



COLORADO MESA
UNIVERSITY

ONECARD PROGRAM HANDBOOK

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In association with:



coloradomesa.edu

TABLE OF CONTENTS

INTRODUCTION.....	3
CARD INFORMATION.....	3
CARD ACTIVATION.....	3
U. S. BANK ACCESS® ONLINE.....	3
LOST, STOLEN OR COMPROMISED CARD.....	4
PROCUREMENT GUIDELINES FOR GOODS AND SERVICES.....	5
CODE OF ETHICS	6
CARDHOLDER RESPONSIBILITIES	7
APPROVING OFFICIAL RESPONSIBILITIES	7
STEPS TO SELECTING A MERCHANT.....	8
TRANSACTIONS & MERCHANTS TO AVOID	9
OFFICIAL FUNCTION PURCHASES	10
PLACING THE ORDER.....	10
RECEIVE AND INSPECT THE GOODS.....	11
DOCUMENTING TRANSACTIONS.....	11
TRANSACTION REALLOCATION.....	12
RECORD MAINTENANCE.....	12
ONECARD RECORD MANAGEMENT	13
MAINTAINING RECORDS FOR EXCEPTION ITEMS	13
SPECIAL SITUATIONS	14
Travel Related Transactions	14
Transactions over \$5,000	14
Inadvertent Personal Purchases	14
VIOLATIONS AND CONSEQUENCES	15
RETURNS AND/OR EXCHANGES.....	16
DISPUTES.....	17
CARDHOLDER STATEMENT OF ACCOUNT.....	18
AUDIT.....	19
CAMPUS CONTACT INFORMATION	19

INTRODUCTION

The University OneCard is the preferred method of payment for goods, services, and travel related expenses under \$5,000. Please do not hesitate to ask questions regarding any aspect of the OneCard Program. This handbook will provide you with the basic steps for using the OneCard. It covers usage, compliance, documenting transactions, reviewing and approving transactions, reallocating transactions, and more.

CARD INFORMATION

The OneCard monthly cycle period is the 16th of the month through the 15th of the following month. (i.e. January 16th through February 15th, February 16th through March 15th, etc.)

- Should the 15th of the month fall on a weekend or holiday, the cycle will end on the following business day.
- Transactions post to accounts prior to midnight; check for transactions that may post on the last day of the cycle. After the cycle has closed, a new cycle will begin.
- Transactions remain “unlocked” (allowing for reallocation as discussed later in this handbook) for 5 days following the end of a cycle.
- Find the cycle close calendar [here](#)

Cardholder credit limits are refreshed with each new billing cycle.

This is an individual card, NOT a department card. The cardholder is responsible for all charges to the OneCard.

CARD ACTIVATION

Call the activation phone number on the card; the pre-recorded message will ask for the last four digits of your social security number or employee ID; use the last four digits of your employee ID (700 number), as this card is not associated with social security numbers.

U. S. BANK ACCESS® ONLINE

To access U.S. Bank’s online account management system use the following link

<https://access.usbank.com/cpsApp1/AxolPreAuthServlet?requestCmdId=login>

The image shows a screenshot of the U.S. Bank Access Online login page. The page header includes "U.S. Bank Access® Online" and "Our Payment Products". The main heading is "Welcome to Access Online!". Below this, there is a prompt: "Please enter the information below and login to begin". The form fields include "Organization Short Name", "User ID", and "Password". There is a "Login" button, a link for "Forgot your password?", a link for "Register Online", and a link for "Website/Browser Requirements". At the bottom left, it says "All of us serving you®" and "© 2012 U.S. Bancorp". At the bottom right, there is a timestamp: "10/23/2012 10:22:37 CDT".

In the event that you forget your password (after your initial logon) you will be able to reset it from the Access® Online Welcome Screen.

- Enter Organization Short Name
- Enter your User ID
- Click [Forgot your password](#) link
- Enter the response to your Authentication Question

You will be prompted to enter a New Password. Click Save.

You will be using Access® Online to manage your OneCard transactions.

You will be prompted to change your password upon your initial login. Passwords must be 12–20 alphanumeric characters, with at least one upper case letter, one lower case letter, one number and one special character. You cannot reuse a password for 12 months. Temporary passwords are time sensitive and will expire within a few hours of distribution by the program administrator.

