

FLORIDA ATLANTIC UNIVERSITY PURCHASING CARD PROGRAM

Purchasing Card User Manual/University Agency Plan

Revised June 2018

I. KEY WORDS & PHRASES

II. GENERAL

III. GUIDELINES

- A. Card Issuance and Cancellation
- B. Purchasing Card Limitations And Restrictions
- C. Cash Advances
- D. Purchasing Card Security
- E. Reconciliation Of Charge Receipts
- F. The Payment Process
- G. Training and Information
- H. Encumbrance
- I. Registrations & Memberships

IV. PROCEDURES

- A. Deans, Directors and Department Heads
- B. Cardholders
- C. Reconciler/Approver (or back-up Reconciler/Approver in Department)
- D. Access control custodian or designee

V. TRAVEL GUIDELINES, SUPPLEMENT

- A. Training Agenda, Travel

VI. RESTRICTED ITEMS LIST

- Training Agenda, Commodities

+ FREQUENTLY ASKED QUESTIONS

+ APPLYING FOR AN FAU pCARD

+ REQUIRED FORMS

- Cardholder Agreement
- Cardholder Profile Information Form
- Cardholder Travel Addendum
- Reconciler/Approver Profile Information Form
- Cardholder Termination/Transfer Form

I. KEY WORDS & PHRASES

Approver (Workday Cost Center Manager or Delegate)

A person delegated the responsibility of reviewing Cardholder transactions to ensure the appropriateness of activity and the timely processing of charges. Often the Approver will reside in the same department/area as the cardholder.

Associate Purchasing Card Administrator (Assistant Controller)

The individual in the University Controller's Office who administers the travel function and associated purchasing card Approver training.

Billing Cycle

The monthly billing period that begins the 5th day of each month and ends the 4th day of the following month.

Cardholder

A person designated by the Purchasing Card Administrator (Purchasing, pursuant to the Dean's, Director's or Department Head's recommendation) to be given a Purchasing Card to make purchases within preset limits, on behalf of FAU. A cardholder shall meet the purchasing card requirements as stated herein and have duties or responsibilities commensurate with the establishment of spending limits.

Cardholder Profile

Parameters that are set for a designated Cardholder that identify the Cardholder, set default accounting codes and provide restrictions or spending limitations in the Merchant's card processing system.

Contractor

The bank issuing the purchasing card; the current contractor is Bank of America.

Delegate

An official Designee in Workday acting on behalf of either the Cardholder or Approver, but only where the expense reporting process is concerned. (Cardholders cannot delegate the use of their Purchasing card to others).

Expense Report (ER)

An electronic request submitted through the Workday Expense Module which documents expenses and represents the traveler's request for reimbursement of expenses.

MCC

Merchant Category Code assigned to a merchant by VISA which identifies the primary goods or services provided by the merchant.

Monthly Limit

A maximum dollar value of charges that may be applied to a Cardholder's purchasing authority during a month.

Purchasing Card Administrator (Assoc. Director of Purchasing)

The individual in the Purchasing Department who administers the cardholder profiles, card issuance, card cancellation, and cardholder training.

Transaction

A charge, credit, correction or other activity associated to any Cardholder or Agency account.

Single Transaction Limit

A dollar limit that may be applied to a Cardholder's purchasing authority on a per transaction basis.

Spend Authorization (SA)

An electronic request made through the Workday Expense Module to secure approvals and encumber the funds in advance of any business trip.

University Agency Plan

A set of key controls and agency objectives that Florida Atlantic University must meet to participate in the Purchasing Card Program.

The procedures contained in this manual apply to all University employees who have been issued an FAU Purchasing Card or who have direct or delegated responsibilities under the Purchasing Card Program.

II. GENERAL

Purchasing cards will be issued to those people who are in a fiscally responsible position and may only be used for official, university-related purposes. Purchases must follow appropriate state laws and University rules and policies and must be made with reasonable judgment. If there is a question about the official purpose of a purchase or if the use of the purchasing card to make a purchase is questionable, contact the Purchasing Office at 561-297-3080 for clarification.

Purchasing cards are issued to individuals who complete certification training and may only be used by the individual whose name appears on the card. Cards are not issued to a department, university vehicle, function or location.

State and University contract merchants/vendors should be used to purchase commodities unless the needed commodities are not available through state or University contracts. A list of state contracts and vendors can be obtained from the Purchasing web site at <http://www.fau.edu/purchasing>.

