

New York University Procedures

Title: NYU Global Payment Card Procedure Manual
Effective Date: September 1, 2021
Issuing Authority: University Treasurer
Responsible Officer: Assistant Treasurer, Global Banking, Cash Management and Treasury Operations

Processes Related to Global Payment Card Program

Applying for a Payment Card

Any new Payment Card applicant must complete the NYU Payment Card [Application Form](#) for Purchasing, CTA, Fleet and Student Club Cards (listed in the Appendix). These forms are posted under the Buying & Paying page on [FinanceLink](#). The form(s) must be submitted to the Global Payment Card Program team via email to: payment.cards@nyu.edu. Each Cardholder agreement must first be approved by the applicant's Card Administrator and by the second approver who must have Level 2 Authority in the [NYU Signature Authority Policy](#). Level 3 Authority is acceptable for FO&T and Student Clubs. **Reminder: The Card Approver must be the supervisor or manager of the Cardholder, or a more senior employee of the University such as a Fiscal Officer, or a member of the Fiscal team of the Cardholder.**

The NYU Payment Card [Application Form](#) also requires the Applicant to read the NYU Global Payment Card Policy and NYU Global Payment Card Manual as well as initial and execute to that effect. Please see the Disciplinary Actions for Violation section of the NYU Global Payment Card Policy.

Purchasing, CTA, Student Club and Fleet Cards have various monthly transaction limits and single transaction limits. The spend level of the Payment Card issued to the Cardholder is determined by the Card Administrator of the School or Department and is based on the Cardholder's business requirements and compliance with the Payment Card limits in the NYU Global Payment Card Policy.

The Card Administrator and Card Approver also need to complete the relevant section of the [Application Form](#). If a Card Administrator is replaced, the new Card Administrator must be added to the application on file.

Enrollment Processing Steps

Once an employee completes and submits a Payment Card application, the following steps are required for enrollment processing:

Step	Process Step Name	Description
1	Card Administrator receives request	Card Administrator reviews and approves the application
2	Global Payment Card Program team verifies request	Global Payment Card Program team reviews and verifies the Card application to ensure that the information and authorizations supplied are correct, then applies for a Payment Card through the Bank issuer
3	Global Payment Card Program team conducts training	Global Payment Card Program team notifies Cardholder of requirement to complete Payment

Step	Process Step Name	Description
4	Global Payment Card Program team distributes training materials	Global Payment Card Program team sends welcome letter including card policies, web links and relevant forms to Cardholder
5	Cardholder Signs Cardholder Agreement	Cardholder completes training before receiving the Cardholder Agreement, signs it and forwards it to the Card Approver
6	Card Approver and Card Administrator; Sign Cardholder Agreement	Card Administrator and Card Approver sign the application and forward it to the Global Payment Card Program team. At least one Signatory must have Level Two authority under the Signature Authority Policy
7	Global Payment Card Program team sets up the Cardholder's profile in the Bank's online system	Global Payment Card Program team records training date, confirms that signed Cardholder Agreement is on file, and notes that Cardholder has received the Payment Card
8	Card Approvers ONLY: training and documentation	Card Approver must complete incremental training to ensure that roles and responsibilities are understood before they are authorized in the GRAM system as an Approver. When a Card Administrator assigns a new Approver, the Global Payment Card Program will share links to relevant Approver training materials.

Card PIN Setup

At the time of card activation via phone at 1-888-233-8855, Cardholders will have the option to set up their own PIN number that can be utilized for the Payment Cards. Bank of America no longer initiates PIN mailers.

The systems prompts must be followed to set up the PIN. Cardholders need to have their verification ID number, business phone number and the zip codes to complete the PIN set up.

Optional – Mobile Alerts Setup

Cardholders have the option to sign up for [mobile alerts](#). This security feature is highly recommended by the bank and the Global Payment Card Team to protect against fraud. This feature would create alerts for transaction declines, transactions made by phone or on-line, and proactive notification of activity outside of normal purchasing patterns.

