | 24.94 |

**NAME OF PERSON:**

**INITIALS:**

**PAGE** 1 OF 2
Ticket receipt for Boston, MA

1 Ticket / Round Trip
Raleigh, NC (RDU-Raleigh Durham Intl.) to Boston, MA (BOS-Logan Intl.)
Departure Date: Sun 19-Jun-05 Return Date: Fri 24-Jun-05

Expedia Corporate Purchase Date: 7-Apr-05
Travel Itinerary #: 2127470580
Ticket numbers: E0012008609709

Traveler and cost summary

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Sub-total</td>
<td>$274.90</td>
</tr>
<tr>
<td>Taxes &amp; Fees</td>
<td>$35.76</td>
</tr>
<tr>
<td>Booking Fee</td>
<td>$5.00</td>
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<tr>
<td>Total</td>
<td>$279.99</td>
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TA00088514
Conference in Boston, MA
<table>
<thead>
<tr>
<th>Flight (E-Ticket Confirmed)</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Profile</strong></td>
<td><strong>Itinerary number:</strong></td>
</tr>
<tr>
<td><strong>Sunday 19-Jun-2006</strong></td>
<td><strong>Total price:</strong> $279.90</td>
</tr>
<tr>
<td><strong>Depart</strong></td>
<td><strong>American Airlines</strong></td>
</tr>
<tr>
<td><strong>Arrive</strong></td>
<td><strong>confirmation code:</strong> MUFWIC</td>
</tr>
<tr>
<td>11:31 am Raleigh (RDU)</td>
<td><strong>Airline ticket number(s):</strong> E0011200608708</td>
</tr>
<tr>
<td>1:20 pm Boston (BOS)</td>
<td><strong>American Airlines</strong></td>
</tr>
<tr>
<td><strong>American Airlines</strong></td>
<td><strong>Flight 4535, Operated by:</strong> /AMERICAN EAGLE</td>
</tr>
<tr>
<td><strong>Seat 13C, Economy/Coach Class (N), Food For Purchase, 1hr 49min, ER4</strong></td>
<td><strong>Friday 24-Jun-2005</strong></td>
</tr>
<tr>
<td><strong>Depart</strong></td>
<td><strong>American Airlines</strong></td>
</tr>
<tr>
<td><strong>Arrive</strong></td>
<td><strong>Flight 4526, Operated by:</strong> /AMERICAN EAGLE</td>
</tr>
<tr>
<td>2:01 pm Boston (BOS)</td>
<td><strong>Seat 08A, Economy/Coach Class (N), Food For Purchase, 1hr 58min, ER3, 70% on time</strong></td>
</tr>
<tr>
<td>3:55 pm Raleigh (RDU)</td>
<td><strong>For assistance call +1 (866) 337-2677 or +1 (702) 939-2535 or e-mail corptravel@<a href="mailto:customers@expedia.com">customers@expedia.com</a></strong></td>
</tr>
</tbody>
</table>

This is a travel summary only. For all applicable rules, restrictions, fees and penalties please refer to your online itinerary.


4/7/2005

TA00088514
Conference in Boston, MA
**Marriott**

BOSTON..COPLEY PLACE
110 Huntington Avenue, Boston, MA 02116 • 617.236.5800 • Marriott.com

**GUEST FOLIO**

**GUEST FOLIO**

---

**NSK**

NORTH CAROLINA STATE

**ROOM**

47

**CLERK**

---

**NAME**

---

**ADDRESS**

---

**PAYMENT**

---

<table>
<thead>
<tr>
<th>DATE</th>
<th>ADDRESS</th>
<th>PAYMENT</th>
<th>CHARGES</th>
<th>CREDITS</th>
<th>BALANCE DUE</th>
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<td>03/16</td>
<td>ROOM 842, 1</td>
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<td>173.00</td>
<td>173.00</td>
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<tr>
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<tr>
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<tr>
<td>03/21</td>
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<tr>
<td>03/22</td>
<td>VS CARD</td>
<td></td>
<td>$1181.58</td>
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<td></td>
</tr>
</tbody>
</table>