Any employee who knowingly and willingly makes purchases or attempts to make purchases that violate state laws, University purchasing card policy, or procedures contained in this manual or assists another employee in such purchases, or fails to report a known violation, may be subject to disciplinary action in accordance with the Cardholder Agreement.

Cardholders are encouraged to use certified State of Florida minority merchants, PRIDE of Florida (commodities made by prisoners), and purchase commodities that are made of recycled material or of recycled content.

Contact the Purchasing Office for non-routine or questionable purchases before the purchase is made. For example, computer software/hardware that must meet specific requirements, critical delivery schedules, or assurance of compatibility with existing equipment might require the use of a purchase order to ensure that specifications are met.

All transactions conducted within the State of Florida are exempt from State Sales and Use tax. The University's tax exemption number for the pCard program is listed on each purchasing card. Federal or local taxes are not exempt.

Merchants should not charge the purchasing card account until the merchandise is received by the cardholder or shipped by the merchant. Backorders may not be charged by the merchant in advance of shipping.

The merchant should ship the delivery receipt and the item purchased directly to the cardholder or designated departmental receiving point. Do not send items to Central Receiving that are purchased with the pCard. Under no circumstances shall items be sent to the Cardholder's residence.

The University's Office of Inspector General and/or Controller's Office will perform periodic post audit review of purchasing card activity.

Purchasing Cards will be immediately canceled and destroyed if the Purchasing Department is notified that:

- * Cardholder terminates employment
- * Cardholder no longer requires a Purchasing Card
- * Cardholder reports the loss or theft of Purchasing Card
- * Cardholder misuses the Purchasing Card
- * Termination of any grant, contract or budget authority for which the card was issued exclusively.

Infraction Policy: (General)

Cardholders who violate the terms of the Cardholder Agreement will be subject to disciplinary action up to and including termination of employment. Additionally, failure to follow purchasing policies stated herein will be addressed as follows:

- 1) 1st Occurrence: Counseling and/or reduction of privileges
- 2) 2nd Occurrence: Reduction of privileges or revocation of Purchasing Card

III. GUIDELINES

A. Card Issuance and Cancellation

The Purchasing Card Administrator (Purchasing) is responsible for all card issuance and cancellation.

Cards are issued following the Purchasing Card Plan that is approved by the President of the University.

Cards must be returned to the Purchasing Card Administrator (Purchasing) when cardholder changes departments within the University or terminates employment with the University or when cardholder no longer requires a card.

B. Purchasing Card Limitations and Restrictions

Non-travel purchase obligations shall not exceed \$5000 and may not be split to circumvent this. Individual cardholder controls are determined by the cardholder's profile. Cardholder profiles are determined by Deans, Directors or Department Heads and approved by the Purchasing Card Administrator. (Purchasing).

The Purchasing Card Administrator (Purchasing) is responsible for establishing and maintaining cardholder profiles.

C. Cash Advances / Gift Cards

Under no circumstances are cash advances, gift cards or gift certificates allowed on University Purchasing Cards.

D. Purchasing Card Security

Use of the purchasing card is limited to the University employee whose name appears on the face of the card. The purchasing card must not be loaned to another person under any circumstances. If a cardholder is absent for an extended period of time, the department should seek to obtain another card for a different designated employee, either temporarily or permanently.

Each cardholder is responsible for the security of his/her card. All precautions should be used to maintain confidentiality of all information relating to the card, such as the cardholder account number, expiration date, and CVV number. (security code on back).

The Purchasing Card account number should never be left in a conspicuous place.

E. Reconciliation of Charge Receipts:

Effective July 2, 2015, a reconciliation between the Cardholder's charge receipts and what is reported by Bank of America will be handled through the Expense Report process in Workday.

It is suggested that the Cardholder's Supervisor review the expense reports periodically to consider appropriateness of purchases, especially when said Supervisor is not acting as the cost center manager (Approver) in Workday. Internal control plans call for periodic audits of the program by FAU's Office of Inspector General. These audits may include, but are not limited to, the verification of proper scanned attachments (receipts) and the appropriateness of purchases.

F. The Payment Process:

The University is responsible for assigning persons to authorize the approval of expense reports daily. The approver (or his/her delegate) must be independent of the cardholder.