Additionally, on your initial login you will have to accept the Access® Online Licensing Agreement. This agreement has been reviewed by the institution and you are permitted to click the “I Accept” option at the bottom of the agreement.

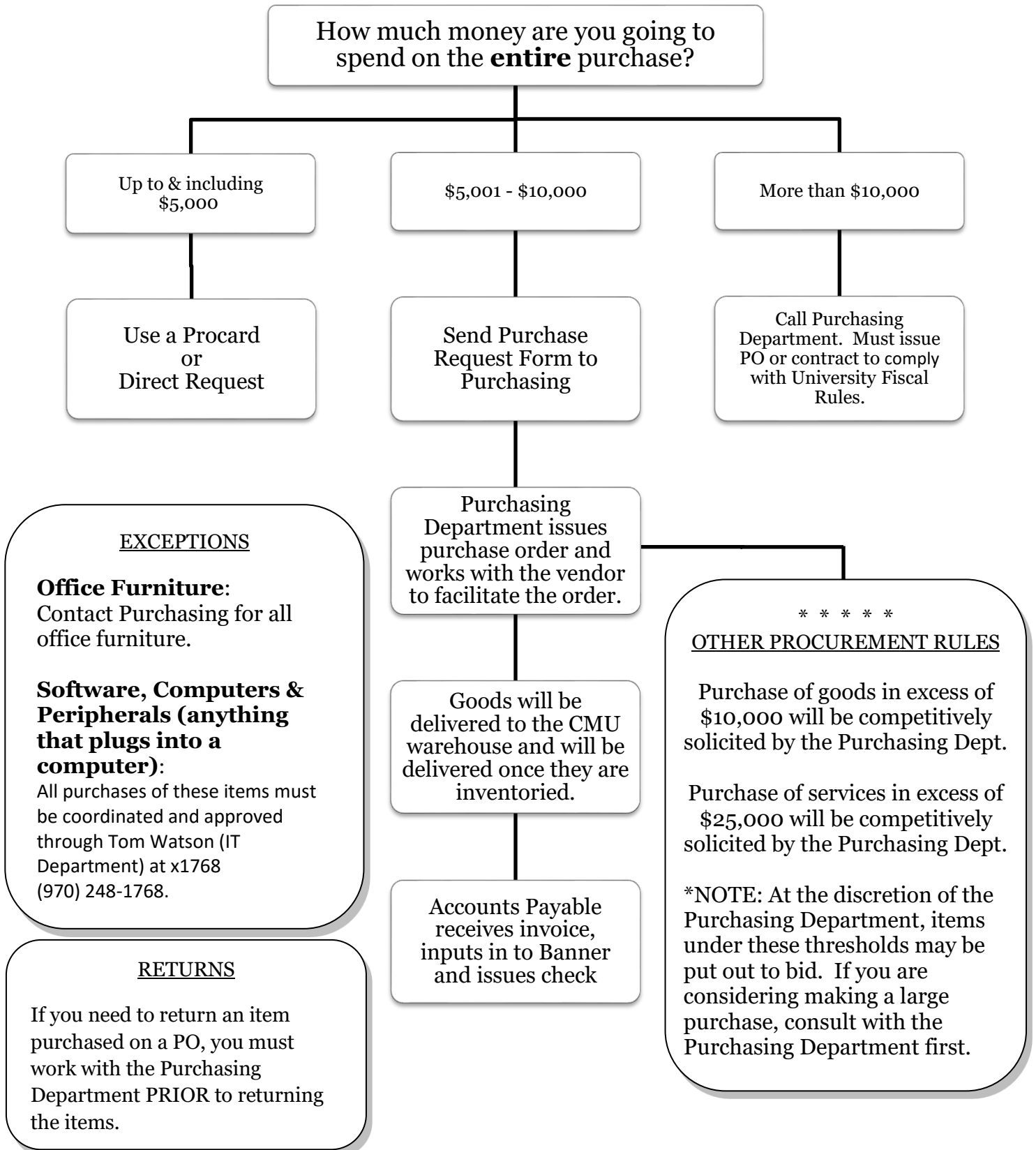
LOST, STOLEN OR COMPROMISED CARD

Immediately notify US Bank by telephone at **800-344-5696** in the event of any lost, stolen or compromised card and provide to US Bank any information requested about the card and/or account.

Colorado Mesa University cardholders will not be liable for unauthorized charges that occur **after** notification to US Bank of the loss, theft, or possible unauthorized use of the card.

