This Policies and Procedures Guide provides the general guidelines for using your Purchasing Card. Please read it carefully. Your signature on the TCU Purchasing Card User Agreement confirms that you understand the intent of the Program and agree to follow the established guidelines.

October 2013
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IMPORTANT TELEPHONE NUMBERS

To report a lost or stolen card (24 hours a day)

JPMorgan Chase Customer Service
800-270-7760

For questions about your card account

JPMorgan Chase Customer Service
800-270-7760

NOTE: if requested to verify your Social Security number, please provide your TCU ID number.

For questions about the TCU Purchasing Card Program

Roger Fuller, Purchasing Agent
Program Administrator
Physical Plant, TCU
817-257-7199

Elaine Martinez, Financial Assistant
Financial Services, TCU
817-257-5107

For Questions about Purchasing card audits and compliance

Evie Richardson, Manager of Accountability and Control
Financial Services, TCU
817-257-6712

For questions about Purchasing Card Program payments

Peg Meroney
Director of Financial Operations
Financial Services, TCU
817-257-7841
PURPOSE

Welcome to the TCU Purchasing Card Program. The purpose of the Purchasing Card is to establish a more efficient, cost-effective method of purchasing and paying for goods costing less than $2,500 (such as supplies, subscriptions, and seminars). The Purchasing Card will not only eliminate purchase orders and checks for most low dollar orders, it will also significantly reduce the need for cash advances and expense reimbursements. The Purchasing Card will enable you to conveniently purchase goods directly from vendors that accept VISA. Merchants are paid promptly!

The Purchasing Card cannot be used for travel and entertainment or research grant purposes. Those functions may be added in the future.

HOW DOES THE PURCHASING CARD WORK?

- The Purchasing Card is for business use only. Use of the card for personal purchases is strictly prohibited.

- The Purchasing Card is a Visa credit card issued by JPMorgan Chase Bank.

- Cards are issued in the employee’s name. All purchases made on the Purchasing Card must be yours only. No other person is authorized to use your card. You are responsible for all purchases made on your card.

- Use of a Purchasing Card does not affect your personal credit rating. All Purchasing Card charges are billed to TCU and paid by TCU’s Accounts Payable Department.

- You are committing TCU funds each time you use the Purchasing Card. Do not take this responsibility lightly.
- Purchases are charged to the Cardholder’s department and the appropriate expense account.

- Each card has specific spending limits: $2,500 or less per transaction and a monthly limit of $25,000 or less. These limits include price and freight. Each time you use your card, an electronic process verifies that your purchase is within these preset limits. If your purchase violates these limits, the merchant will not accept your order. **Purchases should not be split into multiple transactions to stay within the single purchase limit.**

- If you find over time that your Cardholder spending limit is too low to accommodate your requirements, contact your budget manager to reevaluate your limit. If a spending limit increase is approved, the budget manager should contact the Program Administrator to authorize the increase.

- In addition to individual Cardholder spending limits, purchases should not exceed departmental budget limitations.

- There are restrictions that prohibit using the card with certain types of vendors that are not appropriate for business purposes. If you try to use your Purchasing Card with a blocked merchant, the electronic verification will not authorize your purchase.

- If your purchase is declined, you may call the 800 number on your card. JPMorgan Chase customer service will determine if your purchase was declined because of merchant blocking or having exceeded the monthly or single transaction spending limit imposed on your card. TCU’s Program Administrator can also tell you why a purchase was declined.

- Improper use of the Purchasing Card will result in consequences ranging from suspension of cards to termination of employment and/or criminal prosecution.

- You are responsible for the security of your Purchasing Card and the transactions made with it. If you do not follow guidelines when
using the Purchasing Card, you could receive disciplinary action, including termination and/or criminal prosecution.

CARDHOLDER RESPONSIBILITIES

- Attend TCU Purchasing Card Program training.
- Read and sign the TCU Purchasing Card User Agreement.
- Sign the back of your card immediately after receiving it and call the toll free number on the card to activate it and to verify that you have received it.
- Keep your card in a secure location and keep your account number confidential.
- **Never** loan your card to anyone and exercise caution in sharing your account information.
- Always obtain and keep a receipt or other appropriate supporting documentation for each card purchase.
- On a weekly basis, verify your purchases online using the PaymentNet system provided by JPMorgan Chase. **The online verification process is MANDATORY and is the Program’s principal control.**
- Reallocate charges to the appropriate budget number if different from the default budget number.
- At the end of each monthly billing cycle, you will receive a monthly statement of all your card purchases for that period. You must attach your receipts to this statement and forward it to your Cardholder approver for review and approval.
• Immediately call JPMorgan Chase at 800-270-7760 if your card is lost or stolen and notify the Program Administrator, Roger Fuller, at 817-257-6122.