**MRW#: XXXXX2798**

---

**TO BE SETTLED TO:** VISA

**CURRENT BALANCE** .00

---

**THANK YOU FOR CHOOSING MARRIOTT! TO EXPEDITE YOUR CHECK-OUT, PLEASE CALL THE FRONT DESK, OR PRESS "MENU" ON YOUR TV REMOTE CONTROL TO ACCESS VIDEO CHECK-OUT.**

---

**AS REQUESTED, A FINAL COPY OF YOUR BILL WILL BE EMAILED TO:**

SEE "INTERNET PRIVACY STATEMENT" ON MARriott.com

---

**Your Rewards points/miles earned on your eligible earnings will be credited to your account. Check your Rewards Account Statement for updated activity.**

---

To secure your next stay, go to Marriott.com
Thank you for using KISSinsights. We appreciate your business.
KISSinsights

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subtotal
Paid
Total Due

(This is an unacceptable receipt sample.)
Thank you for your LEGO® Order Y467946718

Elizabeth,

This email is confirmation that we have received your order placed on 08-31-2013. Your order details are below.

Order Summary

Shipping Address:
North Carolina State University
Campus Box 7904
118 Page Hall
Raleigh, NC
27695-7904
USA
911

ORDER DESCRIPTION

<table>
<thead>
<tr>
<th>Description</th>
<th>Qty</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>21050 Studio V17</td>
<td>1</td>
<td>USD 149.99</td>
</tr>
<tr>
<td>Item: 21050</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sub Total: USD 149.99
Shipping: USD 0.00
Order Total: USD 160.11

If your order was paid using a credit card, debit card or gift card, we may be authorizing it shortly, yet no charge will be made until your order ships. If we are unable to obtain authorization, we will contact you. Please note that your bank may hold these funds temporarily as part of the authorization process. If any of your items are on backorder, you will be notified in a separate email.

To support mathematics and engineering activities on scale, proportion, perimeter/area, volume, measurement at Freeman, Brentwood & other elementary schools.

CP51039310
What’s Allowed

NCSU business purchases only. Your card can be used for the ‘Type of Spending’ requested and approved on your PCard application:

- Standard - includes routine supplies, materials and service expenses. Also registration fees, books, memberships, subscriptions, etc. This does not include travel type expenses.

- Travel - includes expenses such as airfare, hotels, car rental/gas, other transportation and parking. Not to be used for personal meals while in travel status.

- Meals - refers to the purchase of food and beverages for entertainment purposes only. Not to be used for personal meals while in travel status.

What’s NOT Allowed

This is not an all-inclusive list. It is intended as a guide only. Exceptions can be requested on a case-by-case basis.

**Amusement & Entertainment**
- Amusement Parks - Aquariums
- Athletic Fields
- Bands & Orchestras
- Billiard & Pool Hall Establishments
- Bowling Alleys
- Carnivals/Circuses/NC State Fair
- Commercial Sports
- Dance Halls, Schools & Studios
- Motion Picture Theaters
- Professional Sports Clubs
- Public Golf Courses
- Sports Promoters
- Theatrical Producers
- Ticket Agencies
- Timeshares
- Tourist Attractions & Exhibits
- Video Amusement Game Supplies
- Video Game Arcade

**Business Services**
- Consumer Credit Reporting Agencies
- Inbound Telemarketing Merchants
- Insurance Sales – Premiums/Underwriting
- Manual Cash Disbursements
- Money Transfer
- Securities – Brokers & Dealers
- Automated Cash Disbursements
- Direct Marketing – Insurance/Travel Svce
- Outbound Telemarketing Merchants

**Clothing Stores**
- Furriers & Fur Shops

**Contracted Services**
- Insulation Contractors
- Masonry Contractors
- Plastering Contractors
- Stonework Contractors
- Tile Setting Contractors

**Automobiles & Vehicles**
- Motor Home Dealers
- Motorcycle Shops & Dealers
- Snowmobile Dealers
- Motor Home & Recreational Vehicles