Purchasing card charges are received by the University on a daily basis and should be authorized/paid as follows:

pCard charges must be fully approved within thirty (30) calendar days after the date of purchase. This 30-day period includes the submission of a receipt (Cardholder and/or Cardholder's delegate), the creation of an expense report in Workday (Cardholder and/or Cardholder's Delegate) and the appropriate approvals (Cost Center Manager, Research Accountant (if applicable), etc.). *Note: The recommended timeframe to complete the lifecycle of the transaction is 21 days for the Cardholder/Delegate to submit an Expense Report and 7 days for the Cost Center Manager/others to secure all approvals.*

If the lifecycle of the process exceeds 30 calendar days, a justification will be required as to why the process is late¹.

FAU will achieve a 95% approval rate by fiscal year end June 30 of the year the charge was incurred. A program area not meeting this requirement may jeopardize its participation in the Purchasing Card Program.

¹ **Penalty:** If the transaction lifecycle is not completed within 30 calendar days as specified above, the Cardholder will receive a warning for the first offense. This warning consists of an electronic notification in the Workday Inbox to the Cardholder and Cardholder's Manager. If the cardholder is out of compliance for a second time (i.e., the 2nd transaction exceeds the 30 calendar day mark) the Cardholder's pCard credit limit may be reduced to \$1. (*) If the credit limit is reduced, the Cardholder shall attend a "tune up" training session to have his/her credit limit reinstated. A university pCard may be revoked for repeated violations.

(*) The pCard Administrator may consider circumstances that are unique and opt to leave the original credit limit intact as warranted.

The annual pCard year-end cutoff will occur on June 10th (21 days prior to year-end) each fiscal year. On a case by case basis, the pcard Administrator can evaluate particular circumstances, at their discretion, which would entitle the pcard holder to have the card limit maintained throughout the blackout period.

G. Training and Information

All cardholders must attend certification training on the policies and procedures associated with the Purchasing Card Program. They must be informed of purchasing card statements and other sources of information relevant to the program.

H. Encumbrance

The Purchasing Card Program was established, in part, to lessen the amount of paperwork and processing time currently needed for small dollar purchases. Therefore, the purchasing card charges will not be systematically encumbered.

I. Registrations & Memberships

Registrations and Organizational Memberships may be processed using a university issued pCard. While this is the preferred method of payment, Purchasing will continue to accept requisitions as well. As always, please ensure that these, and all other charges, are appropriate expenditures against the charged index and that you have the proper departmental approval, as required. Also note that travel accommodations are only permitted on specific pCards that are approved for travel.

Registrations:

- 1) pCard Cardholders may place registrations directly with the organization either in person, by phone, fax, Internet or by mailing the registration form. The VISA account number should be properly indicated on the form.
- 2) A copy of the registration form will serve as the receipt and should be included in the expense report. Each registration form should include the name of the conference, the date(s), the person(s) attending and TAR number(s), conference location, and cost.
- 3) A “Benefit to State” justification shall be written and included in the expense report. This justification, along with the registration form, shall constitute a “receipt”.
- 4) Group registrations may be charged to a single card provided the individual participants are broken down by line and there is a name and TAR number for

each in the description field. Be sure to retain the benefit to state and registration form as your receipt.

Organizational Memberships & Dues:

- 1) Florida statutes require that public funds not be used for dues to any association, group or organization the records of which are not open for inspection by any Florida citizen.
- 2) Membership dues and/or renewal forms may then be placed directly with the organization in person, by phone, fax, Internet or by mailing the appropriate payment form. The membership form must indicate group, departmental or organizational membership unless an individual membership is available at a lower cost and is desired. The following documents shall serve as the pCard receipt and must be included with the expense report upon the payment of membership dues:

Completed membership form
Benefit to State Statement

IV. PROCEDURES

A. Deans, Directors and Department Heads will:

1. Recommend potential cardholders.
2. Ensure that potential cardholders are not assigned to approvers who are related to them.
3. Complete and sign the Cardholder Profile Information form
4. Forward completed forms to the Purchasing Card Administrator (Purchasing).
5. Ensure that employees who will be issued a purchasing card or have been delegated responsibilities under the purchasing card system meet the purchasing card requirements and have duties or responsibilities commensurate with the establishment of spending limits.
6. Notify the Purchasing Card Administrator (Purchasing) of changes in a cardholder's status.
7. Ensure that cardholders who terminate employment or transfer stop using the purchasing card immediately upon notification of the termination or transfer, and reconcile all outstanding purchasing card transactions with the appropriate Approver prior to termination or transfer.
8. Collect purchasing cards from employees who transfer within the University, then cut in half and submit promptly with the Cardholder Termination/Transfer form to the Purchasing Card Administrator (Purchasing).