• Resolve all incorrect charges and product returns as quickly as possible.

• Always try to obtain the best possible value for TCU with your Purchasing Card purchases.

• Use your card as much as possible when conducting small-dollar transactions. Remember the purpose of the card is to eliminate purchase requisitions, A/P check requests and expense reimbursement requests for legitimate business needs.

• You must return your Purchasing Card to the Program Administrator upon termination and contact the Program Administrator upon transfer to another TCU department.

MANAGEMENT RESPONSIBILITIES

• Although primary responsibility for adhering to policies and procedures rests with the Cardholder, management must ensure the card is issued and used within TCU policies and the purchasing card program guidelines.

• Management responsibilities include, but are not limited to, the following:
  ‣ Identify the individuals within their department who should be issued the purchasing card.
  ‣ Approve all purchasing card account application forms for employees in their department.
  ‣ Attend a TCU Purchasing Card Program training session.
  ‣ Use the PaymentNet online system provided by JPMorgan Chase to review and approve card transactions for each Cardholder in their department.
  ‣ Ensure that required documentation is maintained for each Cardholder purchase.
› Handle misuse or negligence of the card as a performance issue.
› Retrieve purchasing cards from terminated employees.

RECOMMENDED PURCHASES

Books
Professional and trade association dues
Professional Training Webinars
Promotional items
Office supplies
Seminars/Classes
Flowers
Subscriptions

UNAUTHORIZED PURCHASES

- Any product costing more than $2,500 (or your individual transaction limit)
- Personal purchases or non-TCU purchases
- Cash advances
- Cash refunds for returned card purchases
- Travel expenses (except conference registrations)
- Entertainment expenses
- Alcoholic beverages
- Chemicals or hazardous materials
- Laboratory animals
- Drugs or controlled substances
- Technology equipment, furniture, or other fixed assets
- Computer hardware or software
- EBay or PayPal purchases
- Copiers and copier supplies
- Office telephones, cellular phones and Fax Machines
- Health care (doctors, nurses, prescriptions)
- Jewelry
- Country club dues or other social club memberships or dues
- Gasoline
- Services (this includes Repairs)
- Contracts
- Leases or rentals
- Postage
- Gift certificates
- Payments to individuals
- TCU Bookstore (Purchases require a TCU requisition to receive the TCU discount.)
- TCU Extended Education classes
- TCU tickets (Athletics, performances, special events etc.)

A Cardholder making unauthorized purchases will be responsible for paying for such purchases plus any administrative fees charged by JPMorgan Chase in connection with the misuse. The Cardholder will also be subject to disciplinary action up to and including termination of employment.

**APPLYING FOR A CARD**

- Obtain your budget manager’s approval, complete the Purchasing Card application, and forward the completed and approved application to the Program Administrator.

- The Program Administrator will review your application, request JPMorgan Chase to issue a card, and schedule a training session with you.

- Cards are issued approximately 2-3 days after JPMorgan Chase receives the request from the Program Administrator.

- Before receiving a Purchasing Card, you and your Cardholder approver must attend a Cardholder training session and sign the TCU Purchasing Card User Agreement.

- As soon as you receive your Purchasing Card, sign the card and call the 800 number on the card to activate it.

- Cards are automatically renewed every 3 years. If you do not use your card at least once during any 18 month period, your card will be automatically canceled by JPM.
MAKING AN IN-PERSON, TELEPHONE, OR FAX PURCHASE

- You may use merchants who accept VISA and provide TCU the best value.

- If you’re making a purchase in person, give your card to the merchant.

- For telephone or fax purchases, give your card account number and expiration date to the merchant.

- **Inform the merchant that the purchase is for TCU and is not subject to sales tax.** If requested, provide the TCU taxpayer identification number that is embossed on your card. If necessary, copies of TCU’s sales tax exemption certificate are available by sending the Request for W9/Tax Exemption Certificate form to Financial Services.

