

# **MINES** | Administrative Processing Services (MAPS)

## FUEL CARD HANDBOOK

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## Introduction

The Colorado School of Mines Fuel Card is a Visa Card issued through US Bank. Unlike the Mines One Card, Fuel Cards are managed by a Director or Manager but can be used by multiple people within the same Department. This card is to be used by authorized Colorado School of Mines' Faculty and Staff only. The sole purpose of the Fuel Card is to pay for fuel and minor vehicle maintenance for official Mines vehicles. These cards have restrictions and can therefore only be used at specific merchant types, such as gas stations and oil change facilities. The Fuel Cards are the property of the Colorado School of Mines and should be used in accordance with the [Fuel Card Policy](#) and [Fuel Card Handbook](#).

It is required for all Mines' Faculty and Staff, using the Fuel Card, to read this handbook in its entirety. The information contained in this handbook will guide Mines' employees on the appropriate use of the Fuel Card, clarify the documentation required for each transaction, as well as cover other important information about the program.

For additional information, please contact Mines Administrative Processing Services (MAPS)

### MAPS

maps@mines.edu

303-273-3166

## Who Can Participate in the Fuel Card Program?

Mines Faculty and Staff are able to participate in the Fuel Card Program and use the cards at the discretion of their Department Director / Manager or the Director of Shared Services. However, Fuel Cards may only be assigned to Department Directors or Managers. The following conditions must be met for all Mines' Faculty and Staff to participate:

- Have authorization from his / her Department Director / Manager
- Agree to abide by the Fuel Card procedures and guidelines as outlined in this handbook and the [Fuel Card Policy](#)
- Complete and pass the Fuel Card Training with an **85% or higher**
- Acknowledge and sign the Cardholder Agreement (Assigned Directors / Managers only)

## Getting Started

### Steps to Order the Card

- Submit a completed Fuel Card Application through the [Mines Help Center](#)
- All Faculty and Staff using the Fuel Card will be sent a link to the Fuel Card Training, and will be required to complete and pass the training with an 85% or higher.
- Once the Fuel Card(s) have arrived, the assigned Director or Manager will receive notification that the card(s) are available for pickup in the MAPS office.

### Activating the Fuel Card

- Call the phone number on the face of the card: 800-344-5696
- Enter in card number
- Enter in the billing zip code: 80401
- When asked for Social Security Number – the assigned Director / Manager will enter the last four digits of their CWID (Campus Wide ID)
  - NOTE: The bank does not have the Cardholder's Social Security Number on file. Anytime the Bank asks for the last 4 digits of the Social Security Number, use the last 4-digits of the CWID of the assigned Director / Manager
- Enter in Mines phone number of assigned Director / Manager
- Choose a 4-digit PIN

### Before Using the Fuel Card

- Director / Manager should establish a secure location and a sign-out method for each of the Fuel Cards
  - This should help to easily identify who is in possession of the card(s) at all times
- Ensure that all Fuel Card users know the department's expectations and the basics of the Fuel Card Program
  - What the card can be used for
  - What the limits are for each card
  - What to do if the card is lost or stolen
  - Who to contact if the card is declined
  - What documentation is required for each transaction
  - Training required before using the Fuel Card
- Determine if a Delegate will be assigned to manage the reconciling responsibilities of the Fuel Card transactions:
  - Create Chrome River Expense Reports
  - Allocate to proper Index
  - Upload valid documentation
  - Submit Chrome River Expense Reports for approval
  - Report any misuse or abuse of the Fuel Card

## Assigning a Delegate

- Delegate can be requested with the initial [Fuel Card Application](#) or at a later time
- Submit Fuel Card [Delegate Request Form](#) through the [MAPS Help Center](#)
- Delegate applicant will be sent links to both the Fuel Card Training and the Chrome River Training videos. Delegate applicant will be required to complete and pass the Fuel Card Training with an 85% or higher prior to being assigned the Delegate role
- Applicant will be notified when the request has been processed and they have been assigned the Delegate role

## Reporting Transactions

- Mines uses Chrome River to report financial information for each Fuel Card transaction. It is the assigned Director's / Manager's responsibility to ensure Chrome River Expense Reports are completed with appropriate documentation and allocations for all transactions by the 15th of the month, for all transactions that posted during the previous month. The assigned Director / Manager may assign a Delegate to help with this responsibility (see **Assigning a Delegate**)

## Documenting Transactions

- KEEP ALL RECEIPTS AND DOCUMENTATION-**Every Fuel Card transaction must have an itemized receipt regardless of transaction amount**
- Source documents must include the following information:
  - Vendor identification (merchant name)
  - Date of purchase
  - Description and quantity of each item purchased
  - Cost per item
  - Total cost of order
  - Last 4 digits of Fuel Card number

## Missing Receipt

- If a receipt is missing for any reason, first contact the vendor to see if they will provide a duplicate receipt. If unable to obtain a duplicate receipt, provide a written explanation for why the receipt is missing, and a description of the purchase. Please note: Abuse of this procedure may lead to revoking the card, or closing the Fuel Card account.

