



EAST TEXAS A&M UNIVERSITY

ONE CARD PROGRAM

CARDHOLDER GUIDE

UPDATED JUNE 2025

TABLE OF CONTENTS

1. Overview.....	3
1.1. One Card Program.....	3
1.2. OneCard Contract.....	3
1.3. OneCard Program Guide.....	3
1.4. Important Points of the Program	3
2. General Information.....	4
2.1. Duties and Responsibilities	4
2.1.1. Program Administrator.....	4
2.1.2. Program Coordinator.....	4
2.1.3. Account Manager.....	4
2.1.4. Cardholder	4
2.1.5. Citibank's Customer Service.....	5
2.2. OneCard Controls.....	5
2.2.1. Credit Limits	5
2.2.2. Transaction Limits	5
2.2.3. Restricted Vendors.....	5
2.3. Sales and Use Tax	5
2.4. Security of the OneCard.....	6
2.5. Employee Termination	6
2.6. Lost or Stolen Cards.....	6
3. About the Card	6
4. Procedures.....	6
4.1. Obtaining a OneCard.....	6
4.2. OneCard Activation.....	7
5. Purchasing Guidelines	7
5.1. General Information	7
5.2. Example of Acceptable Purchases.....	7
5.3. Restricted Purchases.....	8
5.4. Unacceptable Purchases	8
6. Receiving Supplies	9
7. Guidelines for Reconciling OneCard Statement.....	9
8. Compliance Reviews and Audits	9
9. Statement and Payment	9
10. OneCard Payment	10
11. Returns, Credits, and Disputed Charges	10
11.1. Returns	10
11.2. Credits.....	10
11.3. Disputed Charges	10
12. Card Termination	10
13. Key Program Contacts	11
14. Frequently Asked Questions and Answers	11
15. Exhibit	13

1. OVERVIEW

1.1. OneCard Program

Procurement Services is delighted to offer to all East Texas A&M University departments/divisions an exciting, innovative program that simplifies the way in which you may order and pay for goods. The OneCard Program is a fast, flexible purchasing method for processing delegated orders from suppliers that accept credit cards. The purpose of the OneCard Program is to establish a more efficient, cost-effective method of delegated purchasing and payment for delegated dollar transactions. If used to its potential, the program will result in a significant reduction in the data entry of small orders, receiving, invoices, and vouchers. It could also reduce associated documentation including invoices, checks, and possibly even prompt pay interest. The OneCard can be used with any supplier that accepts MasterCard as a form of payment.

The OneCard program is designed to delegate the authority and capability to purchase limited items directly to the person to whom it most matters - YOU, the user. The OneCard will enable you to purchase under your delegated authority non-restricted commodities directly from the vendors without the issuance of a purchase order.

1.2. OneCard Contract

The terms and conditions of the OneCard contract were specified and awarded by the Texas Procurement & Support Services for the State of Texas. East Texas A&M University is utilizing the State of Texas contract for OneCard services with Citibank and will comply with the terms and conditions of the state contract in the implementation of this program.

1.3. OneCard Program Guide

The Purchasing Card Program Cardholder Guide provides guidelines for using the OneCard at East Texas A&M University. Please, read it carefully. Your signature on the Individual Cardholder OneCard Application and Agreement form indicates that you understand the intent of the program and agree to follow the established guidelines.

1.4. Important Points of the Program

The following important points should be reviewed before using the OneCard:

- 1.4.1. An Individual OneCard is issued in your name. All purchases made on the OneCard must be only *yours*. You are responsible for the security of the OneCard, and the transactions made with it. **If you do not follow the guidelines when using the OneCard, you could receive corrective action, up to and including termination.**
- 1.4.2. You can use the OneCard at any vendor that accepts MasterCard and is not on the restricted list. It may be used for in-store purchases, mail, telephone, fax orders, or internet purchases.
- 1.4.3. You may use the OneCard to purchase supplies within your delegated limits.
- 1.4.4. You may not use the OneCard for HEF purchases, unless approved by Procurement Services in advance, in writing. If the vendor is not already set up in the system you will be required to set that vendor up within 30 days of the purchase. If the deadline is not met your OneCard will be suspended for 30 days.
- 1.4.5. Use must not exceed the monthly credit limit assigned to the OneCard.
- 1.4.6. All card reconciliations will be made within Concur. Statement reconciliation needs to be completed and routed to Accounts Payable by the 10th of each month.

