

York University Procurement Card Program Handbook Procedures and Regulations



Procurement Card Program

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US Bank Customer Service

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1.0 Introduction

The York University purchasing card is to be used for the purchase of minor eligible acquisitions as defined by the University. The [University Policy on Procurement of Goods and Services](#) and subsequent [Procedure](#) governs the University Purchasing Card (Pcard) program.

York University is committed to providing the University community with a convenient and efficient method of acquiring low value goods and services directly from vendors. The York Pcard allows for:

- a simplified procurement process through reduced reliance on purchase orders
- fewer invoices
- expedited delivery and vendor payment
- a more effective way for the community to meet their low value procurement needs

US Bank is the University's provider of the Purchasing Card program.

2.0 Roles and Responsibilities

2.1 Cardholder Responsibilities

The Pcard Cardholder is the appointed employee tasked with purchasing goods and services for their department or unit, and is accountable for the proper use and management of the Pcard.

Responsibilities include:

- adhere to the University policies and procedures as they pertain to the procurement of goods and services
- adhere to all Pcard compliance guidelines and take responsibility for all Pcard usage
- ensure the security of the Pcard at all times
- not share the Pcard with any other individual for any reason
- not split transactions to avoid spending limits
- verify each transaction for accuracy and validity
- resolve any transaction discrepancies by contacting the vendor directly
- attach supporting documentation for each purchase, reconcile with the monthly Cardholder Activity statement, sign, date and submit for review by the 24th of the month by 9PM (unless otherwise indicated by the Pcard Administrator). Obtain approval and signature of the Transaction Approver
- report lost and/or stolen Pcard to US Bank and the Pcard Administrator

- regularly monitor activity and report any unauthorized transactions immediately to US Bank, Pcard Coordinator (if applicable), Pcard Transaction Approver, and Pcard Administrator (pcard@yorku.ca)
- return the Pcard upon transfer, leave of absence, termination, retirement, or upon request to the Pcard Administrator.

2.2 Approver Responsibilities

The transaction approver is the hierarchical supervisor of the Cardholder(s) and/or has financial oversight obligations. The transaction approver agrees to perform monthly transaction statement reviews and sign off.

Responsibilities include:

- attend mandatory training offered by Procurement Operations
- identify and approve eligible employees who qualify to hold a University Pcard (can also serve as the Pcard Coordinator for the unit)
- ensure any changes to Cardholder profile and privileges are communicated in a timely manner
- ensure rationale and eligibility of all purchases against the cost centre
- monitor the Cardholder(s) usage and immediately reports any unauthorized use of the card
- notify the Pcard Administrator of any delegation of authority for the Pcard Program should their status change
- review, approve, sign and date the monthly Cardholder Activity Report for each Cardholder by the 24th of the month by 9PM unless otherwise indicated by the Pcard Administrator and ensures all Pcard receipts and statement are retained in the department/unit to be made available for review for audit purposes
- ensure that the Cardholder does not exceed the transaction limits set by the University Pcard Program Manager
- ensure that any unauthorized transactions that appear on the Transaction Summary are reported immediately to US Bank, the unit/department Pcard Coordinator (if applicable) and the University Pcard Program Manager
- adhere to the University policy, procedures and guidelines as they relate to the procurement of goods and services, and any other applicable University policies or procedures.

2.3 Pcard Coordinator Responsibilities

The Pcard Coordinator is the designated employee who may be assigned to manage the Pcard Program on behalf of a department/unit with multiple Pcard Cardholders. A unit/department Pcard Coordinator cannot also be a Pcard Cardholder but may be a Pcard Transaction Approver.

Responsibilities include:

- liaise with the University Pcard Program Manager whenever new eligible employees are identified to hold a University Pcard, and ensures any lost or stolen Pcards are immediately reported to US Bank and the University Pcard Program Manager
- notify the Director, Strategic Procurement Services of any delegation of authority for the Pcard Program should their status change
- communicate any changes to Cardholder(s) profile and privileges in a timely manner
- monitor Pcard usage and reports any unauthorized use of the Pcard
- ensure transaction limits are not exceeded by splitting transaction amounts, and that individual Pcards are not shared
- ensure that monthly statements are reviewed and approved by the Transaction Approver
- adhere to the University policy, procedures and guidelines as they relate to the procurement of goods and services.