## Responsibilities

### Assigned Director / Manager

- Complete all required training and sign the Director / Manager Cardholder Agreement
- Read the Fuel Card Handbook in its entirety
- Ensure all Fuel Card Users have completed and passed the Fuel Card Training prior to use
- Protect the card, at all times, to prevent unauthorized use. Take immediate action if the Fuel Card is compromised in any way
- Ensure proper documentation is received for each transaction
- Review transactions for accuracy and appropriateness
- Ensure Chrome River Expense Reports are created with appropriate documentation and allocations, by the 15th of the month, for all transactions that posted during the previous month
- Identify any transactions that need to be disputed, and contact the merchant to resolve the dispute directly
- Ensure that all eligible purchases are completed under the Colorado School of Mines' tax-exempt status
- Notify the Credit Card Administrator upon termination or transfer to ensure assigned Fuel Card accounts are reassigned or closed

### Authorized Users of Fuel Cards

- Complete and pass the required Fuel Card Training
- Sign out card according to Department Procedures each time card is used
- Protect the Fuel Card while the card is in their possession and notify the assigned Director / Manager immediately if card is lost or stolen
- Ensure proper documentation is received and submitted to Department for every transaction
- Only use Fuel Card for appropriate expenses
  - Fuel
  - Approved minor vehicle maintenance or repairs

### Liability

Each department is responsible for all Fuel Card charges initiated by Cardholders under their supervision. If it is determined that a charge is made on the Fuel Card against the Mines' [Fuel Card Policy](#), the Cardholder may be held responsible for that charge

- **Charges on Lost or Stolen Cards:** The department is held responsible for all transactions made on a lost or stolen card before it is reported lost or stolen to the issuing bank.

Disputes and suspected fraud must be reported to the US Bank Fraud Department at 800-344-5696 within **59 days\*** of the posting date.

**\*Please Note:** Reporting does not guarantee the Bank will assume liability.

- **Sponsored Project Charges:** The department is responsible for all transactions reallocated to sponsored program funds, including any charges that are unallowable according to the terms of the specific grant/award.

## Card Abuse/Employee Fraud

### Card Abuse:

- Personal purchases not reported by Cardholder represents fiscal misconduct. Immediately report any suspected fiscal misconduct or abuse of the card to the Credit Card Administrator, or the Mines' Internal Auditor

### Employee Fraud:

- Intentional personal use
- Not applying credits for returned items to the Fuel Card

## Fuel Card Controls and Limits

### Merchant Controls

Fuel Cards have strict Merchant Controls and will only be authorized at gas stations, oil change facilities, and minor vehicle maintenance repair shops.

#### Fuel Card Credit Limits

- Monthly Credit Limit: \$1,000
- Single Purchase Limit: \$200

## Declines, Disputes, and Returns

### Declined Transactions

If a Fuel Card transaction is declined, contact the Credit Card Administrator or US Bank Customer Service (800-344-5696) to obtain more information regarding the decline

Common reasons for a declined transaction are:

- Card has not been activated

- The single item or monthly credit limit has been reached
- Merchant Code (MCC) is blocked
- Billing address, expiration date or Verification Code (CVV) error

## Disputes

If the Authorized User has been charged incorrectly, the transaction should be disputed. The Authorized User should first work with the merchant directly to see if they will help resolve the situation. If the vendor is not willing to work with them, a formal dispute should be recorded with the bank. Disputes should be used in the following scenarios:

- Unauthorized charges, including unauthorized phone or mail order charges
- Difference in dollar amount authorized as opposed to amount charged
- Duplicate charges
- Account not credited, though the vendor stated they would
- Merchandise not received
- Merchandise returned
- Defective merchandise
- Altered charges
- Unrecognized charges
  - (If fraud is suspected, immediately call US Bank to report: 800-344-5696 then notify the Credit Card Administrator)

## Bank Dispute Process

- The disputed charge must be placed in dispute status in the US Bank Access Online System
- The bank immediately issues a credit for the dispute, pending correspondence with the merchant
- It is preferred to put both the original charge and the credit on one Expense Report in Chrome River. Both transactions should also be charged to the same Index/Account so they net to zero

## Returns

- Arrangements need to be made directly with the merchant before returning a purchased item
- If a replacement item is sent, the merchant should credit the returned item and process a new transaction, unless there is an exchange of like items
- Fuel Card refunds / credits should never be in cash



- If there is an issue with an order, or goods are returned/exchanged, keep sufficient documentation of the transaction including names, dates and all correspondence to use in a formal dispute

## Fuel Card Violations

Violations are monitored on a point-based system. Violations are issued on a weighted system (from 15-150 points per violation). If a Cardholder receives 150 points within two fiscal years, the card will be suspended for a minimum of 6 months pending completion of Fuel Card Reinstatement Training. Additionally, if the Cardholder violates any part of the Cardholder Agreement, the card may be revoked or suspended at any time.

Violation Notifications are issued to Cardholders who misuse the Fuel Card. Fuel Card violations can be reported by anyone including Approving Officials, the Credit Card Administrator, or Auditors of the Fuel Card Program.

Continued misuse of the Fuel Card beyond a two-year period of time may result in the Fuel Card being revoked at the discretion of the Controller.

### Fuel Card Violations

- Card Abuse/ Employee Fraud – 150 Points
- Inappropriate Purchase – 50 Points
- Taxes Charged on authorized Tax-Exempt Purchases (In the State of Colorado) – 15 Points
- Cash or Cash-Like Transactions – Gift Cards – 75 Points
- Allowing Unauthorized Person to Use Fuel Card – 25 Points
- Missing Documentation – 15 Points
- Personal Purchase – 15 Points

## Lost or Stolen Cards

If your card is lost or stolen immediately call US Bank: 800-344-5696.

*Then* notify the MAPS office: 303-273-3166

## Canceling the Fuel Card Account

When terminating employment with the Colorado School of Mines or transferring departments, please contact the Credit Card Administrator at least 2 weeks prior to the last day of employment. This will allow Fuel Card Accounts to be reassigned or closed. Assigned Director / Manager will remain responsible for Fuel Card Account until the account has been closed or transferred to another Director / Manager.