

New York State Business Services Center (BSC) Finance Policies Credit Card Administration

I. Governing Policy

Procurement card and Travel card administration is managed by the Business Services Center (BSC) in accordance with all rules and regulations applicable to Executive Department agencies including:

1. Division of Budget (DOB) B-1184 Policies and Procedures at:
http://www.budget.ny.gov/guide/bprm/bulletins/b-1184_reissue.html
2. Statewide Financial System (SFS) requirements at: <http://www.sfs.ny.gov/>

Procurement Card

1. Office of the State Comptroller (OSC) purchasing rules and regulations, Chapter XI Procurement and Contract Management found at:
<http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>
2. NYS Finance Law, Article XI, State Purchasing at:
<http://www.ogs.ny.gov/purchase/snt/sflxi.asp>
3. New York Procurement Guidelines - State Procurement Council, July 2009 at:
www.ogs.state.ny.us/procurecounc/default.asp
4. NYS Procurement Bulletin Preferred Source Guidelines, Updated 03-11-10 at:
www.ogs.state.ny.us/procurecounc/pdfdoc/psguide.pdf
5. Citibank Procurement Card Guidelines at:
<http://www.ogs.state.ny.us/purchase/pdfdocument/CreditCardGuidelines.pdf>

Travel Card

1. Office of the State Comptroller (OSC) travel reimbursement rules and regulations at:
<http://osc.state.ny.us/agencies/travel/travel.htm>
2. Governor's Office on Employee Relations (GOER) travel guidelines at:
http://www.goer.ny.gov/Employee_Resources/index.cfm
3. Office of General Services (OGS) statewide travel contracts at:
<http://ogs.ny.gov/BU/SS/Trav/default.asp>

II. General Policies and Procedures

Agencies delegate authority to the BSC to administer their credit card accounts through both Citibank and SFS.

Procurement Card

1. The State's Procurement Card (P-card) Program is a procurement and payment method designed to expedite purchases and payments. When properly used, the P-card is an efficient and cost-effective alternative to a variety of traditional labor-intensive procurement and payment tools. Some purchases and payments that can be made with a P-card include:
 - Commodities or services from preferred sources (not Corcraft at this time).
 - Commodities or services from an OGS centralized contract.
 - Open market purchases of commodities or services.
2. Employees must be authorized by their agency to have a P-card.
3. The maximum single transaction limit for a P-card holder is set by OSC and is currently \$50,000. Agencies may set lower limits for specific employees and can impose additional limits on each card including limiting cards to a specific vendor or transaction type in order to control P-card activity.
4. Agency continues to do forced authorizations.
5. BSC to process payments to Citibank maximizing rebates to be paid to agency on an annual basis. The rebate is based on agency's annual usage (dollar value) and timeliness of payment.

Travel Card

1. The State's Travel Card (T-card) Program provides employees with a mechanism to pay for travel expenses. The card is available to all employees who travel, even those who travel only once a year. Advantages to using the travel card are:
 - Charges are billed directly to the State.
 - Travelers using the card will not need to carry large amounts of cash or use personal credit cards.
 - The program provides automatic business travel accident insurance when transportation is charged to the card.
2. Employees must be authorized by their agency to have a T-card.
3. Agency employees will adhere to all applicable policies regarding use of all credit cards, e.g. OSC Guidelines and agency-specific guidelines. The cardholder is responsible for the proper use and safekeeping of their credit card.

Non-employee Travel (NET) Card

1. The State's Non-employee Travel (NET) card provides a tool for agencies to use to charge travel expenses for non-state employees that are traveling on official state business.
2. Agencies only request a NET card if they have non-employee travel.
3. Each NET card issued must be assigned to an agency employee responsible to authorize charges against the card and to reconcile the card on a monthly basis.
4. NET cards are reconciled in SFS following the same process as for P-cards.

III. Specific Policies and Procedures

Procedures for card administration in conjunction with the BSC are detailed below by:

Procurement Card

- A. Procurement Card Request for a New Card
- B. Procurement Card Usage
- C. Procurement Card Reconciliation
- D. Procurement Card Change
- E. Procurement Card Termination
- F. Electronic Access and Reporting
- G. Billing and Payment
- H. Rebates
- I. Cardholder Inactivity

Travel Card

- J. Travel Card Request for a New Card
- K. Travel Card Usage/Reconciliation
- L. Traveler Change Request
- M. Travel Card Termination
- N. Electronic Access and Reporting
- O. Billing and Payment
- P. Rebates
- Q. Cardholder Inactivity

Non-employee Travel (NET) Card

A. Procurement Card Request for a New Card

To submit a request for a procurement card (P-card), an agency-approved application is required. By activating and signing the purchasing card, the cardholder agrees to participate in the New York State Purchasing Card Program and assumes responsibility in accordance with program guidelines.