- 1.4.7. The OneCard **is not intended to avoid or bypass applicable purchasing or payment procedures**. This program complements the existing processes available.
- 1.4.8. The OneCard is **not for personal use**.
- 1.4.9. The OneCard must be returned to the Program Coordinator upon your transfer or termination.
- 1.4.10. All cardholders have access to Concur.
- 1.4.11. The cardholder must have attended training (**Online and Face To Face**) to understand the use of cards.

2. GENERAL INFORMATION

2.1. Duties and Responsibilities

2.1.1. Program Administrator:

The Program Administrator was designated by East Texas A&M University for questions, issues, and administration of the program. The Administrator is knowledgeable on all procedures in the OneCard Program Cardholder Guide. All OneCard requests must go through the Program Administrator or their designee.

East Texas A&M University Program Administrator:

Travis A. Ball
903-886-5060
Travis.Ball@tamuc.edu

2.1.2. Program Coordinator:

The Program Coordinator is charged with keeping documentation for the OneCard activities at East Texas A&M University. The coordinator is knowledgeable about the program, the guidelines, and related forms. Cardholders shall first contact the Program Coordinator, who will answer questions in regards to the program or potential problems. The coordinator may refer questions to the Program Administrator when necessary.

East Texas A&M University Program Coordinator:

Jessica Gossett
903-886-5220
Jessica.Gossett@tamuc.edu

2.1.3. Account Manager:

The account manager, or designee, is responsible for approving monthly OneCard statements, by close of business day on the 10th of every month, to ensure cardholders are in accordance with policy. The Account Manager may also assist in assigning cardholder limits and regulations.

2.1.4. Cardholder:

The person designated by the Department/Division Manager to utilize the OneCard by purchasing small dollar supplies is the cardholder. The cardholder is responsible for following the purchasing guidelines and disbursement guidelines of the University and Texas A&M University System (TAMUS) in regard to purchases, selection of vendors, documentation of purchases, and card security.

2.1.5. Citibank's Customer Service:

The OneCard program is serviced using a team approach with Citibank's Customer Service Center. This center is available 24 hours a day, 7 days a week to assist *the cardholder* with general questions (decline reasons, balance available, etc.) about the OneCard account. If a OneCard is lost or stolen, Customer Service should be notified immediately.

The Customer Service numbers is: **(800)248-4553**

Outside the US, call collect: **(904)954-7314**

2.2 OneCard Controls

2.2.1. Credit Limits:

All OneCards have monthly cardholder spending limits. Limits may vary for each cardholder and will be established by the Program Administrator. A yearly review of spending may result in a lower credit limit for those that do not use the OneCard frequently.

Questions regarding the limits shall be sent to the Program Coordinator in writing or via email through the Department Manager. The coordinator will initiate the review of the request and deliver the response.

If the request is granted, the Program Coordinator will process the change with Citibank.

Please allow 1-2 working days to process any changes.

2.2.2. Transaction Limits:

Your OneCard has a single transaction limit (which is normally defaulted to the delegated purchase limit of \$15,000.00). This is the amount available on the OneCard for a single purchase. A transaction includes the purchase price plus tax, freight, and installation. Cardholders should not attempt to make a purchase greater than his/her approved amount. We understand that there are situations in which limits must be modified to meet the needs of departments. If you require your limit to be modified, you must contact Procurement Services for approval. **DO NOT split the purchase by swiping your card multiple times for the same item.**

2.2.3. Merchant Category Codes:

There are some types of merchants or vendors that are already blocked from being able to accept our card based upon their merchant category code (MCC). This code system groups merchants/vendors into common categories. Therefore, if a department manager prefers to block certain ranges of merchants for a particular cardholder, the OneCard Coordinator can accommodate this. For example, if the only purpose for the card is for business meals, then the OneCard Coordinator can restrict all MCC classifications except restaurants.