- When making purchases in person, sign the charge receipt and obtain the invoice and the customer copy of the charge receipt from the merchant. If you are paying for a conference or seminar, keep a copy of the registration form. For subscriptions, keep a copy of the renewal notice or initial subscription request.

- For phone orders, document the name of the vendor representative with whom you are placing the order. Also, document any other reference numbers or confirmation numbers.

- If you are placing your order by phone or fax, instruct the merchant to:
  - Prepare a shipping label that includes:
    - Your name
    - Texas Christian University
    - TCU delivery address
    - “Purchasing Card Purchase”
  - Include a receipt (charge slip, invoice, or cash register receipt) with the package.
• Except in extreme emergencies, avoid overnight shipment.

• Instruct the vendor to not send a separate invoice to the ordering department or to the TCU Accounts Payable Department. **Do not budget stamp invoices for items that have been purchased with a Purchasing Card.**

• Verify that what you received is what you ordered.

• Retain documentation (e.g., sales receipt, original invoice, packing slip, credit receipt, shipping documents, etc.) of all purchases. The documentation should provide relevant details for each item purchased including quantities, amounts, descriptions, total charge amount, and the merchant’s name and address. If you are not able to obtain a receipt from the merchant, you must include a Missing Receipt Form with your monthly statement.

• Do not pay for products before they are received, unless the vendor requires prepayment.

**MAKING AN ONLINE PURCHASE**

• Online purchases fall under the same spending controls and policies, as do other types of card purchases.

• Select the item you wish to purchase.

• Complete the ship-to information, using your TCU delivery address. **Do not ship any item(s) to a personal address or to a student’s address.**

• The bill-to address is your TCU billing address.

• Input your card account number and expiration date.

• Print out the confirmation form that appears online once your order has been processed. This serves as your receipt.
REVIEWING AND VERIFYING TRANSACTIONS

- On at least a weekly basis, Cardholders should review and verify their card transactions using the PaymentNet online system. (Transactions should appear on the PaymentNet system within one to seven days after the purchase.)

- Check that all charge amounts are accurate and that there are no transactions that you did not make yourself.

- Indicate the propriety of individual transactions online via PaymentNet by clicking in the “Reviewed” box for each of the individual transactions from the “Transaction Detail” view.

- If you find a discrepancy, follow the steps in “Incorrect or Unauthorized Charges”.

CHANGING DEFAULT BUDGET NUMBERS

The default budget number for each transaction will be electronically generated as follows:

- The default Fund code is 11000 (unless another fund was specified on your Cardholder application).

- The default Department code is the department number specified as the Department Code on your Purchasing Card Application.

- The default Account code is the account number specified as the Account Code on your Purchasing Card Application.

Any component of the default budget number can be changed for any individual transaction as follows:

- Using the PaymentNet online system, highlight the transaction you want to change. (Make sure the view in PaymentNet is “Transaction List.”)
Click once within the transaction where the “hand symbol” appears. The screen will change to the “Transaction Detail” screen.

Change the applicable budget number component within the box. The account code cannot be changed to a revenue or salary account. You cannot charge transactions (or any portion) to another department which does not fall within your budget authority even if the other department agrees. These must be processed via a journal entry.

Click on “Save” on the left side of the screen. A green check mark and message should appear indicating the changes were saved.

The budget number for any transaction can be split into multiple budget numbers online via PaymentNet.

Click on “List or Next” (above the words Accounting Codes). This returns you to the “Transaction List” screen or the next transaction for review in PaymentNet.

The billing cycle ends on the last day of each month. All online budget number changes should be made within seven days after month-end. PaymentNet charges will be posted to PeopleSoft in the month after the charges are incurred. Reallocation of PaymentNet charges after they are posted will require a journal entry.

Note to Budget Managers: When reviewing financial reports for the month, purchasing card transactions will show as a journal entry, not accounts payable transactions.

MONTHLY STATEMENTS

You will receive your monthly statement electronically about two days after the last day of each month (billing cycle close).
Print your electronic statement of transactions for the monthly billing cycle.