1. Responsibilities

Agency Cardholder Applicant

- Completes employee information section of the P-card application (available on the BSC website at: <http://bsc.ogs.ny.gov/>). The Work Address section states where the card is to be mailed.
- Activates card with Citibank upon receipt.

Agency Cardholder Applicant's Supervisor

- Verifies need for P-card.
- Completes SFS default accounting distribution coding. (If information is unknown, work with your fiscal office.)
- Validates requested amounts for transaction and monthly limits. As a best practice, the BSC recommends cardholders start with a per transaction limit of \$500 and a monthly limit of \$2,500.
- Signs off on application approving issuance of the card.

Agency Approvers

- Agency division director, deputy commissioner, and designated agency approver sign off on application, approving the issuance of the card and the requested transaction and monthly limits. At a minimum, the employee's supervisor and designated agency approver must sign off.
- The designated agency approver sends the completed, approved application to the BSC via email to CreditCard@ogs.ny.gov.

BSC

- Processes the procurement card application.
- Solicits and receives card from Citibank.
- Role-maps cardholder in SFS.
- Enters card into SFS with appropriate default coding, proxies, and limits.
- Issues procurement card to the employee via mail.

2. Process

- a. Agency employee or supervisor identifies a need for a procurement card.
- b. Agency cardholder applicant completes Procurement Card Application Section I: "Employee Information".
- c. Agency cardholder applicant's supervisor completes Procurement Card Application Section II: "Completed by Employee's Supervisor".
- d. Optimally, the Procurement Card application is approved by employee's supervisor, division director, deputy commissioner, and designated agency approver. If an agency does not have these levels or their internal policy is different, the application must, at a minimum, be approved by the employee's supervisor and designated agency approver.
- e. The designated agency approver to the BSC scans and emails the application to CreditCard@ogs.ny.gov (preferred) or mails via interagency to the address on the application.
- f. BSC logs in application received date creating a ticket in the BSC tracking system.
- g. BSC enters information into Citibank.
- h. BSC ensures cardholder, proxies, and approvers are role-mapped in SFS.
- i. BSC receives procurement card from Citibank.
- j. BSC enters card in SFS with appropriate proxies, limits, and default coding in SFS.

- k. BSC retains the application form as part of the employee's file and mails the card to applicant's work address stated on the application form.
- l. BSC closes ticket in tracking system.
- m. Cardholder activates and registers card on Citibank website.
- n. Cardholder views the BSC training videos and guides on p-cards located on the BSC website under "Credit Card Administration".

B. Procurement Card Usage

1. Responsibilities

Agency

- Cardholder maintains all purchasing documentation.
- Agency employee uses card with supervisor approval.
- Agency does forced authorizations.
- Lost and/or stolen P-cards must be reported immediately by the cardholder to Citibank at 1-800-790-7206, and to the BSC at 518-457-4272.

BSC

- BSC maintains limits and default distribution coding of P-cards and updates SFS.

2. Process

- a. Agency cardholder requests supervisor approval to use the P-card following NYS purchasing rules and regulations.
- b. Supervisor approves purchase.
- c. Cardholder contacts BSC Purchasing Unit for any needed guidance on procurement process.
- d. Cardholder places order with vendor supplying the card number. Card number should not be shared with other agency employees. No one else should use the cardholder's card.
- e. Cardholder receives goods and services.
- f. All purchases made using the P-card should be supported by store receipts, e.g., Visa charge slips, shipping detail, etc. The documentation must be maintained on a monthly basis as detailed in the reconciliation process for reconciliation, auditing, and tax purposes. In addition, these documents will be necessary to resolve billing and shipping disputes.

C. Procurement Card Reconciliation

1. Responsibilities

Agency Cardholder

- Disputes concerning the quality of equipment, goods and services received must be resolved with the providing vendor. If a charge is unauthorized or unrecognized the cardholder must try to resolve the dispute with the vendor, if unsuccessful the cardholder may dispute the charge using CitiDirect or the Citibank Government Cardholder Dispute form available on the BSC website. Disputed items must be submitted to Citibank within 60 days from receipt of the cardholder's monthly Citibank statement.
- Verifies all charges in SFS. Makes sure coding is correct for each transaction and correct as necessary.