2.2.4. Restricted Vendors:

The OneCard program may be restricted for use with certain types of suppliers and merchants. If you present your OneCard for payment to these vendors, the authorization request will be declined.

If you feel a particular vendor should be added or deleted, submit a written request or email to the Program Coordinator. The coordinator will initiate the review of the request and deliver the response.

2.3 Sales and Use Tax

The University and TAMUS, as an Agency of the State of Texas, is tax exempt and the credit card identifies the University and TAMUS as being tax exempt within the State of Texas. A cardholder should carry a Texas Sales Tax Exemption Form with their OneCard.

2.4 Security of the OneCard

The cardholder is responsible for the security of the card. This card shall be treated with the same level of care as the cardholder would use with their own personal charge cards. Guard the OneCard account number carefully. It shall not be posted in a work area or left in a conspicuous place. It should be kept in an accessible, but secure location.

The only person authorized to use the OneCard is the cardholder whose name appears on the card. **The card is to be used for business purposes only. There are disciplinary procedures related to the unauthorized use of the OneCard.**

2.5 Employee Termination

The OneCard must be returned to Procurement Services upon retirement or termination.

2.6 Lost or Stolen Cards

If a OneCard is lost or stolen, immediately contact Citibank's Customer Service at **1-800-248-4553**. After contacting Citibank, notify the Program Coordinator and the Department Manager.

Prompt, immediate action can reduce our liability of fraudulent activity. It is imperative that you contact the bank immediately for suspension of your card because we are responsible for all charges made on the card until it has been cancelled.

3. About the Card

A OneCard will be in your name with the appropriate member seal and the wording "For Official Use Only" clearly indicated on the card. This card is for university business purposes only and may not be used for any personal transactions. **It is important that you understand that you are personally responsible and accountable for this OneCard.**

Please Note:

- The default single transaction limit for the cards is \$15,000.00. It can be lowered but cannot be increased to be greater than the delegated limit of \$15,000.00, unless approved by Procurement Services in advance, in writing.
- Charges can be reallocated to different accounts and object codes to reflect usage.

4. PROCEDURES

4.1. Obtaining a OneCard

- 4.1.1. To obtain a OneCard visit the following address:
<http://www.tamuc.edu/facultyStaffServices/purchasing/OneCard>
- 4.1.2. Fill out the application and use the submission portal to submit to Procurement Services.
- 4.1.3. Navigate to Single Sign On (SSO), then click on "TrainTraq". Under "Course Number" type 2111071 and click "Search". Once it brings up OneCard, click on it, and then click "Start Course".
- 4.1.4. Go through the training material, and then take the exam. When you receive the email notification of course completion, email to OneCard@tamuc.edu.

- 4.1.5. Once you are notified that your card is ready, pick up your card in Procurement Services (BA180). Bring a picture ID with you.

4.2. OneCard Activation

The cardholder must activate the OneCard before it can be used.

- 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.
- d) Upon receipt of the card, the cardholder should sign the back of the OneCard and always keep the card in a secure place.

5. Purchasing Guidelines

5.1. General Information

As a state institution, certain state, local, and Federal guidelines and laws apply. All purchases must be in accordance with the laws of the State of Texas and the purchasing procedures of TAMUS and the University. The cardholder is responsible for compliance and strict adherence to all purchasing guidelines within their departmental delegated authority.

All cards have a default single transaction limit of \$15,000.00. This amount cannot be increased unless approved by Procurement Services in advance, in writing.

As a reminder, the departmental delegated authority applies to all orders. State law mandates that large purchases may not be broken down into small purchases to meet delegated limits. To do so would be a violation of state law and state, TAMUS, and University purchasing procedures.

Cardholders should promote and encourage positive interactions with suppliers. Honesty and courtesy are essential ingredients in all aspects of a buyer/supplier relationship.