Verify that you have appropriate purchase documentation (packing slips, invoices, cash register receipts, order confirmations, etc.) for each transaction listed on your monthly statement. If a purchase does not appear on your monthly statement within 60 days after the date of purchase, notify the Purchasing Card Administrator.

Explanations should be attached to the monthly statement for transactions that have no documentation. The explanations should include a description of the item(s) purchased, purchase date, merchant’s name, business purpose for the purchase, and the reason for the lack of supporting documentation. You can use the “Transaction Notes” feature in PaymentNet to document explanations.

The “Transaction Notes” feature must be used any time that a red flag appears next to one of your transactions. The red flag indicates that the MCC for that transaction is being monitored for compliance.

If a charge has been disputed, you should document the nature of the dispute and the final resolution on the applicable statement on which the disputed charge appears.

Attach your receipts and other documentation for the billing cycle to the statement. Sign and date your statement and forward the statement and attached documentation to your budget manager for approval and signature before the 7th of the following month. (Budget managers may specify earlier review dates for their departments.)

The budget manager should check the Cardholder’s monthly statement to verify that the goods have been received (if prepayment is not required) and that there is adequate supporting documentation for each purchase. The budget manager also should verify that the Cardholder has complied with applicable Purchasing Card and departmental purchasing procedures.
• After proper review, the budget manager should sign the monthly statement to indicate approval and indicate approval for individual transactions online via PaymentNet by clicking in the “Approved” box next to the individual transactions from the “Transaction Detail” view. The budget manager’s approval process should occur within 7 days after each monthly billing cycle. The budget manager’s signature on a Cardholder’s statement and approval of the Cardholder’s transactions indicates that the Cardholder was authorized to make the purchases and that the purchases were made in accordance with the applicable procedures.

• Managers can approve transactions that have not been indicated as reviewed by Cardholders (for example, if the Cardholder is on vacation) and have the Cardholders review the transactions at a later date. Although this approval option is available, managers are strongly discouraged from exercising this option.

• Budget managers must ensure that all Cardholder charge discrepancies are investigated and resolved. A discrepancy may exist due to:
  ‣ Insufficient supporting documentation.
  ‣ Lost documentation. (In this case, a copy of the documentation must be obtained from the vendor.)
  ‣ Not meeting one or more of the criteria for authorized card use.
  ‣ Disputed Cardholder charge.

  The disposition of each discrepancy must be documented and retained with the supporting documentation and monthly statement. Cardholders are accountable for all discrepancies. If a discrepancy cannot be resolved, the Purchasing Card Administrator must be notified.

• Approved monthly statements and supporting documentation should be maintained in the Cardholder’s department for at least **three years** and should be readily available upon request by the Financial Services department or auditors.
INCORRECT OR UNAUTHORIZED CHARGES

There are two types of discrepancies that may appear on a Cardholder’s transaction records: incorrect charges and unauthorized charges.

Incorrect charges
- An incorrect charge is an item purchased by the Cardholder but:
  - The amount charged is different from the amount on the Cardholder’s receipt.
  - It is a duplicate charge of a purchase that has appeared on a prior statement.
  - A credit has not been issued in a timely manner when the item has been returned to the vendor.

- The Cardholder should contact the vendor directly to have the error corrected.

- If the incorrect charge cannot be resolved with the vendor, the Cardholder should submit the disputed transaction to JPMorgan Chase using the PaymentNet online system. Disputed transactions must be submitted to JPMorgan Chase within 60 days of the date of the statement on which the transaction appears.

  - JPMorgan Chase will research the disputed charge and make any necessary adjustments.

Unauthorized charges
- An unauthorized charge is a charge that the Cardholder did not make but that appears on the monthly statement.

  - The Cardholder should immediately notify the program administrator and/or JPMorgan Chase (800-270-7760) of the unauthorized charge.
- JPMorgan Chase will usually cancel the card account immediately and begin an investigation of possible fraudulent use of the card.

- The Program Administrator will determine whether a replacement card will be issued to the Cardholder.

**QUALITY OF SERVICE OR PRODUCT**

All vendors have a right to “cure” a problem with a purchase within a reasonable period of time, usually within 2 weeks of when the Cardholder notifies the vendor of a problem. Thus, when you receive either an incorrect or defective item or wrong quantity, you must allow the vendor a reasonable amount of time to either, replace the product, resolve the service issue, or issue you a credit before turning the matter over to JPMorgan Chase. The Cardholder is responsible for verifying that the appropriate credit is reflected on a subsequent monthly statement. **Receiving cash or checks to resolve a credit is prohibited.** The Cardholder’s account always should be credited.