Agency Supervisor/SFS Approver

- Reviews and approves each transaction in SFS.

BSC

- Emails employees (and copies supervisor) on any outstanding charges that have not been reconciled in SFS timely.
- Suspends delinquent accounts (with agency approval) for non-reporting.

2. Process

- a. Charge transactions are downloaded from Citibank into SFS automatically on a daily basis, although there may be a delay on individual charges based on the vendors processing system.
- b. Only the credit card reconciler and credit card approver can make changes to the chartfield distributions in SFS.
- c. Cardholder verifies the transactions and makes sure the coding is correct.
- d. Supervisor/Approver reviews and approves transactions in SFS.
- e. The BSC will reach out to the cardholder if reconciliation is not completed in a timely manner. If no response, a second email will be send to the cardholder and the supervisor.

D. Procurement Card Change

1. Responsibilities

Agency Cardholder

- Completes appropriate change request sections (supervisor, approver, chartfield distribution, limit change, name change) of the Procurement Card Change Request form (available on the BSC website).

Agency Cardholder Supervisor

- Review change requested information.
- Signs off on request.

Agency Approvers

- Designated agency approver signs request.
- The designated agency approver sends the completed, approved request form to the BSC.

BSC

- Processes the procurement card change request.
- Updates information with Citibank.
- Updates SFS coding.
- Issues procurement card (if name change).
- Updates user in SFS.
- Notifies user of completed change.

2. Process

- a. Agency cardholder completes Procurement Card Change Request Section I: "Employee Information".
- b. Agency cardholder's supervisor completes Procurement Card Change Request form Sections II and III: "Procurement Card Change Information" and "Approvals".
- c. Form is approved by employee's supervisor, division director, deputy commissioner, and designated agency approver to the BSC.
- d. Designated agency approver scans and emails the request to CreditCard@ogs.ny.gov (preferred) or mails via interagency to the address on page one of the form.
- e. BSC logs in the date the request was received.
- f. BSC enters information into Citibank.
- g. BSC updates SFS.
- h. BSC receives P-card from Citibank (if name change).
- i. BSC mails card to cardholder and closes the work ticket.
- j. BSC notifies cardholder that change has been completed.

E. Procurement Card Termination

A P-card may be terminated for a number of reasons, including the cardholder leaving their agency, changing duties within their agency, card abuse or misuse, etc.

1. Responsibilities

Agency

- Designated agency approver informs the BSC Credit Card Unit to seek termination of P-card by sending an email to: CreditCard@ogs.ny.gov.
- Once notified of potential abuse of a card, agency investigates and approves termination of card or other action, such as training.
- Agency follows up with Labor Relations.

BSC

- BSC notifies designated agency approver and supervisor of suspected abuse via email.
- Cancels P-card with Citibank, when appropriate.
- Verifies all charges are reconciled in SFS and documentation is received at the BSC.
- If charges are not reconciled and the employee has already left the agency, the BSC works with the cardholder supervisor or designated agency approver to identify a proxy to close out any open transactions.
- Updates SFS.

2. Process

- a. When an employee resigns or retires from their position with the agency, agency informs the BSC Credit Card Administrator to terminate P-card by sending an email to: CreditCard@ogs.ny.gov.
 - BSC verifies all charges are reconciled.
 - Cancels card with Citibank.
 - Alters role mapping in SFS.
 - BSC sends an email to direct the cardholder to shred the card.
- b. If the BSC suspects a card is being misused, they notify the cardholder's supervisor and designated agency approver.
 - Agency investigates card use.
 - Agency determines if misuse was fraudulent or by error.
 - If fraud, agency requests that the card be terminated and refers matter to Labor Relations.
 - If cardholder was in error, works with BSC on appropriate action including training.

F. Electronic Access & Reporting

CitiDirect is a web-based program management application that gives cardholders access to a broad range of useful information. This comprehensive system has been developed by Citibank to provide organizations with user-friendly tools that allow for faster, easier and more integrated access to Citibank services. From data delivery to reporting and essential service functions, the CitiDirect Card Management System application provides an integrated solution to requirements for electronic access and reporting.

1. Responsibilities

Agency

- Agency will retain permissions for Program Administrator inquires for online inquiry access and forced authorization approvals.