B. Cardholders will:

1. Attend University certification training and sign a Cardholder Agreement; acknowledge their responsibilities with respect to use of the card prior to receiving a purchasing card.
2. Follow appropriate state laws and university guidelines and use good judgment when making purchases. Abuse or misuse of this privilege subjects cardholder to disciplinary action.
3. Ensure the physical security of the purchasing card and protect the account number. The purchasing card number must not be posted in the cardholder's work area. Under no circumstances will a cardholder allow another individual to use the card. If a purchasing card is lost or stolen, the cardholder will immediately notify Bank of America at 1-888-449-2273 and the University Purchasing Office at (561) 297-3080. Lost or stolen cards reported missing over the telephone to Bank of America will be blocked immediately.
4. Contact the Purchasing Card Administer (Purchasing) to obtain a replacement card.
5. At time of purchase, request that State Sales and Use taxes not be charged to the purchasing card account. Show (read, if on telephone) the merchant the sales tax exemption number on the front of the purchasing card. If merchant insists on charging tax, purchase may still be made; receipts must be documented as such.
6. Initiate the Approval process as follows:

pCard charges must be fully approved within thirty (30) calendar days after the date of purchase. This 30-day period includes the submission of a receipt (Cardholder and/or Cardholder's delegate), the creation of an expense report in Workday (Cardholder and/or Cardholder's Delegate) and the appropriate approvals (Cost Center Manager, Research Accountant (if applicable), etc.). *Note: The recommended timeframe to complete the lifecycle of the transaction is 21 days for the Cardholder/Delegate to submit an Expense Report and 7 days for the Cost Center Manager/others to secure all approvals.*

If the lifecycle of the process exceeds 30 calendar days, a justification will be required as to why the process is late².

FAU will achieve a 95% approval rate by fiscal year end June 30 of the year the charge was incurred. A program area not meeting this requirement may jeopardize its participation in the Purchasing Card Program.

The annual pCard year-end cutoff will occur on June 10th (21 days prior to year-end) each fiscal year. On a case by case basis, the pcard Administrator can evaluate particular circumstances, at their discretion, which would entitle the pcard holder to have the card limit maintained throughout the blackout period.

7. If a receipt is lost or the cardholder cannot obtain a receipt, a replacement receipt form may be substituted on an exception basis.
8. Identify disputed items and contact merchant directly to resolve dispute: document all attempts at dispute resolution. If a cardholder returns merchandise, a credit should be issued to the cardholder's purchasing card account and a credit receipt obtained. Under no circumstances may a cardholder receive cash. If the merchant refuses to resolve the dispute, the cardholder must complete and sign a Cardholder Statement of Disputed Items form and fax the form to Bank of America; a copy should be sent to the cardholder's Approver. For canceled orders, obtain a cancellation number and include it on the dispute form.
9. Upon termination of employment or transfer to another position within the University:
 - a. Stop using the purchasing card prior to termination or transfer;
 - b. Return the purchasing card to Deans, Directors or Department Heads when transferring to another department/area within the university;
 - c. Reconcile all outstanding purchasing card transactions with the appropriate Approver.

² **Penalty:** If the transaction lifecycle is not completed within 30 calendar days as specified above, the Cardholder will receive a warning for the first offense. This warning consists of an electronic notification in the Workday Inbox to the Cardholder and Cardholder's Manager. If the cardholder is out of compliance for a second time (i.e., the 2nd transaction exceeds the 30 calendar day mark) the Cardholder's pCard credit limit may be reduced to \$1. (*) If the credit limit is reduced, the Cardholder shall attend a "tune up" training session to have his/her credit limit reinstated. A university pCard may be revoked for repeated violations.

(*) The pCard Administrator may consider circumstances that are unique and opt to leave the original credit limit intact as warranted.