2.4 Program Manager Responsibilities

The Director, Strategic Procurement Services (SPS) manages the Pcard Program at the University. The Director, SPS has sole responsibility for executing Pcard discipline, preparing training materials, approving balance increases, auditing purchases for compliance and card suspension and termination.

2.5 Pcard Administrator Responsibilities

The Pcard Administrator is the designated representative responsible for the administrative management of York University Pcard Program on behalf of US Bank.

3.0 Application Process

3.1 Eligibility

To be eligible for the Pcard, you must be a permanent, full time/part time employee of the University with responsibility for purchasing goods and services. Typically, the Pcard is issued to an individual who holds an administrative position. Pcards may be issued to academic staff on a case-by-case

basis and only with the support of the faculty dean or faculty executive officer, and approval of the Director, Strategic Procurement Services.

3.2 Application Process

Written consent from your hierarchical supervisor (typically, department head, faculty dean, executive officer) must be obtained in order to apply for the Pcard. Your hierarchical supervisor will serve as the Transaction Approver and be responsible for financial oversight of your Pcard. To apply:

1. Complete the [Pcard Participant Application & Agreement](#) form (PDF)
2. Print, read and sign both the Cardholder Profile Application and the Pcard Participant Agreement “Cardholder Acknowledgement”
3. Obtain the signature of the department/unit Pcard coordinator (if applicable, and the transaction approver)
4. Forward the completed form to the Pcard Administrator, (Pcard@yorku.ca)
5. Attend the mandatory training session to receive your Pcard

Where there is a change of Transaction Approver or Pcard Coordinator a new Pcard Agreement must be completed, including all necessary approval signatures and submitted to the Pcard Administrator (pcard@yorku.ca).

3.3 Activating Your Pcard

To activate your Pcard, refer to US Bank’s instructions provided to you with your York issued Pcard.

4.0 Accessing US Bank

Access® Online is the electronic access system Cardholders log-in to and perform their monthly transaction reconciliations.

The Access® Online website is: <https://access.usbank.com>

First Time Users

When you log into Access® Online for the very first time you will be asked to accept the Licensing Agreement – which has been reviewed by the University. Cardholders are required to accept the agreement to access the system.

Logging In

Note: Your password expires every 60 days. You cannot reuse a password for 12 months.

1. Enter Organization Short Name: yorku or YORKU

2. Enter your personal user ID (consists of 7 to 20 characters) which was provided by the Pcard Administrator at the mandatory training session
3. Enter your password (consists of 8 characters with 1 alpha and 1 numeric character) which was provided by the Pcard Administrator at the mandatory training session. *Note: First time users will be prompted to change their password*
4. Click Login

For further assistance please review the [Access Online User Training Guide](#) (PDF)

5.0 Guidelines for Using the Pcard in a Compliant Manner

5.1 Transaction Limits

Transaction limits are set by the Pcard Administrator based on department/unit purchasing trends which have been justified via the Cardholder Profile Application form.

The average single transaction limit ranges between \$500 to \$2,500, with the average monthly transaction limit ranging between \$2,500 to \$10,000. Temporary exceptions to these limits need to be justified in writing and providing a copy of the vendor quote or invoice, and are subject to approval by the Director, Strategic Procurement Services.

Please note that splitting transactions to circumvent spending limits is in contravention of this agreement and subject to the card policy violation set out in Section 7 of this document.

Card cancellation, replacement of lost or stolen cards, or changes to a Cardholders' profile are initiated through the [Pcard Change Request](#) form which is submitted to the Pcard Administrator for approval by the Director, Strategic Procurement Services by the designated department spending authority.

5.2 Allowable and Restricted Purchases

Acceptable

- low value goods and services not available through [Sm@rtBuy](#) (York's on-line purchasing system) or from [vendors of record](#) (VORs) who are not on Sm@rtBuy and accept Pcard
- couriers and delivery services
- conference, seminar and registrations fees
- professional membership and license fees (requires advance approval from Transaction Approver prior to processing)
- advertising (ads for events, plays, etc.)

Not Acceptable

- personal purchases
- travel and hospitality (e.g. airfare, car rental, hotel, foods and beverage, alcohol)
- cash advances, ATM withdrawals
- controlled goods/substances including hazardous and radioactive materials, some chemicals
- split transactions
- staff gifts (flowers, baskets, gift cards, etc.)