If merchandise is to be exchanged, the Cardholder is responsible for returning the merchandise to the vendor and obtaining a replacement as soon as possible. Documentation showing the proper resolution of the exchange should be retained with the supporting documentation for the purchase.

**RETURNING AN ITEM PURCHASED WITH A CARD**

- For an in-person purchase, return the item directly to the vendor and obtain a credit receipt.

- If you made the purchase by telephone or on the Internet:
  - Contact the vendor for return instructions.
  - Get a return reference number or credit number from the vendor.
  - Follow TCU standard shipping procedures to return the item.
On the statement where the original charge appears, note the date of the return.

Be sure to check subsequent statements to verify you have received credit for the returned item.

**LOST OR STOLEN CARDS**

- Immediately call JPMorgan Chase at 800-270-7760 as soon as you realize your card has been lost or stolen. Representatives are available 24 hours a day.

- Report the loss or theft to the Program Administrator immediately at 817-257-7199.

- After the preceding notification procedures have been completed, a new Purchasing Card will be issued to the Cardholder by the Program Administrator.

- If you find your card after it has been reported lost or stolen, destroy the card by cutting it in half. Forward the card halves to the Program Administrator.

**CARDHOLDER ACCOUNT MAINTENANCE/CHANGES IN STATUS**

- Complete a Cardholder Account Maintenance Request form whenever any of the information (e.g., transaction limits, name change, default department) contained on the Cardholder’s Purchasing Card Application changes. The maintenance form must be signed by the Cardholder and the appropriate budget manager and forwarded to the Program Administrator.

- Cardholders who transfer to a new position within the University may continue to use the same card if their new budget manager
approves them to have a card as part of their new duties. The Program Administrator must be notified of the change and provided the new default budget number, phone number, TCU address, and budget manager. Cardholders who no longer require a Purchasing Card in their new position must cancel their card.

CARD EXPIRATION AND EMPLOYMENT TERMINATION

- Purchasing cards typically expire after three years. The Cardholder will receive a new card before expiration of the old card.

- Notify the Program Administrator immediately when a Purchasing Card is to be canceled. Before leaving TCU, the Cardholder must surrender the Purchasing Card and submit documentation for recent purchases to the budget manager. The budget manager will review and approve the purchases, cut the card in half, and forward it to the Purchasing Card Administrator.

- Employees who transfer between University departments may keep their Purchasing Card if their new budget manager approves them to have one. The new budget manager should request the Purchasing Card Administrator to change the default account code information for that card.

DECLINED PURCHASE

- A purchase may be declined by the vendor if:
  - The transaction amount exceeds $2,500 or your single transaction limit.
  - Your monthly purchases exceed $25,000 or your monthly transaction limit.
  - The number of transactions in one day limit has been exceeded.
  - The merchant is in a Merchant Category Code for which purchases have been restricted by TCU (such as airlines).
  - Your card has expired or been terminated.
› The merchant entered an incorrect account number or expiration date.

- If your purchase is declined by the vendor, the vendor can call JPMorgan Chase directly to determine the reason or the Cardholder may call them at 800-270-7760. TCU’s Program Administrator can also tell you why a purchase was declined.

- If you believe your spending limits should be changed, contact your budget manager. If approved, the budget manager should contact the Program Administrator to change your spending limits.

AUDITS

Financial Services personnel will periodically conduct random audits of departments using Purchasing Cards to verify compliance with Purchasing Card Program policies and procedures. Lack of compliance with specified procedures can result in a department being prohibited from continued participation in the Purchasing Card Program.

RECEIPTS

- If you did not receive a receipt from the vendor or you have lost a receipt, call the vendor and request a replacement.

- Use “Transaction Notes” in PaymentNet to explain transactions with no receipts or to add optional comments.

REBATES OR INCENTIVE OFFERS FROM VENDORS

If a merchant offers a rebate or other sales incentive on a purchase, remember that the purchase was made with University funds and that TCU should receive the rebate. When possible, the rebate or incentive should be reflected on the sales receipt.
COMPLIANCE WITH POLICIES AND PROCEDURES

Violating policies and procedures will result in consequences ranging from suspension of your card privileges to termination of employment.