**Government Services**
- Court Costs - Fines
- Bail & Bond Payments
- Tax Payments
<table>
<thead>
<tr>
<th>Miscellaneous Stores</th>
<th>Repair Services</th>
<th>Retail Stores</th>
<th>Transportation</th>
<th>Wholesale Trade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antique Reproduction - Antique Shops</td>
<td>Clock &amp; Watch Repair Shops</td>
<td>Duty Free Stores</td>
<td>Boat Leases/Rentals</td>
<td>Precious Stones &amp; Metals</td>
</tr>
<tr>
<td>Bars/Beer, Wine &amp; Liquor Stores</td>
<td>Jewelry Repair Shops</td>
<td>Mobile Home Dealers</td>
<td>Cruise Lines</td>
<td>Watches &amp; Jewelry</td>
</tr>
<tr>
<td>Cigar Stores &amp; Stands</td>
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<tr>
<td>Cosmetic Stores</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Crystal &amp; Glassware Stores</td>
<td></td>
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<tr>
<td>Fireplace &amp; Accessories Stores</td>
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<td>Hearing Aids – Sales, Service &amp; Supply</td>
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<tr>
<td>Pawn Shops – Record Shops</td>
<td></td>
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<td></td>
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<tr>
<td>Philatelic &amp; Numismatic Supplies</td>
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<td></td>
</tr>
<tr>
<td>Salvage &amp; Wrecking Yards</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Stamps &amp; Coin Stores</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Personal Service Providers             |                                      |                                 |                                   |                              |
| Barber & Beauty Shops                  |                                      |                                 |                                   |                              |
| Counseling Service Debt/Marriage/Personal |                                  |                                 |                                   |                              |
| Health & Beauty Spas                   |                                      |                                 |                                   |                              |
| Massage Parlors                        |                                      |                                 |                                   |                              |
| Tax Preparation Service                |                                      |                                 |                                   |                              |

<p>| Professional Services                  |                                      |                                 |                                   |                              |
| Accounting/Auditing Services           |                                      |                                 |                                   |                              |
| Attorneys &amp; Legal Services             |                                      |                                 |                                   |                              |
| Automobile Associations                |                                      |                                 |                                   |                              |
| Bookkeeping Services                   |                                      |                                 |                                   |                              |
| Business &amp; Secretarial Schools         |                                      |                                 |                                   |                              |
| Child Care Services                    |                                      |                                 |                                   |                              |
| Chiropodists - Chiropractors           |                                      |                                 |                                   |                              |
| Dentists – Doctors – ALL TYPES         |                                      |                                 |                                   |                              |
| Elementary &amp; Secondary Schools         |                                      |                                 |                                   |                              |
| Nursing &amp; Personal Care Facilities     |                                      |                                 |                                   |                              |
| Ophthalmologists - Optometrists         |                                      |                                 |                                   |                              |
| Opticians, Optical Goods &amp; Glasses     |                                      |                                 |                                   |                              |
| Political or Religious Organizations   |                                      |                                 |                                   |                              |
| Trade &amp; Vocational Schools             |                                      |                                 |                                   |                              |</p>
<table>
<thead>
<tr>
<th>Monthly Statement</th>
<th>Billing Cycle Name</th>
<th>Billing Cycle Dates</th>
<th>Final Date for Transaction Reconciliation</th>
<th>Statements Available</th>
<th>Final Statement Approval Deadline</th>
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<tbody>
<tr>
<td>December 2016</td>
<td>12/20/2016</td>
<td>11/19 thru 12/20</td>
<td>12/21/2016 by 5:00 PM****</td>
<td>12/23/2016</td>
<td>1/20/2017</td>
</tr>
<tr>
<td>January 2017</td>
<td>1/20/2017</td>
<td>12/21 thru 1/20</td>
<td>1/24/2017</td>
<td>1/26/2017</td>
<td>2/20/2017</td>
</tr>
<tr>
<td>June 2017</td>
<td>6/20/2017</td>
<td>5/20 thru 6/20</td>
<td>6/21/2017 by 5:00 PM*</td>
<td>6/23/2017</td>
<td>7/20/2017</td>
</tr>
<tr>
<td>August 2017**</td>
<td>8/18/2017</td>
<td>7/21 thru 8/18</td>
<td>8/22/2017</td>
<td>8/24/2017</td>
<td>9/20/2017</td>
</tr>
<tr>
<td>September 2017</td>
<td>9/20/2017</td>
<td>8/19 thru 9/20</td>
<td>9/22/2017</td>
<td>9/26/2017</td>
<td>10/20/2017</td>
</tr>
<tr>
<td>November 2017</td>
<td>11/20/2017</td>
<td>10/21 thru 11/20</td>
<td>11/21/17 by 12:00 Noon****</td>
<td>11/22/2017</td>
<td>12/20/2017</td>
</tr>
<tr>
<td>December 2017</td>
<td>12/20/2017</td>
<td>11/21 thru 12/20</td>
<td>12/21/2017 by 12:00 Noon****</td>
<td>12/22/2017</td>
<td>1/22/2018***</td>
</tr>
</tbody>
</table>