5.3 Vendor of Record

Where a Vendor of Record (VOR) exists for the university, Pcard holders must use that vendor. A current list of the University's vendors of record are listed here: [Pan-University Vendors of Record](#). If a VOR is not listed for the good or service you require, please contact purchase@yorku.ca. If the VOR accepts credit card, the Cardholder is permitted to use their Pcard. If the VOR does not accept credit card, the Cardholder must acquire those services using the prescribed payment method.

Where a VOR does not exist, Pcard holders are strongly encouraged to consult the University's [Social Procurement Vendor Portal](#) to source the good or service required.

5.4 Online Purchases

Online purchases are permitted. Pcard holders are encouraged to use good judgement when making online purchases and not expose the University to undue risk from unsecure transactions. When making purchases through online vendors, ensure that the vendor uses a secure platform, ideally using bank-level 256-bit encryption. You can also look for a padlock icon in the url bar which indicates a secured site.

5.5 Pre-Payments

Advance or pre-payment shall be avoided whenever possible, as it is prudent to not pay for goods or services until they have been received or satisfactorily delivered. However, in some circumstances Vendor pre-payment may be necessary. Pre-payment must be specifically agreed to in the contract or agreement between the University and the Vendor. All contracts must be reviewed by Strategic Procurement Services prior to execution and in accordance with the University Signing Authority Register.

All pre-payments shall be approved by an employee with the appropriate signing authority in accordance with the corresponding dollar threshold and approval authority under the University's [Signing Authority Register Article 10](#). The employee approval of all pre-payments shall be supported

by proper vendor invoice clearly indicating that the payment being requested is either for full pre-payment or deposit/partial payment.

Departments may request that the vendor provide an irrevocable standby letter of credit or a credit reference from the vendor's banker to minimize the University's risks. Departments may contact Strategic Procurement Services if guidance is required when negotiating pre-payment terms.

5.6 Amazon Purchases

Pcard holders must use the Amazon for Business platform provided by York University. Pcard holders shall not use personal Amazon accounts for conducting University business, nor shall receipts be submitted to Concur for reimbursement. Failure to abide by this regulation may result in your expense claim being denied and may be subject to the Pcard violations program identified in section 7.1.

5.7 Gift Card Purchases

Purchasing Gift Cards including cards that can be used for transportation services (ie UBER, Lyft, TTC, Go Transit etc.) are not permitted. Any Pcard holder wishing to seek an exemption to the prohibition of gift card purchases may do so in writing on a case-by-case basis to the Director, Strategic Procurement Services. Pcard holders should be aware that prior approvals do not automatically guarantee future approvals.

Unauthorized gift card purchases are considered a Pcard Program violation and are subject to the Pcard violation program outlined in Section 7.

5.8 Email purchases

A vendor may request that the Pcard holder submit their order by fax or email. This is permitted, however, Pcard holders are prohibited from sending secure information, such as the card number, expiry, CVV or a copy of the front and back of the card by either fax or email. Where a vendor requests information in such a manner, suggest making the payment via telephone or a secure website.

5.9 In person Purchases

When making purchases with a vendor, you will use a Point of Sale (POS) machine. To authorize a transaction, you must use your PIN number set up with US Bank. Occasionally, for low value purchases, you may be able to use the wireless tap function. In this instance, no PIN number is required. Please ensure you keep this PIN number confidential when using the POS machine.

If you need to reset your PIN, please access the PIN services function on the US Bank website or app.

Be sure to also collect a receipt for the purchase for your monthly reconciliations.

5.10 Social and Sustainable Procurement

York University is committed to ensuring that our purchases provide the best value for the University's interests. York interprets best value as an amalgamation of three primary interests: financial, social and environmental. Cardholders are encouraged to consider the tools and resources available to help you find sustainable and socially impactful purchases that support the University's Social Procurement Program and Sustainability Framework.

Pcard holders should also familiarize themselves with the Supplier Code of Conduct and report any suspected violations of the Supplier Code of Conduct to their immediate supervisor or manager.