Application Process for Global Programs Office (GPO): The Payment Card applications must be completed by the employees at the Global Academic Centers. In addition to the Global Site Director, the GPO Director, Financial Operations must approve each application and assign a Card Approver for each Cardholder. As a general guideline, the Global Site Director should be the Card Approver for each global staff member. The GPO Director, Financial Operations is the Card Approver for all of the Global Site Directors and Global Site Fiscal Officers. The GPO Director, Financial Operations, is also the Card Administrator for all of the Global Academic Centers.

Student Club Cards have separate processes as outlined below.

Ongoing Usage – Processes & Procedures

Weekly Reviews and Monthly Reconciliations

Cardholders and Alternate Card Approvers with Reviewer Access are required to:

- Review all transactions generated on the GRAM system on a weekly basis
- Update chartfields as necessary per transaction

- Upload the receipts and other support to the Bank's GRAM system via pdf or mobile device record. NOTE: only one upload per transaction is allowed in the system with multiple pages if necessary
 - Include expense descriptions in GRAM for each transaction
 - **NEW:** Receipt uploads are now mandatory in the GRAM system. The system control ensures that reviews and approvals cannot be finalized without an uploaded receipt and/or justification explanation per transaction
- Upload Missing Receipt Forms if receipt is lost
- If the final receipts are obtained later than the month-end freeze of the transactions, a manual reconciliation must be performed by the Cardholder.
 - Provide any receipts and backup documentation for all transactions that have not been uploaded to the Bank's GRAM system to the Card Administrator to support their approval during the timeline required and retention for three years under [NYU Document Retention Policy](#) and [Financial Records and Retention Policy for Sponsored Programs](#)
- Verify monthly charges for accuracy against the GRAM system as well as purchase receipts held by the Cardholder and dispute with the Bank at 866-500-8262 for any unauthorized charges.
- Upload all ATM cash withdrawal receipts to GRAM (only relevant to Cardholders approved for cash withdrawals, by exception process). The cash audit log must be updated and reconciled.
 - Remaining Cash from the cash advance should be reconciled as described under the Cash Advance Procedures in the [NYU Travel and Expense Policy](#)
- Group meals **must include the list of participants either in the Expense Description tab or part of the receipt** (Please see process in the [NYU Travel and Expense Policy](#))
 - Meals require itemized receipts and list of participants per the [NYU Travel and Expenses Policy](#)
 - Cardholders are required to provide itemized receipts or other appropriate documentation for all meals taken (if itemized receipts are not provided travelers should provide a written confirmation no alcohol was consumed)
 - Alcohol costs should be segregated in a separate account in the University's general ledger (account # 65183) from other meal costs when reporting expenses
 - Alcohol purchase and use of alcohol places significant legal exposure on the University. Therefore, the use of alcohol for business meals and entertainment purposes should be kept to a minimum and must comply with the University's [Drug and Alcohol-Free Workplace Policy](#) and the [NYU Travel and Expenses Policy](#). When holding events where alcohol is present a guideline of two beverages per employee on average should be followed.
 - Gratuities for meals cannot exceed 20%
- Special Case: Meals at Business Meetings - A business meal is defined as a meal taken with University faculty, staff, or students which may or may not include others from outside the University at which a substantial and bona fide business discussion takes place. The University requires compliance with the [NYU Travel and Expense Policy](#) and the following for reimbursement meals at a Business Meeting:
 - 1) Substantiation of the meal itself as having a business purpose, which involves providing the reason for the meal itself, the names of individuals or group of individuals present, and the affiliations of those present

- 2) Adequate documentation, which identifies specific costs
- The following guidelines are listed about Meals in the [NYU Travel and Expense Policy](#)
 - Chartwells must be the vendor of choice for all catered events. Exceptions will be granted for external vendors if savings would be in excess of 25% of Chartwells' quote.
 - Inexpensive options such as bagels and pizza are allowed but must be paid by P-Card or through a Seamless account for orders under \$200 USD.
 - Catered meals for internal meetings are not allowed except for training and professional development. However, coffees, teas, and other non-alcoholic beverages as well as snacks are allowed.
 - Refreshments, snacks, and beverages may be used to encourage participation of employees outside of the organization hosting the event.
- **Reminder: Alcoholic beverages cannot be charged to Funds 24 & 25. The account code 65183 must be used.**

Also note, each Cardholder is required to maintain the Payment Card statements electronically and in GRAM system, with all associated receipts.