Billing Cycle Dates: Charges posted at the bank on these dates post to Financials in this cycle

Transaction Reconciliation: Distribution of charges by reconciler to appropriate project ID and account (expense) code

Statement Approval: Each transaction with correct project ID information and account must have an itemized receipt from the merchant. The statement must have 3 unique signatures - Cardholder, Reconciler and Approver

*Shortened due to year-end closeout.

** Billing cycle ends the previous business day since 20th falls on weekend.

*** Statement deadline extended thru next business day since 20th falls on a weekend/holiday.

**** Due to the University Holiday schedule, reconciliation must be completed by 12:00 pm on this date.

NOTE: All statements are required to be routed and completely approved by 5:00 PM on 20th of the following month.

Any statements not in by that time will be placed on hold the next business day.

If statement is late for a second time, the hold will remain in effect for four (4) weeks from date the statement is received and also requires a memo from the Department Head.
BUSINESS CARD CLAIMS STATEMENT OF DISPUTED ITEM

Instructions:
- Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant.
- If assistance from Bank of America is required, please complete this form.
- Mail completed form with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101
or
FAX (888) 678-6046

| Company Name: | | | |
| Account Number: | | | |
| Cardholder Name: | | | |

This Charge appeared on my statement, billing close date: ____________________________
Transaction Date: ____________________________
Reference Number: ____________________________
Merchant Name/Location: ____________________________
Posted Amount: ____________________________ Disputed Amount: ____________________________

Original Sales Slip Requested: ____Yes ____No

_______________________                    _______________________                    __________                    __________
(Cardholder Signature)                    (Authorized Participant Signature)                      (Date)                      (Phone Number)

Please Check Only One (After choosing one of the following options, feel free to provide additional details regarding the transaction on a separate piece of paper)

1.____ Unauthorized Transaction: I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.

2.____ Charge Amount Does Not Agree With Order Authorizing the Charge: The amount entered on the sales slip was increased from $__________ to $__________. I have enclosed a copy of the unaltered sales slip.

3.____ Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was ___________. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

4.____ Defective or Wrong Merchandise: I returned the merchandise on ____________ because it was (check one):
   _ defective; _ wrong size; _ wrong color; _ wrong quantity.
   (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)

5.____ Recurring Charges After Cancellation: On ____________ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged _____ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.)

6.____ Recurring Charges Already Paid by Other Means: I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)

7.____ Credit Appears as a Charge: The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.

8.____ Credit From Merchant Not Received: I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)

9.____ Hotel Reservation Cancelled: I made a reservation with the above hotel which I later cancelled on ____________ (date) at ____________ (time). I received a cancellation number which is _______________. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.
   ___ I was not given a cancellation number.
   ___ I was not told at the time that I made the reservation that my account would be charged for a “No Show”.
   ___ I was not informed of the cancellation policy.

10.____ Double or Multiple Charges: My Bank of America Commercial Card Account has been double charged. The valid charge appeared on ____________ (date). The duplicate charge(s) appeared on ____________

11.____ Do Not Recall the Transaction: The statement has an inadequate description of the charge. Please supply supporting documentation.

12.____ Other; Above Descriptions Do Not Apply: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.