5.11 US and other International Purchases

Purchases from vendors located outside of Canada are permitted on the Pcard. Cardholders should be advised that there may be a discrepancy between posted foreign market rates and the rate charged on your credit card. Cardholders must ensure they have sufficient limits on their credit card to account for the differences in currency valuations.

In certain instances, a Cardholder may need to enlist the services of a customs broker to import a good.

To do so, you must provide the vendor with the following information:

Your Pcard cost center (e.g. cost centre 123456) – this will be used as a reference number

1. Your name and contact number
2. The complete shipping address at York, including the campus building name and room number
3. The University's customer broker's name: **Thompson Ahern International**
4. Clearly indicate if goods are "**Perishable**" – all **Hazardous** goods must be ordered via a Purchase Order

Please note that a separate fee applies.

For further assistance, please contact customs@yorku.ca.

5.12 Shipping Instructions

When having a good delivered, please identify the building and department you wish your delivery to be dropped off. Please do not list central mailing services as your mailing address.

Please also note that unless previously approved by the Director, Strategic Procurement Services, goods cannot be delivered to any off-campus location – including your personal residence.

5.13 Billing Address

If you are required to provide a billing address, please provide the following:

4700 Keele St
Toronto, ON
M3J 1P3
Canada

In some instances, you may need to add your department to the billing address. Some Cardholders may have included their department when enrolling for their Pcard.

5.14 Returning Merchandise

When returning goods, it is your responsibility to ensure your card is accurately credited by the vendor. You must keep a copy of all reverse transactions and/or refunds and include the original receipts with your monthly reconciliation.

6.0 Pcard Reconciliation

There are two activities associated with the use of a Pcard. One is the purchasing of the product or service, the second is ensuring that the bank and University financial information is correct and accounted for appropriately. To achieve this, the Cardholder is required to perform mandatory monthly reconciliations against the Pcard.

The University must demonstrate sound financial stewardship over all funds expended to ensure the continued trust of all stakeholders and funding sources. Pcard transactions, albeit for low value purchases, must be reviewed on a regular basis to ensure that orders are filled correctly, delivered according to expectations, and priced according to the agreed-upon quote provided by the vendor at the time of purchase.

As a Cardholder, you are required to perform this due diligence to prevent erroneous charges, fraudulent activity, and to demonstrate sound financial oversight and control over university funds expended. Failure to reconcile Pcard statements by the specified date and time are subject to the Pcard violations program identified in section 7.1.

6.1 Monthly Billing Cycle

Pcards must be reconciled on a monthly basis. The Pcard Administrator sends a monthly email reminder to all Cardholders alerting them to the cycle close date and the last day they can reconcile.

Departments/units that rely heavily on the Pcard and have a large volume of transactions each month should review the US Bank Access® Online website more frequently.

The monthly cycle closes on the 20th of each month, and the reconciliations must be completed by the 24th of each month by 9PM. **December reconciliation dates are earlier in the month and may vary to accommodate the University holiday closure.**

Please remember to reconcile your Pcard prior to leaving for vacation or extended absences.

6.2 How to Perform Monthly Reconciliations

To begin your monthly reconciliation you must log on to the [US Bank Access® Online](#) website.

Note: The Organization Short Name used on the Access Online Website for all York University Pcards is yorku or YORKU. For help on using the system users should refer to the [Access® Online User Training Guide](#) (PDF).

Once you have entered your User ID and Password you will be able to access your recent transactions. All Pcard transactions are mapped to a York account that best describes the good or service provided by the vendor. You may be required to reallocate the charges to a more appropriate expense account and/or cost centre (e.g. teaching supplies should be charged to account 305000 rather than to the office supplies account 301000). Reallocation is done on the US Bank Access® Online system: Transaction Management / Card Account Summary with Transaction List.

Steps involved include:

1. Match the vendor receipt/invoice to all the charges on the Card Account Summary with Transaction List
2. Locate any missing receipts/invoices or complete an attestation (this should be a rare occurrence)
3. Verify that the price charged to the Pcard is correct
4. Map the charge to the correct account, fund, cost centre, and ALT codes (if applicable)
5. Provide a brief description of the nature of the purchase and on whose behalf, you made this transaction (if buying for others) in the Allocation Comment field on the Cardholder Account Summary
6. Print a copy of the Cardholder Activity statement and attach all supporting documentation
7. Submit the entire package to your transaction approver for signature
8. File the entire package at the department/unit level as per the [University Common Records Schedule \(FIN 10\)](#), and made available for audit purposes

6.3 Document Retention

Cardholders are responsible for ensuring that original receipts are retained for a period of seven (7) years in accordance with the university's document retention policy. Should the Cardholder enroll

in the US Bank digital receipt capture app, successfully uploaded digital receipts (where the entirety of the receipt is clearly legible) will suffice for the document retention requirements.