Although electronic receipts are acceptable, each School or Department may set **additional** retention requirements, e.g., sponsored research.

Card Approvers are required to:

- Monitor Payment Card use within a cost center to ensure compliance with Related Policies and take appropriate actions in instances of non-compliance
- Card Approvers will automatically receive an email indicating that transactions are ready for their review and approval
- Review all transactions submitted for approval or rejection on a timely basis, within 7 days of the end of the month
- Identify or reject any questionable or unauthorized charges and notify the Cardholder as appropriate. If the questionable charges are due to personal utilization of the Payment Card, the Card Approver must ensure that the Cardholder flags the accidental transaction as "Personal Expense" from the drop down GRAM menu and follows instructions. Any other business related transaction rejected by the Card Approver must be escalated to the Fiscal Officer or the leader of the school or unit
- Return the transaction to the Cardholder to update chartfields, if necessary
- Run a GRAM Personal Spend Report monthly. Identify personal utilization of the Payment Card, ensure that the Cardholder provides explanation for the non-approved transaction and reimburses the University for any unauthorized amounts
- Note: Please read the full [Memo](#) on Purchasing Card transactions bypassing Budget check

Card Administrators are required to:

- Ensure the retention of receipts and backup documentation for all transactions for the required time period as described in [NYU Document Retention Policy](#) and [Financial Records and Retention Policy for Sponsored Programs](#), as well as any local laws pertaining to document retention

- 1) Receipts for purchases for non-federal awards are required to be maintained for 3 years on the Bank's GRAM system or in hardcopy format if the receipts have not been uploaded to the system.
- 2) Please note that compliance with the federal rules for sponsored research requires: the Cardholder must retain receipts for federal awards for 3 years after the final report on a research study is issued. This could be as long as 10, 15, or even 20 years. Please see the [Financial Records and Retention Policy for Sponsored Programs](#).

Specific Restrictions on Purchase of Gift Cards

Purchase of **Gift Cards** of any type is **prohibited on all Payment Cards, including P-Cards, CTA cards, Student Club Cards and Fleet Cards**.

- Bank of America prepaid gift cards may be purchased via a request to Accounts Payable only, due to tax implications. Please contact Accounts Payable via [NYU FinanceLink](#).
- Purchasing of non-cash gift cards, i.e. a gift card to be used at a specific vendor such as Starbucks, etc. is also prohibited on all Payment Cards.
- Physical gifts may not be purchased with any Payment Card.

Allowable Exceptions to Gift Card Restrictions:

1. Purchasing Digital Amazon Gift Cards (e-cards) for research subjects for \$200 or less (each) is allowed on the P-Card but must be identified in GRAM as research subject compensation along with other supporting documentation according to the [Human Subjects Compensation: Financial Guidance Memo](#) issued by the Associate Vice Provost, Research Compliance and Administration.
2. Purchasing Digital Amazon Gift Cards (e-cards) for survey or study participants who are non-US citizens **ONLY** for \$200 or less (each) is also allowed on the P-Card but must be identified in GRAM as alumni survey participant compensation along with other supporting documentation.
3. Purchasing Gift Cards for non-US tax payers living abroad and participating in various studies, accompanied by detailed documentation backup, which must comply with [NYU's Anti-Bribery and Corruption Policy](#)

Please note that the P-Card is an acceptable form of payment on Business Amazon accounts **only until** all Amazon purchases are diverted through the iBuy process (anticipated in Summer 2020).

For any exceptions to the above guidelines please contact the Global Payment Card Program team at payment.cards@nyu.edu or use ServiceLink (nyu.service-now.com/servicelink/). Please note that each exception requires the approval of the Card Administrator and Fiscal Officer first. The University CFO or Treasurer must approve all exceptions.

Managing Disputes

Cardholders are directly responsible for resolving any statement discrepancies with the supplier and/or the Bank to ensure corrections and/or credits are made on a timely basis. Any disputes should be identified and explained during the monthly reconciliation process. After calling the Bank's help desk phone number at 1-888-449-2273, Cardholders are required to complete the Bank's hardcopy dispute form within 60 days of the dispute and work with the Bank until the matter is resolved. The Cardholders must comply with the providing Bank's terms for the dispute process. The disputed transaction amounts are credited to the Cardholder's account while the dispute is resolved. If the dispute is valid, the credit remains in place, if the dispute is rejected; the debit is re-entered to the account.