All cardholders shall follow these guidelines when using the OneCard:

- 5.1.1. Determine if the transaction is an acceptable use of the card, and if it is within the cardholder's delegated spending limit.
- 5.1.2. Determine if a HUB vendor can be used by visiting the [CMBL](#) (State of Texas website that allows searching by name, commodity code, or city)
- 5.1.3. Identify the vendor
- 5.1.4. If the vendor has a contract or cooperative pricing within the State of Texas, verify that we receive contracted pricing.
- 5.1.5. Do not allow the vendor to split the purchase to remain within the delegated limit. To do so would be a violation of State of Texas, TAMUS and University rules.
- 5.1.6. If the purchase is greater than \$500.00, verify that the vendor is not on the [State of Texas Vendor Hold List](#), [State of Texas Debarred Vendor List](#) or on the [System for Award Management](#) exclusion list by running the vendor verify search in SSO.
- 5.1.7. Determine if the item is available from the [Texas Industries for the Blind and Handicapped](#).
- 5.1.8. Do not pay Texas Sales Tax! Present the Texas Sales Tax Exemption Form to the vendor prior to purchase, if the purchase is within the State of Texas.
- 5.1.9. Confirm pricing and freight.

- 5.1.10. Request that a copy of the invoice with the pricing and freight be emailed to the cardholder and/or included in the shipment of supplies.
- 5.1.11. Request that the supplier indicate "ATTN: Your Name" and the words "OneCard" appear on all packing lists and box labels. This will enable the receiving department to facilitate delivery of your supplies.

5.2. Examples of Acceptable Purchases:

All purchases must be made in accordance with the Texas and United States Constitutions, applicable statutes and regulations, the State Comptroller's rules, TAMUS regulations and University rules/procedures. A state agency may not pay for goods before their delivery to the agency. The purchaser needs to ensure goods will be received before the statement due date. Our statement closing date will be the last day of each month with payment due within 30 days. Vendors should only charge the account when goods are shipped. Back orders should not be charged until the goods are shipped.

(Refer to Guidelines for Disbursement of funds <http://www.tamus.edu/assets/files/budgets-acct/pdf/DisbursementManual.pdf>)

A typical cardholder is any employee who has delegated purchasing authority. The OneCard may be used for many various purchases such as:

Tool/Hardware	Supplies
Florist (gift or local funds)	Lab Supplies
Minor Hardware & Supplies	Postage Stamps
Medical Supplies	Safety Supplies
Janitorial Supplies	Office Supplies
Alcohol*	Embroidery Service
Engraving Services	Veterinary Services (pending Safety and Risk Management pre-approval)
Any off-site services	Drop-n-Dash Services

*Services not allowed on the OneCard include the following: reoccurring monthly charges, labor intensive services that require a contract (insurance purposes), catering services that remain on campus to serve the food and tree services.

*All alcohol purchases must be purchased with gift funds or a revenue generating account starting with a 22XXXX-XXXX. So long as prohibited by statute or the appropriations act, no funds under the control of an intercollegiate athletic department may be used for the purchase of alcoholic beverages. See System Policy 34.03 for further guidance.

The State of Texas Comptroller has defined "controlled assets" as facsimile machines, stereo systems, cameras, video recorders/players, VCR, DVD, camcorder, televisions, micro-computers, computers, servers, mini-computers, printers, silver service, tractors, graders/loaders, trucks, vans, all terrain vehicles, golf carts, motorcycles, motor driven farm/shop equipment, forklifts, boats. Firearms and cash registers for any amount are controlled. If you need further clarification regarding "controlled assets", please call the Property Management Department at 903-886-5042. Controlled Assets must be reallocated.

5.3. Restricted Purchases:

The following types of purchases must be processed using a requisition in Mane Market. Purchasing authority has not been delegated to departments for these commodities, and cannot be purchased using a OneCard, unless approved by Procurement Services in advance, in writing. Please fill out the OneCard pre-approval form located on purchasing's internal website.

- Entertainment (*if allowable on the account*) – include the 5 W's (who, what, when, where, why)
- Prescription Drugs/Controlled Substances (*if allowable on the account*)
- All Software and Major Hardware Purchases
- All Telecommunication Purchases (excluding services)

- All Capitalized or Controlled Items
- All State Term Contract Purchases
- All Furniture Purchases
- All TIBH set-aside purchases, ex. nameplates, furniture, etc.
- All Purchases of Services being done on campus
- Grant-Related or Indirect Cost Purchases must have pre-approval by ORSP
- TAMUC Parking Permit

5.4. Unacceptable Purchases:

The OneCard may not be used for the following purchases, unless approved by Procurement Services in advance, in writing.