BSC

- The BSC will use CitiDirect to establish new accounts online as well as any necessary updates.

2. Process

- a. Agency's Program Administrator will utilize the CitiDirect website to login and make any necessary inquires at:
<https://home.cards.citidirect.com/CommercialCard/Cards.html>

G. Billing and Payment

After the end of each billing cycle, Citibank shall aggregate the usage of all vendor charges accumulated on the Citibank procurement card and submit (electronically via CitiDirect) a single bill to the BSC per agency, per central billing account for payment. BSC must ensure that the bill is paid within the time period prescribed by the Prompt Payment portion of the State Finance Law. Every effort will be made to process bills as timely as possible to maximize the rebate to NYS.

1. Responsibilities

Agency

- Ensure funds are allocated for their agency's Citibank bill.
- Respond to any budget check errors within 3 days.
- Advise the BSC on any updates to clearing account as soon as they are known.

BSC

- Download bill from Citibank at the end of each billing cycle.
- Process payment in SFS.

2. Process

- a. BSC downloads Citibank bill.
- b. BSC enters bill into SFS for payment.
- c. BSC refers any budget check issues to agency.
- d. Agency responds on budget check issues within 3 days.
- e. BSC approves payment in SFS.

H. Rebates

The Citibank contract provides for rebates to be paid on an annual basis based on the agency's annual usage (dollar volume) and timeliness of payment. The basis points for making payment 25 days after invoice, which are used in calculating rebates, are determined by the State's aggregated volume. Basis points increase for each day the BSC makes payment faster than 25 days and decrease for payments that are slower.

1. Responsibilities

Agency

- Receives information from OGS on the annual rebate and follows directions to return funds to agency.

BSC

- Verifies rebate information from Citibank.
- Receives rebate check and transfers funds to control account.
- Updates rebate process with OSC.
- Has rebate information posted on the OGS website.
- Sends rebate information to agencies.

2. Process

- a. BSC receives annual rebate information from Citibank; compares to actual spend data and payment history.
- b. BSC posts information on OGS website and sends all agencies directions on the amount to do a General Ledger Journal Entry (AC22-S).
- c. Agency completes AC22-S.

I. Cardholder Inactivity

1. Responsibilities

Agency

- Cardholder supervisor or agency liaison will alert the BSC if a card limit needs to be changed.

BSC

- Runs a “no activity” report on Citibank website.
- Identifies cardholders with no activity for 18 months, verifies with designated agency approver, drops card limit to \$1.00, and informs the cardholder.
- Cancels cards not used in 24 months, with designated agency approver concurrence.
- Provides instructions on reactivating cards.

2. Process

- a. Each January and July, the BSC runs a report from Citibank of card usage by cardholder. This report shows cards that have had no activity for 18 months or more.
- b. BSC contacts designated agency approver regarding any concerns about reducing card limits.
- c. BSC reduces the credit limit to \$1.00 (which reduces liability, but avoids cancelation) of the cards that have had no activity for 18 months or more.
- d. BSC notifies affected cardholders immediately of this credit limit reduction.
- e. If there is a need to use the card, the cardholder must notify the BSC via email at CreditCard@ogs.ny.gov to coordinate an increase in the credit limit.
- f. Any cards issued to cardholders that have been inactive for 24 months or more are canceled. The cardholder is notified via email immediately with instructions to shred the card.

J. Travel Card Request for a New Card

To submit a request for a travel card (T-card), an agency-approved application is required.

1. Responsibilities

Agency Cardholder Applicant

- Completes Section I: Employee Information of the T-card application.

Agency Approvers

- Agency applicant's supervisor and designated agency approver to the BSC sign off on application.
- The designated agency approver to the BSC sends the completed, approved application to the BSC via email at CreditCard@ogs.ny.gov.

BSC

- If there is not a supervisor in the SFS Employee Profile, the name of the supervisor who signed the credit card application would be entered into SFS as the official supervisor. The BSC ensures mapping the employee as a traveler and the supervisor as a travel approver.
- Processes the T-card application.
- Solicits and receives card from Citibank.
- Issues T-card.
- Role-maps card in SFS.