C. Cost Center Managers (or their Delegates) will:

1. Attend training on the Workday/pCard expense reporting process (Controller's Office)
2. Ensure that pCard expense reports are well documented, appropriate and charged to a proper SmartTag.
3. Complete the approval process in Workday as follows:

pCard charges must be fully approved within thirty (30) calendar days after the date of purchase. This 30-day period includes the submission of a receipt (Cardholder and/or Cardholder's delegate), the creation of an expense report in Workday (Cardholder and/or Cardholder's Delegate) and the appropriate approvals (Cost Center Manager, Research Accountant (if applicable), etc.). *Note: The recommended timeframe to complete the lifecycle of the transaction is 21 days for the Cardholder/Delegate to submit an Expense Report and 7 days for the Cost Center Manager/others to secure all approvals.*

4. Track any disputed purchasing card items to ensure that the appropriate credit is received: notify cardholder if expected credit is not received.
5. Notify the Purchasing Card Program Administrator (Purchasing) when unusual or restricted transactions appear in the Workday expense report system.
6. Instruct Cardholder to make reimbursement, including sales tax, for unauthorized purchases. Payment should be made through the Cashier's Office by the Cardholder and documented as such.
7. Ensure compliance with this manual.

V. TRAVEL GUIDELINES, SUPPLEMENT

Note: Not all pCards are approved for travel. Please refer to your Cardholder Profile Form for more information.

SPEND AUTHORIZATION (SA)

A Spend Authorization is required for all FAU employees traveling on FAU business.

This also includes, but is not limited to:

- 1) Job candidates staying at area hotels
- 2) Hotel provisions for Contractors per approved agreements
- 3) Campus to campus travel

Travel on University business must be authorized in advance of travel. A Spend Authorization (SA) is an estimate of all travel and must be submitted in the Workday Expense Module and fully approved before making commitments to travel or incurring expenses for traveling.

When using the pCard to cover third party expenses such as interview candidates, other employees traveling within your department etc., two Spend Authorizations will need to be created and submitted; one will need to be created for the pCard holder and one for the actual traveler.

If International Travel is chosen as the Expense Treatment in the Spend Authorization, it will automatically route to the Provost's Office for approval.

Authorized Expenses:

The following expenditures are authorized for both national and international travel: Please note that the FAU pCard may not function in all international locations; pCard holders are encouraged to confirm that the card will be accepted in the country of destination.

Airfare

Travelers are required to use the most economical means of transportation.

The University reimburses commercial airfares for economy/coach accommodations. **First and business class transportation is not allowed.** (Note: Airline upgrades such as Main Cabin, Economy Plus and other convenience upgrades are not allowable. These upgrades generally address being able to choose one's seat before boarding, more legroom, a larger seat, etc. Any charge above economy/coach is not allowable.)

Registration Fees

Hotel Rooms

Single/Standard occupancy only.

Personal charges should be billed separately and paid for by the traveler at check-out.

For hotel rentals in Florida, the sales tax must be exempted

Travelers should obtain the most economical and efficient room rates for in-state and out-of-state travel.

Rental Cars

FAU has a contract with Enterprise/National and employees are required to rent vehicles from the contracted company. FAU has a car rental portal website in which travelers can book their car through the FAU website. Please see the link here:

http://www.fau.edu/controller/travel/car_rental.php

A justification for a vehicle other than a compact car must be submitted and approved prior to travel. The State Contract for rental cars may be viewed at:

http://www.dms.myflorida.com/business_operations/state_purchasing/vendor_information/state_contracts_and_agreements/state_term_contracts/rental_vehicles

Business Related Phone Calls/Internet access/Fax Service

Tolls

Parking

Taxis

May include tips not exceeding 15% of the taxi fare.

Fuel for Rental Car, University Fleet Vehicles or Department owned/leased vehicles (vehicles not issued to an individual). FAU vehicles only.

Emergency Car Repairs FAU vehicles only.

The following travel expenses are authorized to be paid for third parties:

Airfare

Hotel Charges

Registration Fees

Taxis

Please note that the pCard holder must be present when the charges are made in order to sign the receipt. Under no circumstances can the pCard be given to a third party traveler in order to settle that traveler's charges.

Unauthorized Expenses:

The following general categories *may not* be purchased with the VISA pCard. In the case of grant funds, please check with Contracts & Grants. Please note that this is not an all-inclusive listing of the unauthorized expenditures.