- **Items for Personal Use**
- **Setting up a PayPal account with your OneCard**
- **Gift Cards**
- **Animals****
- **Capital Equipment***
- **Major Computer Hardware***
- **Cash advances, Instruments, or Refunds**
- **Consulting Services**
- **Travel/Transportation and related expenses for employees**
- **Controlled, Hazardous, Radioactive Materials ****
- **Fuel or auto parts for state owned vehicles ****
- **Tuition and Fees**
- **TAMUC Market Place (unless we are paying a third party vendor)**

*Capital equipment is any equipment with a cost of \$5,000.00 or greater.

**This is generally an unacceptable purchase; however, certain departments may be allowed to purchase these items using the OneCard.

6. Receiving Supplies

It is your responsibility to ensure the receipt of goods and follow-up with vendors to resolve any delivery problems, discrepancies and/or damaged goods. A copy of the charge slip, sales receipt, or any other information related to the purchase must be kept.

Invoices with no "amount due" are the preferred type of documentation since they itemize the purchases. A vendor's entry system usually prints an automatic invoice with the processed order. Instruct the vendor not to send the invoice to Accounts Payable but directly to the individual cardholder who made the purchase (this will help prevent duplicate payments to vendors). If a purchase is made via mail or telephone, ask the vendor to include the receipt with the goods when shipping the product.

7. Guidelines for Reconciling OneCard Statement

7.1. All cardholders are required to complete a monthly Concur expense report when charges exist. This report should be a record of all orders/purchases placed on the OneCard. It is the cardholder's responsibility to ensure there is an itemized invoice/receipt attached for each purchase. Attach itemized invoices, receipts, and other supporting documentation to the expense report.

7.2. Reconciliation is required to be done prior to the deadline: the 10th of each month.

Any discrepancies identified shall be promptly investigated with documentation of action taken recorded. It is the cardholders/departments responsibility to resolve all discrepancies.

7.3. During the reconciliation in Concur, the reconciler should be aware of potential fraudulent transactions. The fraud indicators below should be considered during the reconciliation process.

Fraud Indicators

- Unusual vendor names
- Same Vendor address and employee address
- Only one employee ever uses a specific vendor
- Unusual activity for a given cardholder
- Repeated misuse by cardholder
- Round number purchases
- Transactions with missing receipts or altered documentation
- Sequential or unnumbered receipts
- Duplicate charges
- Purchases made outside of regular business hours
- Activity by non-cardholders and terminated employees
- Cardholder approving his or her own transactions.

8. Compliance Reviews and Audits

The Concur expense report and supporting documentation shall be maintained in Accounts Payable in accordance with the University's record retention schedule. Previously, the purchase vouchers sent to Accounts Payable were considered the official records. The records for the OneCard purchases will be required when the University is audited by the State Comptroller. Audits may be conducted by System Internal Audit or other external entities (i.e. State of Texas Auditors, Public Accounting Offices). Therefore, all documentation supporting the purchase including the reallocation, reconciliation and approval documentation must be kept according to the records retention period of three Fiscal Years plus the current Fiscal Year.

Compliance Reviews are made by Procurement Services and Accounts Payable on a monthly basis. Any non-compliant findings may result in various infractions and additional training. (See: Exhibit A)

9. Statement and Payment

- 9.1. A statement for each cardholder will be available for the departments in Concur. This can be used for verification of the reconciliation of the receipts to the log or the Concur Transaction Summary. The Concur Transaction Summary and all supporting documentation will be filed and kept within the Accounts Payable.
- 9.2. Citibank will mail one summary billing to Accounts Payable, listing all transactions during the period, by cardholder. Accounts Payable will pay the summary billing in full and will charge the default account set for each card. The payment cycle is set up to be on the third of each month. Payment is required within thirty days to Citibank. Citibank pays the vendors between 24 and 48 hours of your placing your order or picking up merchandise.
- 9.3. The Texas Government Code requires Accounts Payable to audit all vouchers before they are submitted to the State Comptroller's office for payment. For this reason, all OneCard transactions using state accounts will require the department to submit original documentation to Accounts Payable prior to the reallocation deadline seven days after the statement closing date.
- 9.4. The original documentation must include a detailed receipt, state documentation (showing charged amount equals expected ordered amount and quantity), and a Concur Transaction Summary (reconciled and approved).

