



ROSE-HULMAN

INSTITUTE OF TECHNOLOGY

Cardholder's Guide

Using the Card

Contact your supplier and discuss price, quantity, non-taxable status and delivery date. If the purchase is via phone or mail, ask the supplier to include a receipt with the goods when the product is shipped. The Cardholder's name and "MasterCard" must appear on the packing slip. The supplier will require your Commercial Card number, expiration date and the "ship to" address. It is required that you retain all receipts for your purchases.

Tax

Most RHIT purchases are tax-exempt. You should insure that the merchant is aware of this at the time of placing the order. If you need a copy of the Institute's tax exemption certificate, please contact the Business Office.

Card Restrictions

The Cardholder's Agreement specifies categories of purchases that are not allowed by RHIT.

The merchant approval process will reject purchases for amounts greater than your card limit. Each card also has a monthly limit which will deny further transactions in that month. Under no circumstances should a transaction be split to bypass the single transaction dollar limit. Changes to limits may be submitted to Administrative Services.

Reconciling Your Account

Monthly, each cardholder or the department's designee will be responsible for accessing a web site and reconciling reported activity against retained receipts. The cycle cut-off date is the **25th of each month**, and reconciliation must be completed within five working days.

A printed copy of the statement (with attached receipts) must be signed by the cardholder or the department's designee and then forwarded to the budget manager for approval. After proper approval the following should be forwarded to the Accounts Payable Department (CM21): (1) the monthly statement with proper approvals; (2) the Transaction Log, if used; (3) original receipts.

Resolving Errors and Disputes

In the case of an error, first contact the supplier and try to reach an agreement. Most disputes can be resolved between the two parties.

If you are unable to reach an agreement with the supplier, complete the [Dispute Form](#) **within 60 days** of the statement date, and submit via fax to 1-888-297-0785 or via mail to the address at the right.

A copy of the dispute form should be retained for your records and a second copy forwarded to Michelle Kirkpatrick, CM21.

JP Morgan Chase
2500 Westfield Drive
Mail Code IL 1-6225
Elgin, IL 60123

Attn: Disputes Dept.

Paying The Bill

Account balances will be paid in full each month. Your purchases will be charged to an expense account based upon the FOAPAL combination utilized. Do not send your monthly statement to Accounts Payable with a check request or purchase order.

Lost Or Stolen Cards

Your card should be secured at all times. If your card is lost or has been stolen, immediately contact JP Morgan Chase via this toll free number (1-800-316-6056). Also notify Bob Watson at 812-877-8488 or Dan Wells at 812-877-8205.

Refusal Of Card Or Account

Should you be declined at the point of sale for any reason, please contact JP Morgan Chase at 1-800-316-6056 Ext. 7245. Every effort will be made to determine why the transaction was declined. This information should be passed back to ADS.

Departmental Changes

If you transfer to a new department or leave the Institute, notify Bob Watson at 812-877-8488 or Dan Wells at 812-877-8205 immediately.

Commercial Card Audits

Your card activity is subject to random audits by appropriate personnel. The random audits help ensure adherence to the Program's policies and procedures.

Merchants That Do Not Accept the Card

Contact Bob Watson at 812-877-8488 if you would like to see the RHIT card

accepted by a particular merchant.