

Cardholder Checklist

Activate your payment card

- a) Call the Citibank customer service number on the back of your card.
- b) Citibank will require a 4 digit verification code which is the last four (4) of your UIN and an activation password which is your full UIN.
- c) When activating a Chip & Pin Card you will be required to establish a four (4) digit pin that will be used when making purchases.
 - When using the card for the first time at a manned Chip & Pin terminal your pin will not be required. Your pin will be required on subsequent purchases when using a Chip & Pin terminal.
 - To set/reset a forgotten pin call 877.905.1855 and follow the automated prompts. If asked for the last four (4) of your SS# it will ALWAYS be the last four (4) of your UIN.

Read and understand the Payment Card Program Guide, <https://disbursement.tamu.edu/purchase/payment-card/guide/>, all uses of the Payment Card must be within the rules stated in this guide.

Cardholder Responsibilities Prior to Purchase

- a) **Never use the Payment Card for personal charges!**
- b) Determine if purchase is within the delegated limit of your system member.
- c) Determine if the transaction is allowable on the payment card, review the link below: <https://disbursement.tamu.edu/purchase/payment-card/purchasing/acceptable/>
- d) Encouraged to determine if a HUB vendor can be used by visiting <https://mycpa.cpa.state.tx.us/tpasscmlsearch/tpasscmlsearch.do> (State of Texas website that allows searching by name, commodity code or city)
- e) Identify the vendor
 - i. If vendor has a contract verify that we receive contracted pricing.
 - ii. Do not allow the vendor to split the purchase to remain in the delegated limit. To do so would be a violation of State of Texas, TAMU System and TAMU Strategic Sourcing rules.
- f) If the purchase is greater than \$500.00:
 - i. Verify that the vendor is not on the State of Texas Vendor Hold list which is found at: <https://fmcpa.cpa.state.tx.us/tpis/search.html>, the State of Texas Debarred Vendor List at: <https://comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/debarred-vendors.php> or the US Government System for Award Management web site at: <https://www.sam.gov/SAM/>
 - ii. Determine if the item is available from the WorkQuest at <https://workquesttx.com/> formerly Texas Industries for the Blind and Handicapped (TIBH).
- g) Do not pay Texas Sales Tax! Present the Texas State Sales Tax Exemption Certificate found at: <https://fmo.tamu.edu/media/1602768/salestaxexemptioncertificate.pdf> to the vendor prior to purchase, if purchase is within the State of Texas.
- h) If you allow another person to use your Payment Card, document that on the Departmental Payment Card Check Out/In Log found at: <http://fmo.tamu.edu/media/65249/department-card-check-out-in-log.xls>

Cardholder Responsibilities after Purchase

- a) Load images of captured receipts to your Concur profile using the Concur mobile app.
 - i. Documentation must include a detailed invoice or receipt and documentation of the receipt of the goods or services.
 - ii. Other documentation may be required for example: business meals must document who attended and what the business purpose is (the IRS 5 W's).
 - iii. Review each receipt for Texas Sales Tax, allowable purchase, or any additional required documentation.
 - b) All transactions will be in Concur and must be imported into an expense report within 30 days of the posting date.
 - c) Expense reports must be submitted no later than 45 days from the posting date. Any transactions beyond 45 days can result in the suspension of the card.
 - d) Expense reports will route in Concur according to the account/department approval path that has been set up in Concur.
- Protect the card and card number at all times to prevent unauthorized use.
 - Immediately notify Citibank at 800.248.4553 or 800.790.7206 and the program coordinator if the card is lost or stolen. If outside the US call collect to 904.954.7314.
 - To dispute charges when there is a discrepancy between the amount charged to the card and the receipt, or when having problems with a vendor such as non-receipt of goods or services contact the payment card office for your system member (shown below).

- FRAUD – Charges considered fraudulent must be reported to Citibank immediately by calling the number on the back of the card or by calling the Fraud Department directly at 800.945.3114, and your system member listed below. Citibank will immediately start the fraud process and issue a Claim Number. Citibank will issue a credit for the reported transaction within 30 to 60 days of reporting the fraudulent transaction.

- System Members and Contact Information:
 - 01-TAMUS – Texas A&M University System – Phone: 979.458.5731 Email paymentcard@tamu.edu
 - 02-TAMU – Texas A&M University - Phone: 979.458.5731 Email paymentcard@tamu.edu
 - 04-TSU – Tarleton State University – Phone: 254.968.9609 Email pcards@tarleton.edu
 - 05-PVAMU Prairie View A&M University – Phone: 936.261.1736 Email procard@pvamu.edu
 - 06-TAES – Texas AgriLife Research – Phone: 979.845.6147 Email jay.avila@ag.tamu.edu
 - 07-TCE – Texas AgriLife Extension – Phone: 979.845.6147 Email jay.avila@ag.tamu.edu
 - 10-TAMUG – Texas A&M University Galveston – Phone: 409.740.4430 Email acctspay@tamug.edu
 - 11-TFS – Texas Forest Service – Phone: 979.458.6682 Email mkarns@tfs.tamu.edu
 - 12-TTI – Texas Transportation Institute – Phone: 979.317.2747 Email n-williams@tti.tamu.edu
 - 15-TAMUCC – Texas A&M University Corpus Christi – Phone: 361.825.2777 Email pcard@tamucc.edu
 - 16-TAMIU – Texas A&M International University – Phone: 956.326.2343 Email Laura.Echandy@tamiu.edu
 - 17-TAMUK – Texas A&M University Kingsville – Phone: 361.593.4655 Email: pcard@tamuk.edu
 - 20-TVMDL – Texas Vet Med Diagnostic Lab – Phone: 979.845.6147 Email jay.avila@ag.tamu.edu
 - 21-TAMUC – Texas A&M University Commerce – Phone: 903.468.3000 Email procard@tamuc.edu
 - 22-TAMT – Texas A&M University Texarkana – Phone: 903.223.3053 Email procard@tamut.edu
 - 23-TAMHSC – Texas A&M Health Science Center – Phone: 979.458.5731 Email paymentcard@tamu.edu
 - 24-TAMUCT – Texas A&M University Central Texas – Phone: 254.519.5477 Email purchasing@tamuct.edu
 - 25-TAMUSA – Texas A&M University San Antonio – Phone: 210.784.2044 Email karen.mcinvale@tamusa.edu
 - 26-TAMSSC – Texas A&M Shared Service Center – Phone 979.458.5731 Email paymentcard@tamu.edu
 - 28-TEES – Texas Engineering Experiment Station – Phone 979.458.7456 Email danaethridge@tamu.edu
 - 30-TDEM – Texas Division of Emergency Management – Phone: 979.458.5731 Email paymentcard@tamu.edu