- **Your card account will be canceled if you receive three (3) warnings from the Program Administrator within a 12-month period.** Each of the following situations constitutes one warning:
  - Failure to obtain a receipt.
  - Missing the deadline for submitting your reconciled and approved statements to the Program Administrator.
  - Not obtaining management review of each monthly statement.

- **Your card account may be canceled immediately in the following situations:**
  - Using the card for personal purchases.
  - Purchasing an item that is on the “Unauthorized Purchases List”.
  - Allowing someone else to use your card.
  - Not reporting a lost or stolen card.
  - Failing to respond to requests for information from the Program Administrators.

PAYMENT

JPMorgan Chase pays merchants within three business days of your transaction. **Please indicate to merchants that TCU should not be separately invoiced for purchasing card transactions since separate invoices can result in duplicate payments.**

After verifying that all transactions for the previous month have been reviewed and approved, the TCU Accounts Payable Department will pay the balance on all Cardholders’ monthly statements directly to JPMorgan Chase. It is not necessary to forward any of the monthly
statements to Accounts Payable. The Program Administrator can view the transactions via PaymentNet to determine whether they have been reviewed and approved. Cardholders and approvers will receive E-mail messages to remind them if transactions are not reviewed and approved in a timely manner.
TCU PURCHASING CARD USER AGREEMENT

You are being entrusted with a TCU purchasing credit card. The card is provided to you based on your need to purchase products for TCU. It is not an entitlement nor reflective of title or position. The card may be revoked at any time without your permission. Your signature below indicates that you have read and will comply with the terms of this agreement.

1. I understand that I will be making financial commitments on behalf of TCU and will strive to obtain the best value for TCU.

2. The Purchasing Card may be used for authorized business purchases only, as defined in the Purchasing Card Program Policies and Procedures.

3. I have read and will follow the Purchasing Card Policies and Procedures. Failure to do so could be considered as misappropriation of TCU funds. Failure to comply with this Agreement may result in either revocation of my Cardholder privileges or other disciplinary action, up to and including termination of employment.

4. I understand that under no circumstances will I use the Purchasing Card to make personal purchases, either for myself or for others. Using the card for personal charges could be considered misappropriation of TCU funds and could result in corrective action up to and including termination of employment.

5. I agree that should I violate the terms of this Agreement and use the Purchasing Card for personal use or gain that I will reimburse TCU for all incurred charges and any fees related to the collection of those charges.

6. The Purchasing Card is issued in my name. I will not allow any other person to use the card or account number. I am considered responsible for any and all charges against the card.

7. The Purchasing Card is University property. As such, I understand that I may be periodically required to comply with internal control and audit procedures designed to protect TCU assets. This may include being asked to produce the card to validate its existence and account number.

8. If the card is lost or stolen, I will immediately notify JPMorgan Chase by telephone at 800-270-7760 and the Program Administrator.

9. I agree to review and verify my Purchasing Card transactions in a timely manner and on at least a monthly basis. I will immediately report any unauthorized purchases on my account to JPMorgan Chase at 800-270-7760. I will notify JPMorgan Chase of any incorrect charges on my account.
within 60 days of the statement date if I am unable to resolve the charge with the vendor.

10. I agree to surrender the Purchasing Card immediately upon termination of employment, whether for retirement, voluntary, or involuntary reasons.

11. I understand that TCU may terminate my privilege to possess and use the purchasing card at any time for any reason. I agree to cease use of and return the card to TCU immediately upon request.

12. In the event that any use of the Purchasing Card is not in accordance with this Agreement, the Purchasing Card Program Policies and Procedures, or TCU policies, I authorize TCU to deduct from my salary or from any other amounts payable to me by the University, an amount equal to the total charges and other expenses related to such use. I also authorize TCU to collect any amounts owed by me in connection with the purchasing card even if I am no longer employed by the University, and I agree to pay any legal expenses incurred by TCU if the University initiates any actions or proceedings against me to recover amounts owed by me in connection with the purchasing card.

___________________________           ____________________________
Employee Name (Print)   Purchasing Card Account Number

___________________________  ________________________
Employee Signature   Manager Name (Print)

___________________________
Date