2. Process

- a. Agency employee or supervisor identifies a need for a T-card.
- b. Agency cardholder applicant completes Travel Card Application section "Completed by Employee".
- c. Travel Card Application is approved by the employee's supervisor and designated agency approver to the BSC.
- d. Designated agency approver to the BSC scans and emails the application to CreditCard@ogs.ny.gov (preferred) or mails via interagency to the address on the application.
- e. BSC logs in the date the application was received by opening a ticket in the BSC tracking system.
- f. BSC enters information into Citibank.
- g. BSC receives T-card from Citibank.
- h. BSC role maps cardholder in SFS.
- i. BSC calls cardholder applicant to pick up card or mails card to applicant.
- j. Cardholder views the BSC training videos and guides on T-cards, located on the BSC website under "Travel and Expense".

K. Travel Card Usage/Reconciliation

1. Responsibilities

Agency

- Cardholder uses card for travel expenses incurred in conjunction with travel on official state business.

- Cardholder accounts for charges timely (recommended best practice is within 10 days of the end of a trip) by submitting an expense report in SFS.

BSC

- Process expense reports in SFS ensuring all charges are reconciled timely and accurately.
- Collects payments from employees for any amount charged in excess of allowable travel expenses.

2. Process

- a. Employee travels and uses card for travel expenses.
- b. Charges are downloaded daily from Citibank into the employee's SFS 'My Wallet'.
- c. Employee submits an expense report linking any charges in their wallet.
- d. BSC audits expense report and approves for payment.

L. Traveler Change Request

1. Responsibilities

Agency Cardholder

- Completes appropriate change request sections (supervisor, approver, proxy, name change) of the Traveler Change Request form (available on the BSC website).

Agency Cardholder Supervisor

- Reviews change requested information.
- Signs off on request.

Designated agency approver to the BSC

- Completes default chartfield values (if changed) of the Traveler Change Request form.
- Sends the completed, approved application to the BSC.

BSC

- Processes the traveler card change request.
- Updates information with Citibank.
- Updates SFS coding.
- Issues travel card (if name change).
- Updates user in SFS.

2. Process

- a. Agency cardholder completes Traveler Change Request Section I: "Employee Information".
- b. Agency cardholder's supervisor completes Traveler Change Request form Section II: "Employee's Supervisor Approval".
- c. Designated agency approver to the BSC completes default chartfield values (if changed) of the Traveler Change Request form. Scans and emails the request to: CreditCard@ogs.ny.gov (preferred) or mails via interagency to the address on page one of the form.
- d. BSC logs in date the request was received.
- e. BSC enters information into Citibank.
- f. BSC updates SFS.
- g. BSC receives Travel card from Citibank (if name change).
- h. BSC mails the new card to the cardholder and closes the work ticket.

M. Travel Card Termination

Travel card may be terminated for a number of reasons including a cardholder leaving their agency, changing duties within their agency, card abuse or misuse, etc.

1. Responsibilities

Agency

- Designated agency approver informs the BSC Credit Card Unit to seek termination of T-card by emailing the BSC at CreditCard@ogs.ny.gov.

BSC

- BSC notifies designated agency approver and supervisor of suspected abuse via email.
- Cancels T-card with Citibank, when appropriate.
- Verifies all charges are reconciled in SFS and documentation is received at the BSC.
- If charges are not reconciled and the employee has already left the agency, the BSC works with the cardholder supervisor or designated agency approver to identify a proxy to close out any open transactions.
- Updates SFS.

2. Process

- a. When an employee resigns or retires from their position with an agency, the agency informs the BSC Credit Card Unit to terminate T-card via email at CreditCard@ogs.ny.gov.
- b. BSC verifies all charges are reconciled.
- c. Cancels card with Citibank.
- d. Alters role mapping in SFS.
- e. BSC sends an email to direct cardholder to shred card.
- f. If BSC suspects a card is being misused, the BSC notifies the cardholder's supervisor and the designated agency approver.
- g. Agency investigates card use.
- h. Agency determines if misuse was fraudulent or by error.
- i. If fraud, agency requests that the card be terminated and refers matter to Labor Relations.
- j. If cardholder error, works with the BSC on appropriate action, including training.

N. Electronic Access & Reporting

CitiDirect is a Web-based program management application that gives cardholders access to a broad range of useful information. This comprehensive system has been developed by Citibank to provide organizations with user-friendly tools that allow for faster, easier and more integrated access to Citibank services. From data delivery to reporting and essential service functions, the CitiDirect Card Management System application provides an integrated solution to requirements for electronic access and reporting.

1. Responsibilities

Agency

- Agency will retain permissions for Program Administrator inquires for online inquiry access and forced draft authorization approvals.