Your department will be liable for any purchases made before the card is reported lost or stolen; that liability will not exceed fifty dollars (\$50.00).

PROCUREMENT GUIDELINES FOR GOODS AND SERVICES



COLORADO MESA UNIVERSITY

PROCUREMENT

CODE OF ETHICS

Any person employed by Colorado Mesa University who purchases goods and services, or is involved in the purchasing process for the University, shall be bound by this code and shall:

1. Avoid the intent and appearance of unethical or compromising practice in relationships, actions, and communications.
2. Demonstrate loyalty to the University by diligently following the lawful instructions while using professional judgment, reasonable care, and exercising only the authority granted.
3. Conduct all purchasing activities in accordance with the laws, while remaining alert to, and advising Colorado Mesa University regarding the legal ramifications of the purchasing decisions.
4. Refrain from any private or professional activity that would create a conflict between personal interests and the interests of Colorado Mesa University.
5. Identify and strive to eliminate participation of any individual in operational situations where a conflict of interest may be involved.
6. Never solicit or accept money, loans, credits, or prejudicial discounts, and avoid the acceptance of gifts, entertainment, favors, or services from present or potential suppliers which might influence, or appear to influence purchasing decisions.
7. Promote positive supplier relationships through impartiality in all phases of the purchasing cycle.
8. Display the highest ideals of honor and integrity in all public and personal relationships in order to merit the respect and inspire the confidence of the public being served.
9. Provide an environment where all business concerns, large or small, majority or minority owned, are afforded an equal opportunity to compete for Colorado Mesa University business.
10. Enhance the proficiency and stature of the purchasing profession by adhering to the highest standards of ethical behavior.

CARDHOLDER RESPONSIBILITIES

As a cardholder, you are responsible for the following:

- Maintaining the security and integrity of the OneCard.
Note: US Bank will never request personal or account information via e-mail. If you receive such an e-mail avoid opening attachments or clicking on links, just simply delete it.
- Know and follow CMU's Code of Ethics.
- Know and follow CMU's Travel Procedure and Fiscal Rules.
- Making purchases for your department of authorized and allowable goods.
- Making sure all non-travel purchases are Tax Exempt.
- Making sure all travel purchases are Tax Exempt, when obtainable.
- Making purchases in compliance with the information set forth in this handbook.
- Resolving problems with the merchant.
- Uploading source documentation for each transaction using the US Bank platform.
- Reallocating all transactions within the time allotted (see page 22).
- Sending transactions to Approving Official for approval within the prescribed time frame
- Obtaining the electronic approval of the Approving Official for all OneCard transactions.
- Notifying and turning in all OneCard records to the Purchasing Department upon leaving the University.
- Informing the Purchasing Department upon transferring to another department on campus.
- Turning in your OneCard to your Approving Official upon transfer or termination.
- Signing the Cardholder Agreement form.

APPROVING OFFICIAL RESPONSIBILITIES

- Review and approve all non-travel transactions within the prescribed timeframe
- Notify the Purchasing Department of any cardholder violations
- Ensure each transaction is supported by complete source documentation.

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- Identify possible violations of assigned Cardholder(s) and taking appropriate action if violations are found.
 - Notify the Purchasing Department immediately when any cardholder under the approving authority leaves employment of the department or of the University, or for any other reason regarding loss of cardholder status.
 - Sign the Approving Official Agreement form

Each cycle period must be reviewed and approved by the appropriate Approving Official for each cardholder. The Approving Official will indicate approval by reviewing and approving each transaction. The cardholders designated Approving Official will approve all non-travel transactions, while the Accounts Payable office will review and approve all travel related transactions.

It is the responsibility of the Approving Official to review and approve transactions electronically within the prescribed timeframe of 30 days following the close of the billing cycle. If the Approving Official is unable to review and approve all transactions within the timeframe, the Approving Official may contact the Procurement and Payment Services Department to seek an extension. The transactions which did not meet the approval deadline will be approved outside of the US Bank platform using the OneCard Exception Report Log.