If a dispute involves the return of a purchased item, Cardholders are responsible for arranging all returns directly with the supplier. If a dispute remains unresolved after two billing cycles, Cardholders should report the dispute to the Global Payment Card Program team. They will work with the Cardholder and

the Bank to resolve these disputes.

Updating Card Profiles or Status

Cardholders are responsible for notifying the Global Payment Card team of any profile changes to their account in accordance with the process set forth below, including: Name, Chartfield or Cost Center changes, Address, Leave of Absence, Cancellation, (Requested) Permanent credit limit increases or decreases.

All changes require a written notification via email submitted by the Cardholder and approved by the Card Administrator or Fiscal Officer.

Each Cardholder is responsible for relinquishing his/her Payment Card upon transfer, resignation, termination or voluntary cancellation of the Card. When a Card is cancelled, the Cardholder must return the Payment Card cut in half to the Global Payment Card Program team. **If a Cardholder is terminated, the card must be collected by the Cardholder's Human Resources Officer/Human Resources Business Partner or designee, or the Cardholder's manager.**

Managing Lost or Stolen Cards, and/or Fraud (see Addendum: NYU Student Club Cards)

Without delay, Cardholders are responsible for notifying the Bank and the Global Payment Card Program team immediately upon discovery of a lost or stolen card. **Cardholders must report card loss or theft, to the Bank by calling the phone number listed on the back of the card, 1-888-449-2273.** Cardholders are advised to maintain the Bank's toll-free phone number, website address and their Card number in a safe place, separately from the Card for emergency purposes.

Cardholders are not permitted to lend Cards or give Card information to anyone. Cardholders are responsible for protecting their Cards and passwords at all times.

Cardholders are also required to notify the Bank and the Global Payment Card Program team immediately of any fraudulent or unapproved purchases not made by the Cardholder.

As a reminder, any misuse or violation of the NYU Global Payment Card Policy, the Payment Card usage guidelines and/or Cardholder will result in disciplinary action. Please see section on Disciplinary Actions for Violation in the NYU Global Payment Card Policy.

Process for Payment Card Renewals

All Payment Cards **expire three years after the issue date.** Before replacement Cards are authorized for use, Cardholders are required to complete a mandatory refresher training course and re-sign the Cardholder Agreement. The issuance of renewal Payment Card requires the approval of the Card Administrator. The renewal Card is issued approximately one month prior to the expiration date.

Payment Card Program Maintenance

Resetting the Card PIN

To change the Personal Identification Number (PIN) after the initial activation of a card, please contact Bank of America's Global Servicing team using the phone number on the back of the card at 1-888-449-2273. Please select changing the PIN menu option. You will need the following details:

- Account Number (card number)
- Verification ID (N Employee ID, N='6')
- Phone number associated with the Cardholder's account (see the GRAM Transaction Detail page or your GRAM Profile)
- Address associated with the Cardholder's account (see the GRAM Transaction Detail page or your GRAM Profile)

Status Change Processing

Cardholders may initiate account changes for any of the following reasons: cancellation, cost center change, name change, credit limit increase/decrease or address change. The request for account changes needs to be sent via email to the Global Payment Card Program team at: payment.cards@nyu.edu.

Type of Change	Cardholder Responsibilities	Global Payment Card Program team Responsibilities
Cardholder Profile	<ul style="list-style-type: none"> Notifies Global Payment Card Program team of any changes to account (e.g. name, cost center, Card Approver, Card 	<ul style="list-style-type: none"> Notifies Bank of changes Documents request for replacement card (if necessary) Records changes in GRAM database
Cancellations	<ul style="list-style-type: none"> Submits form to relinquish Payment Card Request new Payment Card if transferring to a 	<ul style="list-style-type: none"> Notify Bank of cancellation and request a new card if transferring Record changes in profile
Renewal	<ul style="list-style-type: none"> Completes Cardholder training Re-signs Cardholder Agreement 	<ul style="list-style-type: none"> Checks for extended inactivity within last 12 months Schedules Cardholder training
Inactivity	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Monitor card use for periods of inactivity exceeding twelve months Notify card holder and approver of impending cancellation Inactivate card through cancellation or reducing limit to \$1 if future use is planned Notify Bank and record changes in