10. OneCard Payment

Employees do not pay their own monthly statement. The program does not affect your credit rating in any way. The OneCard program carries corporate and individual liability.

11. Returns, Credits, and Disputed Charges

Should a problem arise with a purchased item or charge, every attempt shall be made to first resolve the issue directly with the supplier. Review of future statements is vital to ensure the account is properly credited for returns, credits, and/or disputed charges. The returned, credited, or disputed item shall be noted on the Concur Transaction Summary.

11.1. Returns: If a cardholder needs to return an item to a supplier, contact the supplier and obtain instructions for return. Some suppliers may charge a restocking or handling fee for returns. All returns should be indicated in the Concur Transaction Summary.

11.2. Credits: If the supplier accepts an item as a return, a credit for this item should appear on the following month's statement. All credits should be indicated in the Concur Transaction Summary.

11.3. Disputed Charges: If a cardholder finds a discrepancy on a transaction, the cardholder should contact the supplier and attempt to resolve the problem directly. All disputed items should be indicated in the Concur Transaction Summary. A copy of the form and letters shall be kept as documentation.

If a cardholder cannot resolve a disputed item directly with the vendor, the cardholder shall complete the Statement of Disputed Item Form and forward it to the Program Coordinator.

Citibank will place the charge in a "Statement of Dispute" and the account may be given a provisional credit until receipt of adequate documentation from the vendor. If the documentation appears to be in order, the transaction will be re-posted to the account and the dispute considered closed. If the charge is suspected to be fraudulent, the card will be immediately blocked, continue to have a provisional credit (if given), and an investigation of the charge will continue. A new card will then be re-issued to the cardholder, if appropriate. If the charge appears legitimate, the transaction will then post to the new account.

Please remember that Procurement Services is your partner in this venture and is willing to assist in any dispute resolution.

12. Card Termination

When a cardholder terminates employment with the University, the department has the specific obligation to destroy the OneCard and email Procurement Services at OneCard@tamuc.edu. Failure to do so may result in revocation of all departmental card privileges.

Non-compliance with state and University purchasing procedures and disbursement guidelines will be grounds for the revocation of cards. Non-adherence to these procedures will result in revocation of individual cardholder privileges and may result in revocation of all division or departmental OneCards.

13. KEY PROGRAM CONTACTS

13.1. Procurement Services

OneCard Administrator – Card issuance, general questions, and back up for all of the

below: Program Coordinator: Jessica Gossett

903-886-5220

Jessica.Gossett@tamuc.edu

Program Administrator: Travis A. Ball

903-886-5060

Travis.Ball@tamuc.edu

13.2. Financial Services

Cecilia Jubera

903-886-5253

Cecilia.Jubera@tamuc.edu

14. FREQUENTLY ASKED QUESTIONS AND ANSWERS

14.1. For what types of purchases should I use the OneCard?

East Texas A&M University's purchasing policies and procedures govern how you can use the OneCard. The current purchasing guidelines for delegated purchasing authority will determine the type of purchases for which you are authorized.

14.2. In what ways do I benefit from using the OneCard?

When you use the OneCard, you enjoy a reduction in paperwork, direct contact with suppliers, quick and efficient order processing, faster delivery, and fewer errors.

14.3. How does East Texas A&M University benefit from the OneCard Program?

When employees use the OneCard, East Texas A&M University enjoys greater productivity as a result of reduced paperwork. We also enjoy the savings from consolidating multiple supplier invoices into one statement from Citibank.

14.4. What should I do if my OneCard is lost or stolen?

You should call Citibank Customer Service toll-free at **(800)248-4553** immediately to report the OneCard missing and request a replacement. Then call the Program Coordinator and your department manager to inform them that you have called Citibank.