STEPS TO SELECTING A MERCHANT

Ask yourself the following questions when selecting the merchant for each transaction:

1. Is there a Price Agreement?
If yes, you can use the Price Agreement merchant. For example, you may use Staples or Office Depot for office supplies. For information on price agreements and the vendors associated with them, contact the Purchasing Department at (970) 248-1337.
2. What if the vendor I want to use does not accept Visa?
You will need to:
 - a. Choose a different merchant
 - b. Choose another purchase methodIf you frequently do business with this merchant, contact the Purchasing Department at (970) 248-1337.
3. What if the vendor wants more information or needs tax exempt information?
If the vendor needs an official tax-exempt form, email the form provided with this handbook to the vendor. Colorado Mesa University is also tax exempt in several other states besides Colorado. A map of additional states that CMU is tax exempt in can be found here. The coinciding tax exempt instructions and certificates for those states are

also available on this webpage. Call the Purchasing Department if you need additional forms.

TRANSACTIONS & MERCHANTS TO AVOID

Certain types of merchants as well as transactions may not be allowed when using the OneCard. The following transaction types may be considered inappropriate and may result in cardholder violations; do not make these purchases with your OneCard. Furthermore, an attempted purchase from an excluded merchant type will result in the transaction being declined. A complete list of excluded merchant types, MCC Codes and Standard Industry Codes are available from the Program Administrator.

- Personal Purchases – should this happen, please contact the Accounts Payable Department who will determine the best course of reimbursement for the University. See Inadvertent Personal Purchase section on page 14 of this handbook
- Unauthorized Purchases – you must have written or electronic authorization for purchases made for departments other than those in which you have signing authority.
- Flowers and Gifts
- Cash or Cash-Like Transactions – A cash-like transaction is one in which cash is refunded in exchange for a credit card charge, i.e., cash refund for a sales tax adjustment or merchandise return. A cash-like transaction can also be one in which “cash” is purchased with a credit card, i.e., gift cards.
- Split Purchases - an item costing over \$5,000, split into more than one transaction.
- Contact Purchasing for assistance with furniture purchases.
- Computers/Software (unless authorized by Tom Watson in the IT Department)
 - ◆ This includes all computers, monitors, peripherals and anything that will plug into a computer.
- Rental Contracts, i.e., venues for sporting events, shelters at area parks, studios for art showings, etc. – must be first reviewed and signed by Andy Rodriguez, Assistant VP of Auxiliary Services.
- Banks, ATM's, Financial Institutions
- Vehicle Expenses & Automotive Merchants (unless approved for cardholders)
 - ◆ auto dealers
 - ◆ auto parts store
 - ◆ service station transactions
- Entertainment Expenses
 - ◆ bars
 - ◆ cocktail lounges
 - ◆ nightclubs

-
- ◆ movie theatres

OFFICIAL FUNCTION PURCHASES

When using your OneCard to purchase Official Function related items, you may need to complete an Official Function form. Obtain the necessary signatures and upload the completed Official Function form along with source documentation (i.e. receipts, email confirmations, etc.) for the event.

PLACING THE ORDER

You may place your order in person, by phone, by fax, internet or mail. When placing internet orders ensure use of a secure site.

Inform the merchant of the following information:

- This purchase is tax exempt. Tax exempt #98-02385 is printed on your card.
- Remind the merchant that this is a Colorado Mesa University purchase and should be accorded any applicable discounts.
- Give your name as it appears on the card.
- Give accurate delivery information – All items **must** be shipped to campus.
 - ◆ **Always** have the vendor put your name on the address label
 - ◆ Delivery Address*:
1260 Kennedy Avenue
Grand Junction, CO 81501
 - *It is not appropriate to receive University purchased items at a cardholder's home address. Official University addresses for other campus addresses (i.e. WCCC, Montrose) are considered University sanctioned addresses, as well as addresses for remote employees.
 - ◆ Billing Address
1100 North Avenue
Grand Junction, CO 81501
- No COD deliveries are allowed.
- If an item is backordered
 - ◆ Do not allow the vendor to charge the card until items are shipped.
 - ◆ It is the cardholder's responsibility to manage and track all backorders.
- Request documentation with the description and itemized cost of each item.

RECEIVE AND INSPECT THE GOODS

Inspect all goods IMMEDIATELY UPON RECEIPT. If there is a problem with the order, contact the merchant immediately.

Keep notes on problems and their resolution including names, dates and conversation results.

DOCUMENTING TRANSACTIONS

Every transaction **MUST** have valid and complete source documentation from the merchant, except for those items exempted per CMU Fiscal rules. Small purchase documentation is referenced in the CMU Fiscal Rules, Rule 2-2.