BSC

- The BSC will use CitiDirect to establish new accounts online as well as any necessary updates.

2. Process

- a. Agency's Program Administrator will utilize the CitiDirect website to login and make any necessary inquiries at <https://home.cards.citidirect.com/CommercialCard/Cards.html>.

O. Billing and Payment

After the end of each billing cycle, Citibank shall aggregate the usage of all charges accumulated on the Citibank travel card and submit (electronically via CitiDirect) a single bill to the BSC per agency, per central Billing account for payment. BSC must ensure that the bill is paid within the time period prescribed by the Prompt Payment portion of the State Finance Law. Every effort will be made to process bills as timely as possible to maximize the rebate to NYS.

1. Responsibilities

Agency

- Ensure funds are allocated for their agency's Citibank bill
- Respond to any budget check errors within 3 days
- Advise the BSC on any updates to clearing account as soon as they are known.

BSC

- Download bill from Citibank at the end of each billing cycle
- Process payment in SFS

2. Process

- a. BSC downloads Citibank bill
- b. BSC enters bill into SFS for Payment
- c. BSC refers any budget check issues to agency
- d. Agency responds on budget check issues within 3 days
- e. BSC approves payment in SFS

P. Rebates

The Citibank contract provides for rebates to be paid on an annual basis based on the agency's annual usage (dollar volume) and timeliness of payment. The basis points for making payment 25 days after invoice, which are used in calculating rebates, are determined by the State's aggregated volume. Basis points increase for each day the BSC makes payment faster than 25 days and decrease for payments that are slower.

1. Responsibilities

Agency

- Receives information from OGS on annual rebate and follows directions to return funds to agency.

BSC

- Verifies rebate information from Citibank.
- Receives rebate check and transfers funds to control account.
- Updates rebate process with OSC.
- Has rebate information posted on the OGS website.
- Sends rebate information to agencies.

2. Process

- a. BSC receives annual rebate information from Citibank; compares to actual spend data and payment history.
- b. BSC posts information on OGS website and sends all agencies directions on the amount to do a General Ledger Journal Entry (AC22-S).
- c. Agency completes AC22-S.

Q. Cardholder Inactivity

1. Responsibilities

Agency

- Cardholder supervisor or designated agency approver to alert BSC if limit needs to be changed.

BSC

- Runs no activity report on Citibank website.
- Identifies cardholders with no activity for 18 months, verifies with designated agency approver, drops card limit to \$1.00, and informs the cardholder.
- Cancels cards not used in 24 months, with agency liaison concurrence.
- Provides instructions on reactivating cards.

2. Process

- a. Each January and July the BSC runs a report from Citibank of card usage by cardholder. This report shows cards that have had no activity for 18 months or more.
- b. BSC contacts designated agency approver regarding any concerns about reducing card limits.
- c. BSC reduces the credit limit to \$1.00 (which reduces liability, but avoids cancelation) of the cards that have had no activity for 18 months or more.
- d. BSC notifies affected cardholders immediately of this credit limit reduction.
- e. If there is a need to use the card, the cardholder must notify the BSC via email at CreditCard@ogs.ny.gov to coordinate an increase in the credit limit.

- f. Any cards issued to cardholders that have been inactive for 24 months or more are canceled. The cardholder is notified via email immediately with instructions to shred the card.

Non-Employee Travel (NET) Card

1. Responsibilities

Agency

- Requests a NET account if agency needs to directly pay travel expenses for a non-state employee.
- Identifies agency employee responsible to administer the NET-card account.
- Uses the NET-card as needed for non-employee travel.
- Completes monthly reconciliation following the process for a P-card.

BSC

- Issues NET- card upon agency request.
- Ensures card charges are reconciled timely.

2. Process

- a. Agency requests a NET-card account by submitting a NET-card application.
- b. Application identifies individual responsible to administer the account.
- c. Card is issued following P-card process including mapping card in SFS.
- d. Cardholder coordinates travel for non-employees and provides the card number to vendor.
- e. Cardholder retains all supporting documentation for each charge.
- f. Cardholder verifies with non-employees that they received the travel services.
- g. Charges are downloaded daily from Citibank into SFS.
- h. Cardholder goes into SFS and verifies all charges, including updates coding as needed.
- i. Supervisor reviews and approves transactions in SFS.
- j. BSC follows up with cardholder and supervisor with a copy to designated agency approver on any unreconciled charges.