Payment Card Limits

The table below describes the maximum allowable monthly and single transaction limits, based on card type. In limited circumstances, Cardholders may request approval from the Card Administrator to increase credit limits in increments on the Payment Card. Higher single transaction and monthly credit limits must be formally justified and may be granted with Treasurer or Assistant Treasurer approval. Cardholders will need to submit a detailed request via email approved by the Card Administrator to the Global Payment Card Manager to initiate Treasurer approval. Splitting purchases of goods or services with cost greater than the Cardholder's single transaction limit into multiple smaller charges is prohibited. These limits are delimited in US Dollars; the card limits will be different when covered to another currency.

Limits	Purchasing (P-Cards)	Fleet Card (US only)	Student Club Cards (US only)	Corporate Travel Account (CTA) Card
Monthly Transaction Limit Amount	\$10,000	\$5,000	Determined by Club's Budget Administration Representative	\$20,000 based on the need of Department

Limits	Purchasing (P-Cards)	Fleet Card (US only)	Student Club Cards (US only)	Corporate Travel Account (CTA) Card
Single Transaction Limit Amount	\$2,000	\$250	Determined by Club's Budget Administration	NA
Daily Transaction Limit Amount	Capped by single transaction and monthly limit only	\$1,000	Determined by Club's Budget Administration Representative	Capped by monthly limit only
Daily Transaction Limit Number	20	3	Determined by Club's Budget Administration	NA
Cash Advance Limits (ONLY WITH INDIVIDUAL APPROVAL)	Determined by Treasurer / Assistant Treasurer	NA	NA – Not permitted for Student Clubs	NA

Requests for Changes to Spending Limits

Credit limit extensions are treated as card status changes and require approvals from the Payment Card Program Manager if the limit increase is within the set guidelines, or require the Treasurer's or Assistant Treasurer's approval if the limit is higher than listed in the grid.

Resolving Blocked or Declined Transactions due to MCC (Merchant Category Code) Restrictions

The Cardholders should contact the Global Payment Card Program team for assistance by sending an email to payment.cards@nyu.edu, in advance (if possible). This email will trigger a ServiceLink ticket and the issue will be followed up by one of the team members as soon as possible after notification (with a 48-hour Service Level Agreement, excluding weekends). All manual authorizations will require the Card Administrator's or Card Approver's approval.

Manual Authorization is required with the approval of the Card Administrator in the following circumstances:

- Requesting temporary credit limit extensions, one-time purchases at non-compliant suppliers, and other justified business reasons
- Authorizing purchases at a supplier with a blocked MCC code

The Cardholder needs to provide the Global Payment Card Program team with the following information:

- Cardholder name
- Account number – last 4 digits
- Chartfield
- Transaction amount (\$)
- Supplier name
- Date of decline
- Reason for decline (if known)

- Business justification

With approval from the Card Administrator, the Global Payment Card Program team will work with the Bank to increase the transaction limit or obtain a manual authorization code. For temporary credit limit increases, the Global Payment Card Program team identifies the effective start and end dates. When the temporary increase period ends, the Bank automatically resets the Card limit to its previous status. The Bank's GRAM system maintains a log tracking the temporary credit limit changes.

Issues at Time of Purchase

If a transaction is blocked at the time of purchase, Cardholders should contact the Bank at the toll-free phone number listed at the back of the Card #1-888-449-2273 or obtain the number from [FinanceLink](#). The Cardholders may also contact the Global Payment Card Program team for assistance in case of blocked transactions.