Valid small purchase source documentation may include:

- An itemized point of sale receipt from the vendor.
- A packing slip for the delivery.
- Order forms for dues, subscriptions, registrations or similar items that indicate the purchase and applicable timeframe.
- An invoice showing credit card payment.
- A completed Missing Receipt Acknowledgement form may be deemed acceptable if all other valid source documentation is unobtainable

All documentation **MUST** adhere to CMU Fiscal Rule 2-2. Valid source documentation will have the following information:

- Vendor Identification (Merchant Name)
- Date of purchase
- Description and quantity of each purchased item
- Total cost of the order
- Per item cost if available from the merchant

If you have lost the original documentation, contact the merchant directly to get a replacement copy. If the merchant will not provide the documentation, you must provide the above information and a justification for the purchase and the loss of documentation. Lack of original documentation is considered a Cardholder violation.

If the merchant did not provide documentation, contact the merchant directly to provide it. If the merchant will not provide documentation, you must provide the above required information and a justification using the Missing Receipt Acknowledgment form. The approved

Missing Receipt Acknowledgment form will be uploaded to US Bank in place of the original source documentation.

TRANSACTION REALLOCATION

You can view transaction lists and details for the current billing cycle and the past six (6) billing cycles. However, you only have **five (5) days** following the close of the billing cycle to reallocate transactions that were not reallocated earlier in the billing cycle. Once that period has passed, the transaction is locked and cannot be reallocated.

When you reallocate a transaction, change the accounting information from the system default to meaningful account information. You can reallocate a transaction to one set of accounting information (org/account) or multiple sets of accounting information. For example, if you purchased office supplies for two departments the transaction can be split between those two departments; however, the total reallocation must always equal 100% of the transaction. No portion of the transaction can remain un-reallocated.

Along with the reallocation of ORGN and ACCT numbers, all transactions require a short description to be typed in the "Description" field prior to saving reallocations. Travel related expenses should contain the Travel Authorization (TA) number, the travel dates, destination, and expense type. For example, a hotel transaction would look like the following: P0054321 6/1/17-6/5/17 Denver, CO Lodging. Transaction reallocation is the key to purchases posting to your budget correctly. It is the cardholder's responsibility to reallocate all transactions within the allotted timeframe.

Transactions not allocated within the five (5) day window cannot be allocated through the US Bank platform. If the cardholder does not allocate all transactions within the five (5) day window, the cardholder must contact Accounts Payable with the appropriate allocation. If the cardholder contacts the Accounts Payable office within five (5) days of the allocations becoming locked, the violation will be waived.

There are three options when reallocating transaction:

- Reallocate a single transaction, including splitting the transaction among multiple orgs/accounts
- Use the reallocation function to reallocate multiple transactions individually on the same screen
- Use the mass reallocation function to reallocate a group of transactions

RECORD MAINTENANCE

All OneCard records must be retained/stored for three (3) years per State of [Colorado Records Management Manual](#)

ONECARD RECORD MANAGEMENT

It is the cardholder's responsibility to maintain all records in an orderly format.

- If questioned about certain transactions, the cardholder must provide the information and/or records immediately.
- If you are chosen for an audit, you should be able to pull your records and deliver them immediately, if applicable.

An example of properly maintained records would be the following:

- All transactions are allocated and routed for approval.
- All of the source documentation for each transaction is uploaded to the US Bank website
- The transactions have been reviewed and approved by the Approving Official

MAINTAINING RECORDS FOR EXCEPTION ITEMS

You are required to use a OneCard Exception Report Log for maintaining records for transactions not approved through the US Bank online platform. This is provided by the Program Administrator. It is the cardholder's responsibility to log each purchase and complete the form in its entirety for such transactions.

Below is a sample OneCard Exception Report Log. The order log can be found on the Purchasing website,

<http://www.coloradomesa.edu/purchasing/procure.html>

Click ►OneCard; OneCard Exception Report Log can be found under "ONECARD FORMS AND PROCEDURES"

Cardholder Name: _____
Cycle Date: _____

Approving Official Signature: _____
Date: _____

Transaction Number	Date Ordered	Vendor Name	Description of Articles Purchased	Cost	Orgn/Acct Number	Date Received	Date Allocated
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
				TOTAL	0		
				STATEMENT TOTAL			

SPECIAL SITUATIONS

Travel Related Transactions

Transactions related to travel will be reviewed and approved by the Procurement and Payment Services Department. Transactions related to travel are not required to be reviewed and approved within the 30 time frame required for non-travel transactions. See Travel Procedure for additional guidance on travel related transactions when using your US Bank OneCard.