Business-related airfare combined with personal airfare

First class and business class travel

Gasoline for personal vehicle usage

Personal items

Travel-related expenditures for third parties (excluding airfare, hotel charges, taxi and registration fees)

Personal phone calls

Car repair (non-emergency)

Movies

Meals*

Alcohol

Room service

Receipts:

All pCard receipts must be filed in Workday as an attachment to the expense report, by either the Cardholder or their delegate. This is a required task in the expense module when preparing expense report travel reimbursement.

One copy of the receipt shall be filed with the pCard Approver

One copy of the receipt shall be filed with the travel reimbursement.

For a more detailed explanation of the above, refer to the web site located at:

<http://www.fau.edu/controller/travel/>

- **FAU is currently conducting a meal pilot program for Athletic Team Travel and the Department of International Programs. No other areas are permitted to charge meals to their pcards.**



FLORIDA ATLANTIC UNIVERSITY

777 GLADES ROAD
P.O. BOX 3091
BOCA RATON, FLORIDA 33431-0991

**Purchasing Card Program
Training Agenda, Travel**

Cardholder responsibilities:

- 1) Sign and abide by the Cardholder Agreement (supplement for travel)
- 2) Ensure that the travel expenses are in accordance with FS 112.061
 - a) authorized vs unauthorized expenses

Authorized: airfare
 registration fee
 hotel rooms
 rental cars
 tolls
 parking
 taxis
 emergency car repair for FAU vehicles
 business related phone calls/Internet/fax service

Unauthorized: business related airfare combined with personal airfare
 first class and business class travel
 personal items
 personal calls
 non emergency car repair
 gasoline for personal vehicle usage
 movies
 meals
 alcohol
 room service

- b) verify funding prior to travel



FLORIDA ATLANTIC UNIVERSITY

777 GLADES ROAD
P.O. BOX 3091
BOCA RATON, FLORIDA 33431-0991

VI. RESTRICTED ITEMS:

The following general categories should not be purchased with the VISA Purchasing Card. Please check with Grants & Contracts for questions concerning the appropriate use of grant funds.

- 1) Personal items: including, but not limited to, congratulatory telegrams, items of a decorative nature, wall hangings, awards, entertainment, refreshments and alcoholic beverages, personal subscriptions, coffee pots, microwaves, refrigerators, stoves, etc.
- 2) Meals *
- 3) Utility equipment: including, but not limited to, lighting, heating, cooling, fans, janitorial supplies, etc.
- 4) Travel (unless authorized)
- 5) Minor Construction/Renovation
- 6) Contractual Services
- 7) Printing & Promotional Items
- 8) Radioactive materials, controlled substances, explosives, pesticides or any other item prohibited by law, regulation or policy.
- 9) Items which are routinely procured from PRIDE.

LIMITED ITEMS:

The following items may be purchased on the pCard; it is suggested that you check with the appropriate Purchasing Agent first for compatibility and product/vendor recommendations.

- 1) Furniture items
- 2) Computer equipment/software
- 3) Office equipment

- FAU is currently conducting a meal pilot program for Athletic Team Travel and the Department of International Programs. No other areas are permitted to charge meals to their pCards.



FLORIDA ATLANTIC UNIVERSITY

777 GLADES ROAD
P.O. BOX 3091
BOCA RATON, FLORIDA 33431-0991

Department of Purchasing
Administration Building, Rm 207
(561)297-3080 FAX (561)297-3084

Purchasing Card Program – Training Outline, Commodities & Services

Preface: (1) Credit Limit(s); (2) Chip & Pin; (3) Workday Interaction

I. Cardholder Responsibilities:

- A. Sign and abide by the Cardholder Agreement
- B. Insure items purchased are appropriate against funding source and in accordance with university/State policy.
 - 1. Restricted Items (prior page)
 - 2. Additional Information: www.fau.edu/purchasing
 - 3. Work closely with fiscal staff to verify funding
- C. Forward receipts to Approver Promptly
- D. Report lost/stolen pCard immediately
- E. Secure card at all times; do not relinquish card to others

II. Placing Orders

- A. Transaction types
- B. Registrations & Memberships
- C. Tax Exempt Status
- D. Shipping/Billing
- E. Declined Transactions/Order Splitting
- F. Returns/Discrepancies

III. Exhibits

FAU Office Supplies Program
Card Activation
Amazon Tax Exemption Program (ATEP)