Accidental or Personal Charges on the NYU Payment Card

Payment Cards are not to be used for personal expenses unless an extraordinary situation occurs, e.g. where there may be a stranded traveler. Any and all personal transactions must be flagged as such in the Bank's GRAM system by the Cardholder. **The Cardholder must reimburse NYU for the charge by completing an NYU Personal Expense Transmittal form** (available on the [Payment Card page on FinanceLink](#)); by including their name, department, chartfield, Payment Card number, and the purpose of the personal spend. **The completed transmittal form and payment must be submitted within fourteen days of incurring the expense to the University's primary Bursar Office located at 383 Lafayette, New York, NY 10003 either in person or via mail by using the pre-printed envelope distributed to each Cardholder.** Only checks or cash are accepted as payment methods. Cardholders located at the College of Dentistry and Brooklyn, can utilize their own Bursar Office. The Bursar locations are listed as follows:

Dental Bursar Office
345 E 24th Street,
Room C118,
New York, NY 10010

Brooklyn – StudentLink Center
5 Metrotech Center
Dibner Building, Room 201
New York, NY 11201

The Card Approver for the Cardholder should take note of the personal spends at the time of the approval process. If the Card Approver has not received confirmation from the Cardholder that NYU has been reimbursed for the personal expense, the Card Approver must remind the Cardholder immediately of this obligation. The monitoring and reconciliation will be conducted at the school or unit where the budget is impacted by the personal spend. The Cardholder will receive a copy (electronic copy via Cardholder's NYU email address or paper copy for in-person) of the processed transmittal form from the Bursar's office upon receipt of the payment. The Bursar's office will credit the associated chartfield listed on the transmittal form and the credit will appear in FAME and UDW+.

The Bank's GRAM online system generates a report on personal spends. This report must be run by the Card Administrator on a monthly basis to reconcile the reimbursement payments to the personal expenses. The report is available for all Account Group Managers, Card Administrators and/or Auditors on the Bank's GRAM system to monitor and audit this type of exception activity. The process flow is posted on the [FinanceLink](#) site.

Global Academic Centers: The Card Administrator must reconcile the personal spend report against the submitted reimbursement to NYU.

Frequent Travelers (US based Cardholders)

In very limited circumstances, Frequent Travelers may be allowed to utilize their Payment Cards for the combination of both travel and purchase. In this case, the traveler will have access to most merchants

and their monthly credit limits will be higher than the regular Payment Card limits of \$10,000 per month. These exceptions must be approved in advance in accordance with the [Signature Authority Policy](#) by a person with Level 2 Signature Authority of the unit, as well as the Card Administrator.

Card Use Outside of United States

Cardholders who are managing NYU programs and facilities at locations outside of the United States, including NYU Global Academic Centers, and who are also living at these locations on a permanent basis or longer than six months at a time, may use their Payment Card for the sole purpose of supporting the NYU program and facility at their location and are therefore not bound by the purchasing limitations of the Prohibited Items in the NYU Global Payment Card Policy. Debit Cards are prohibited at the Global Academic Centers, unless pre-approved by the Treasurer or CFO.

Cardholders at the Global Academic Centers will have access to extended Merchant Categories due to their unique purchasing needs, and will require approval by the Card Approver for all transactions. The prohibited purchases are listed in the NYU Global Payment Card Policy.

Cardholders at the Global Academic Centers may be set up for higher Single Transaction Limit and Monthly Credit Limits as requested by the Card Administrator and approved by the GPO Director of Financial Operations, and the Treasurer.

NYU Student Club Cards

The Center for Student Life (CSL) oversees the NYU Clubs. There are additional Student Clubs that are directly tied to an NYU School e.g., Tandon School of Engineering, Stern School of Business, School of Dentistry, etc. The participating Student Clubs must follow all the rules and procedures as relevant to all other cardholders at NYU.

To create efficiencies for students participating in NYU Student Clubs, the University will offer Bank Payment Cards to pay for approved club related expenditures. The use of this Payment Card process will remove personal outlays of funds and reduce the frequency of reimbursements and payment of petty cash to the student.

The Clubs will be issued departmental cards called Student Club Cards that will be shared by the President, Treasurer and other students. Although the card will be issued to a full time NYU employee in the club office, the students will be entitled with Alternate Approver with Reviewer Access roles to be able to upload receipts, modify chartfields include the expense description and review the expenses.

Merchant Category Grouping will be limited. The Single Transaction Limit and Monthly Credit Limit will be determined by the Club Student Affairs Representative, although the limits will generally be much lower than as specified therein.