Transactions over \$5,000

Transactions over \$5,000 will be allowed for items which are exempt from the Purchase Order threshold, transactions in which a Purchase Order was in place prior to the payment, and payments ratified by the University controller.

Inadvertent Personal Purchases

Inadvertent personal purchases must be brought to the Procurement and Payment Services Team’s attention. The cardholder will be asked to reimburse the University for such purchases. Reimbursement should be made at the Student Accounts counter in Lowell Heiney Hall. All inadvertent personal purchases should be allocated to account 6991. The cardholder will receive a receipt from the Student Accounts office which is required to be uploaded to the original transaction in US Bank AccessOnline.

VIOLATIONS AND CONSEQUENCES

In an effort to strengthen the Procurement Card Program, Colorado Mesa University uses a weighted point system for OneCard violations to call attention to inappropriate purchases and their consequences. The OneCard Program will allow the cardholder a maximum of 100 violation points prior to suspending the cardholder's OneCard privilege for a period of six months, or for an alternative term decided at the discretion of the Chief Procurement Officer. Under no circumstances will the card be reinstated prior to completion of OneCard training. The accumulation of 100 points indicates a chronic misuse of the card and an unacceptable liability to the Program and the University.

Violation Notifications will be issued to cardholders who misuse the OneCard. Violations can be reported by anyone including Approving Officials, Program Administrators, auditors or cardholders themselves. It is the responsibility of the Approving Official to review transaction documentation in order to identify possible violations in card use. All transactions in each cycle period must be reviewed by the Approving Official. If the Approving Official determines a violation has occurred they must issue a Violation Notification form to the cardholder. The Violation Notification must be signed by the cardholder and the Approving Official and returned to the Chief Procurement Officer. A copy of the Violation Notification is sent to the Human Resources Department to become part of the employee's record. Supervisors are encouraged to discuss violations with employees upon notification and violations should be considered during annual reviews.

Violations may be investigated and could result in termination and/or criminal prosecution. In the event of willful or neglectful default in cardholder responsibility, the University shall take any recovery action deemed appropriate, which is permitted by law.

The following transactions and circumstances are considered violations:

- Purchasing Violations
 - ◆ Card Abuse/Employee Fraud
 - 100 points
 - ◆ Contract without authorized signature
 - 100 points
 - ◆ Inappropriate purchase (as defined in the OneCard Handbook)
 - 50 points
 - ◆ Taxes charged for Non-Travel related purchases
 - 15 points
- OneCard Specific Violations
 - ◆ Split purchases
 - 25 – 100 points
 - ◆ Cash or cash like transactions
 - 100 points
 - ◆ Unapproved Liquor purchase (see Official Function Policy 040104)

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- 50 points
 - ◆ Unauthorized sharing of credit card number
 - 50 points
 - ◆ Documentation failure (see OneCard Handbook)
 - 50 points
 - ◆ Inadvertent personal purchase not reported to Accounts Payable or Purchasing department
 - 15 points
 - ◆ Reallocation failure within prescribed timeframe
 - 15 points
 - ◆ Failure to route transactions to appropriate Approving Official within prescribed timeframe
 - 25 points

If chronic abuse is noted, violation points will be issued and in severe cases, cards may be immediately suspended.

Cardholders with 100 or more violation points may have their cards suspended for six months. The Cardholder will be required to complete OneCard training prior to card reinstatement.

Violation points will be eliminated from the cardholder's record 2 years after violation point assessment.

Cardholders who transfer to another department will retain violation points on their record.

RETURNS AND/OR EXCHANGES

Make arrangements with the merchant **before** shipping an item for return as each vendor has unique return requirements and may require you to place additional information on the address label or ship to a different location.

The merchant must credit a return and charge a new transaction. Exchange of like items, e.g., different color, may not require a credit transaction.

It is a merchant violation of the Visa agreement to refund cash for a credit card return. Do not allow merchants to do this; it is a Cardholder violation to accept cash.

Document all returns and exchanges; include date and whom you spoke with. This information may be needed for a formal dispute.