7.0 Pcard Program Controls

7.1 Card Violation Program

The University expects all Cardholders to abide by the terms and conditions of this agreement. Inappropriate use of the University's Pcard will result in measures being taken that may lead to the suspension and/or cancellation of your Pcard depending on the severity of the infraction. This determination is made solely by the Director, Strategic Procurement Services.

For minor card violations within a calendar year, the following steps will be taken:

- First violation – written warning issued to the Pcard holder
- Second violation – card suspension for thirty (30) days
- Third violation – card suspension for six (6) months

After the third violation, the Pcard holder must attend the Pcard training program prior to having their card reinstated.

Future violations within one (1) calendar year of the first infraction will result in the permanent cancellation of your Pcard.

Examples of minor card violations include:

- items listed under Restricted Transactions
- missing receipts/attestations or back-up documentation
- ineligible purchases including: staff gifts, travel and hospitality including alcohol
- cash advances or ATM withdrawals
- splitting purchases in order to evade authorized set limits
- future-dating transactions that are non-travel related or travel already completed
- failure to respond to card-related inquiries by Internal Audit and Strategic Procurement Services

For major violations, the Director of Procurement Services may permanently suspend the Pcard agreement without going through the graduated warning system for minor violations.

Major violations include:

- using the card to defraud the University
- using the card to willingly and knowingly support criminal activity
- using the Card for personal purchases
- lending the card to unauthorized persons

7.2 Unreconciled Transactions

All charges on the Pcard statements are paid by the University directly to US Bank. Cardholders need to reconcile and submit their Pcard reconciliations by the respective deadlines, allocating expenses to the correct chartfield(s) (department/project).

Failure to reconcile Pcard statements by the specified date and time are subject to the Pcard violations program identified in section 7.1

7.3 Reinstating Suspended Cards

In all cases, the Cardholder is ultimately responsible for ensuring that all policies and procedures are followed for purchases and reconciliations.

Steps for reinstatement are:

1. Cardholder (or approver) must ensure all outstanding reconciliations are compliant and completed and verified by the Pcard Program Manager.
2. The Cardholder must successfully re-take the Pcard training session.
3. Once the training session is completed, the Cardholder may have a Pcard reissued. Further infractions are subject to the Pcard violations schedule identified in section 7.1.

7.4 Returning or Cancelling a Card

A Pcard may be cancelled at any time at the request of the Cardholder and/or their Approver, for instance due to inactivity, a change in roles etc. The Pcard must be returned to the Pcard Administrator. Upon the return and/or cancellation of the Pcard all outstanding transactions must be reconciled.

However, if a Cardholder:

- leaves the University permanently
- takes a temporary leave of absence
- transfers to another university department at York University

The Pcard must be returned to the Pcard Administrator. A card may be reissued to staff returning from a temporary leave or transferred to another department at the direction of the Pcard approver.

7.5 Requests to Maintain an Active Card During a Leave of Absence

If a Pcard holder wishes to keep their card active during a temporary leave of absence, approval must be sought from the Transaction Approver and the Director, Strategic Procurement Services. Requests are granted at the sole discretion of the Director, Strategic Procurement Services. If an approval is not granted, the Pcard will be temporarily suspended until the Cardholder returns from

their temporary leave of absence. A notice of reinstatement must be sent to the Pcard Administrator to begin the process of reactivating the Pcard.

8.0 Associated Policies and Procedures

Fraud Theft and the Misappropriation of University Assets [Policy](#) | [Procedure](#)

Payment Card Data Security [Procedure](#) | [Guidelines](#)

Procurement of Goods and Services [Policy](#) | [Procedure](#)

Signing Authority [Policy](#) | [Register](#)

[Social Procurement Policy](#)

Supplier Code of Conduct

[Sustainability Policy](#)