If a personal or non-business charge is made using the NYU Student Club Card, or accidental or emergency charges are made on the NYU Student Club Card by a student, the student user is required to contact their Card Administrator to provide reimbursement to the University as described under the Accidental or Personal Charges (see above).

Terminations and Transfers

Cardholders are responsible for relinquishing their Payment Card to their Card Administrator upon transfer, resignation, or termination and must send an email to the Global Payment Card Program team confirming that the Card Administrator is in possession of the Card. The Card must be cut in half and

sent to the Card Program team to store the destroyed Card and associated documentation. The Card Program team then submits a cancellation request to the Bank. All changes are recorded in the user information database.

If a Cardholder transfers to another department, the current Payment Card must be cancelled and a new Card Application must be processed with the approval of the new Card Administrator. The Travel Cards are exceptions to this rule as those cards are issued on personal liability. The Travel Card is transferred to the new business unit's basic control account by the Global Payment Card Program team.

Using PeopleSync system employee termination reports for the 3 campuses, the Card Program team cross checks employee termination records and card issuer reports weekly with the user information database to confirm all appropriate cancellations have been processed. The team also runs regular reports to identify accounts that have been inactive for more than 12 months. The team will contact the identified Cardholders to confirm the business need for a Payment Card. If no business need is identified, the unused Payment Card will be cancelled.

University's Financial System (FAME)

Payment Card charges are uploaded from the Bank's reconciliation tool to FAME on a monthly basis. All transactions are mapped to the appropriate general ledger accounts and default chartfields based on the Cardholder's reviews and Card Approver's approvals. If the Cardholder and Card Approver miss their chartfield updates at the required weekly and month end reviews and approvals the transactions are uploaded to FAME as well as UDW+ to the default chartfields. In this case, the Fiscal Officer must submit a journal entry to update the FAME via JEMS.

Reconciliation

Card Statement Reviews and Payment Reconciliation – Back-end-Process for Accounts Payable (A/P) and Global Payment Card Program

The Global Payment Card Program team will access a billing summary for all Cardholder activities through the Bank's GRAM system to reconcile charges on a monthly basis with A/P. Documentation supporting monthly charges is required in order for NYU to make payment to the Bank.

Record Retention Policy

Payment Card receipts and statements must be retained for at least 3 years following the calendar year in which the transaction was made. If the Payment Card receipts are uploaded to the Bank's reconciliation system, this will be sufficient for record retention. GRAM will retain Payment Card documentation for 3 years and may be accessed online. Payment Card documentation will be archived for 7 years by the Bank. In addition, all records must be maintained in compliance with the [NYU Document Retention Policy](#) and [Financial Records and Retention Policy for Sponsored Programs](#).

Document Requests

The Card Administrator or Internal Audit team must initiate an email to payment.cards@nyu.edu requesting the download of transactions for a specific time frame. The email will automatically open a ServiceLink ticket and will be followed up by members of the Global Payment Card Program.

Appendix

Card Application Forms

Application forms are available at the Payment Card web portal, URL is listed below:

<https://www.nyu.edu/employees/resources-and-services/financelink/buying-paying/payment-cards.html>

Email completed and approved application(s) to payment.cards@nyu.edu.

- [Purchasing Card \(P-Card\) Application](#)
- [Purchasing Card Application for Cardholders outside of the US](#)
- [Corporate Travel Account \(CTA\) Card Application](#)
- Fleet Card Application (email payment.cards@nyu.edu to request an application)
- [American Express Travel & Entertainment Card Application](#)

Important Links

[NYU FinanceLink](#)

Key Contacts

Treasury - Global Payment Card Team:

Global Banking & Cash Management

105 East 17th Street, 3rd. Floor

New York, NY 10003

payment.cards@nyu.edu

Payment Card Phone Lines:

Toll Free: 1-866-698-5601 Mailbox: 43222

Or 1-212-998-2999

Bank of America

US/CAN

24/7 Customer Service by region:

(including USD Cross Border)

Toll Free: 1-888-49-2273

Collect: 509-353-6556

EMEA

International Free Phone: 00800 0456 7890

International Direct Dial: +44 (0)207 839 1481

AUSTRALIA

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