14.5. What do I do if a purchase is denied?

Your purchase may have exceeded a spending or transaction limit, East Texas A&M University may have excluded that type of merchant, or the vendor is not equipped to accept MasterCard as payment. Contact your Program Coordinator, or email OneCard@tamuc.edu to determine the reason.

14.6. Is it possible for someone else to use my card or to share my card number?

According to the Cardholder Agreement that you signed, you are responsible for all charges and the safekeeping of the card. Under NO circumstances should you ever allow anyone else to use your card.

14.7. Will use of the OneCard affect my credit report?

No. The OneCard is a corporate liability card and carries no personal liability for cardholders who use the OneCard.

14.8. Whom should I contact to resolve an error or dispute concerning my account?

You should first contact the supplier. Most exceptions or issues can be resolved between you and the supplier. If you cannot resolve an issue with the supplier, please contact the Program Coordinator and they will assist you.

14.9. When I use my OneCard to make a purchase, how is the transaction authorized?

When you use the OneCard to make a purchase, the supplier verifies the account number with Citibank. Your spending limits are checked automatically against preset East Texas A&M University limits.

14.10. What about East Texas A&M University being tax exempt?

The card is identified as a "State of Texas" official business, tax-exempt card. You are encouraged to advise the supplier (at the time of order or check out) that the purchase is to be tax exempt. You should carry a copy of the East Texas A&M University tax exemption certificate when making a purchase.

14.11. Whom can I contact with any questions related to this OneCard program?

You can contact any person listed in this guide, but for quicker service, please email OneCard@tamuc.edu and someone will assist you in a timely manner.

14.12. Who is eligible to apply for a OneCard?

All part time/full time employees of East Texas A&M University that have been issued a UIN through our HR department and have completed all appropriate trainings. Approval is subject to the individual's department head.

14.13. How much am I allowed to tip for meals?

20% is the allowable amount for meals.

Exhibit A:**OneCard Suspension/Cancellation Guidelines**

11/2020

Purchasing and Accounts Payable reserve the right to review all potential infractions on a case-by-case basis. Multiple offenses are based on business within each fiscal year.

Reports not submitted by 5pm on the 10th (Or Next Business Day if on a Weekend)

- 1st offense: suspended until received
- 2nd offense: Suspend card until paperwork is received, plus 30 days, OneCard training
- 3rd offense: Suspend card until paperwork is received, plus 60 days, OneCard training
- 4th offense: Loss of OneCard privileges

In the event that the Account Manager for the cardholder does not approve the report on time, the following actions will be applied:

- 1st offense: Warning issued via email and suspension of card until received
- Consecutive / repetitive offenses will be handled on a case-by-case basis

Missing Paperwork

- 1st offense: Suspended until received
- 2nd offense: Suspend card until account information is provided
- 3rd offense: Suspend card until account information is provided, plus 30 days, Allocation Training
- 4th offense: Suspend card until account information is provided, plus 60 days, notification to supervisor and OneCard training
- 5th offense: Loss of OneCard privileges

Revisions

- 1st offense: Suspend card until revisions are made
- 2nd offense: Suspend card until account information is provided, plus 30 days, Allocation Training
- 3rd offense: Suspend card until account information is provided, plus 60 days, notification to supervisor and OneCard training
- 4th offense: Loss of OneCard privileges

Prohibited & Restricted Items Purchased Without Prior Approval

- 1st offense: Warning issued via email
- 2nd offense: Suspension of card for 30 days, OneCard Training
- 3rd offense: Suspension of card for 60 days, OneCard Training
- 4th offense: Loss of OneCard privileges

Split Transactions/Card Sharing/ Unsecure Sharing

- 1st offense: 60 day suspension after warning letter signed by cardholder, supervisor, and department head
- 2nd offense: Permanent suspension of card

Audits of OneCard Transactions

- The Procurement Card Suspension Log will be maintained on the shared drive tracking all warnings and infractions for each expense report chosen to be audited.
- All purchases utilizing 1XXXXX accounts will be audited. This will include HEF purchases, salary accounts, and other abnormal account usage.

Extensions

- 3 extensions a year will be granted

Note: Supervisors may be notified at any time regarding the use and/or misuse of a OneCard and the associated responsibilities.