DISPUTES

A dispute is defined as a disagreement between the merchant and the cardholder where the cardholder is asking US Bank for assistance. Disputed charges **must** be allocated to account 6992.

There are a variety of dispute reasons, some more common reasons are:

- The card has been charged for a transaction(s), but the merchandise or service has not been received.
- The card has been charged for a transaction(s), but the merchandise has been returned and there has been no credit given by the merchant.
- The card has been charged for a transaction twice, when only one charge was authorized.
- The card has been charged for a transaction that is not recognized.

Before disputing or questioning a charge on the statement, please validate that you have taken the following actions:

- Review receipts for the amount in question as it may have posted to the statement with a different merchant name. Additionally, foreign transactions may post for more or less than your receipt.
- Attempt to contact the merchant to resolve the issue. In most cases, disputes can be resolved directly between the cardholder and the merchant. Document all interactions with the merchant, i.e., names, dates, responses.

Dispute cases must be initiated with US Bank within 60 days from the date of the first statement on which the item was billed.

To initiate a dispute case, choose one of the following options:

- Fill out the dispute interview in Access[®] Online explaining the reason for filing the dispute and the transaction information.
- Call Cardmember Service at 800-344-5696
- Mail or fax a detailed letter explaining the reason for filing the dispute and the transaction information

Dispute Department
PO Box 6335
Fargo, ND 58125-6335

Fax: 866-229-9625
Attn: Dispute Department

Whether you are initiating the dispute over the phone, by mail, fax or online; it is important that the following information is provided to US Bank:

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- The account number information and details on the transaction in question (date and dollar amount)
 - Your contact information
 - An explanation of why you believe there is an error or why you need additional information
 - Any supporting documentation such as credit vouchers, return shipping documents, copies of receipts or contracts, or communications you have had with the merchant.
 - The date you contacted the merchant to attempt to resolve the issue, the name of the person you interacted with and the merchant's response

Keep a copy of the dispute, including all documentation, for your records and notify the Purchasing Department.

Once the request to initiate a dispute is received by US Bank, the amount of the transaction will be suspended. You will receive communications regarding the status of your claim and requests for additional information. Much of this communication is time sensitive and requires a cardholder response. It is important that these responses are received in the required timeframes. All disputes require that certain criteria must be met in order to pursue dispute rights. As a result, US Bank will ask you for a variety of information. This may include things like, but not limited to:

- Describe in detail what you were expecting vs. what happened
- Provide dates and details of your interactions with the merchant
- Tracking information showing how merchandise was received or returned
- Cancellation dates, confirmation numbers, merchant's return policy information
- Supporting documentation such as e-mails, receipts, contacts and more

If all requirements are met, US Bank will attempt to return the charge to the merchant. If this occurs you will receive a provisional credit for the disputed amount on your account. The merchant will have the opportunity to respond and you may be required to provide an updated response to the merchant's rebuttal; you will need to respond quickly to any communication received. If the claim is resolved in your favor, your provisional credit will remain on the account as a permanent credit. If the claim is not resolved in your favor, the charge will be reposted to the account.

CARDHOLDER STATEMENT OF ACCOUNT

A Statement of Account is available online for cardholders with transactions posted to US Bank during the cycle period (16th of previous month through the 15th of the current month). You will receive e-mail notification from US Bank when the statement becomes available.

AUDIT

Cardholders are randomly audited every year. If selected for audit, the OneCard audit team will:

- Review and audit transactions for a given time frame through the US Bank platform
- Provide feedback to both the cardholder and the Approving Official regarding the audit
- Seek information related to any findings brought about from the audit
- Provide a timeframe for correction to be made on audit findings
- Assess violation points for items that could not be corrected

CAMPUS CONTACT INFORMATION

Alisha Mendelson, Purchasing Administrative Coordinator amendelson@coloradomesa.edu 970-248-1337	Bryan Davis, Accounts Payable Manager brydavis@coloradomesa.edu 970-248-1218
Paige Yagi, Purchasing Administrative Coordinator pyagi@coloradomesa.edu 970-248-1337	Vikki Wright, Accounts Payable Technician vwright@coloradomesa.edu 970-248-1098
Suzanne Ellinwood, Program Administrator sellinwo@coloradomesa.edu 970-248-1337	Kim Medina, Accounts Payable Technician kcmolina@coloradomesa.edu 970-248-1974