

FACILITIES MANAGEMENT OPERATIONS

Each house corporation is responsible for all ensuring that the facilities are maintained in a clean, comfortable, safe and secure manner for residents and their guests. The following information provides you with numerous University resources to assist you in achieving this goal.

Fraternity/Sorority House Manager Contact Information

Facilities Management.....1-5201
Facilities-management@northwestern.edu

- 24 hour number (after-hours, this number is forwarded to UP)

For routine and emergency building service request, including:

- Plumbing
- Carpentry (including windows and doors)
- Electrical
- Heating/Cooling and ventilation
- Locksmith (including all door hardware)
- Paint shop
- Refuse/Recycling (including hazardous items)

Facilities Management will only accept routine request from authorized members as designated by each chapter, usually the House Manager or equivalent. This is to protect your chapter against unwanted work and expenses.

Note: email is preferred for non-emergency request. Not sure if its an emergency? Call it in, just to be safe.

Greek Facilities Coordinator, Housing.....1-5322
a-goodrich@northwestern.edu
Andre Goodrich, GFC...Scott Hall, Room 109

Any facilities management service request and follow-up, operational questions, special projects, outside vendor referrals (PVP), liaison with key City and University departments, etc. In short, **any house-related operational or maintenance issue or question you have and aren't sure how to solve, contact the GFC.**

NUIT – For repairs.....611

- Phone, Fax, Ethernet, Cable TV, NUTV, etc.

Consulting Services – add, change, or discontinue IT services.....7-5560
Consulting-services@northwestern.edu

Northwestern University
Facilities Management Operations
Summary of Services and Billing Methods
For Fraternities and Sororities

The goal of Facilities Management Operations is to provide the University community with a well maintained, safe and comfortable environment in which to further the pursuit of academic excellence. The department is responsible for the repair and maintenance of all University buildings, approximately 200 in number, encompassing more than 6,000,000 gross square feet.

Facilities Management does not perform any work in the fraternity or sorority houses unless the work has been specifically requested by the house. Maintenance of these houses is the responsibility of each house. The house either may use Facilities Management, or may hire outside contractors to perform these duties. All repairs, construction, renovation, and remodeling work, even when done by an outside contractor, must be reviewed by Facilities Management prior to commencement of work to ensure that all applicable building codes have been met and that the quality of materials used is acceptable to the University. If a house is contemplating having any work done through Facilities Management but is unsure as to whether or not they can afford it, a cost estimate can be prepared by Facilities Management once a written request has been submitted to our office. If the estimate is acceptable, the authorized person from the house should submit a request to Facilities Management (referencing the estimate number). Once received, a work ticket will be created and forwarded to the appropriate foreman for scheduling. The following is a list of the Facilities Management shops with a definition of what service each provides and an explanation of how they charge out of their services.

Electrical Shop

The electrical shop is responsible for all electrical systems – outlets, wiring and lighting fixtures (including exit signs). They also handle smoke detectors, clocks and all alarms (intrusion and fire). Any work performed by our personnel for whatever reason and is assigned by facilities management to a contractor, the cost of work will be the contractor's invoice plus 5%.

Carpenter Shop

The carpentry shop performs a variety of tasks within our buildings – window repairs, roof repairs, tile and carpentry repairs, furniture repairs, etc. In addition to carpentry, the shop can assist you in moving furniture, files, and other items from and to any location on the Evanston campus. The carpentry shop will be billed on a time and material basis. If the work cannot be performed by our personnel for whatever reason and is assigned by Facilities Management to a contractor the cost of the work will be contractor's invoice plus 5%.

Heating, Ventilating and Air Conditioning

The Heating, Ventilating and Air Conditioning Shop (HVAC) maintains, services and installs all heating, ventilating and air conditioning systems for the University. This shop also handles all plumbing concerns on campus as well as any asbestos abatement which must be performed. If you notice any frayed insulation that may be asbestos, please contact Facilities Management to arrange for inspection. If the frayed insulation is on components of the University distribution network Facilities Management will absorb the cost of the asbestos abatement; if not, the house must pay for these services. Any work performed by members of the HVAC shop will be billed on a time and material basis. If the work cannot be performed by our personnel for whatever reason and is assigned by Facilities Management to a contractor, the cost of the work will be the contractor's invoice plus 5%.

Landscape Shop

The landscape shop, which maintains all campus grounds, is responsible for grass cutting, tree trimming, weeding, etc. At present, fraternities and sororities do not pay for any of the maintenance of the general campus. If an outdoor event is being planned on campus, the landscape shop can provide trash containers and dumpsters for a nominal charge.

Paint Shop

The paint shop supervises all painting requests, hangs and repairs wall coverings and makes standard building signs for campus. Any work performed by members of the paint shop will be billed on a time and materials basis. If the work cannot be performed by our personnel for whatever reason and is assigned by the physical plant to a contractor, the cost of the work will be the contractor's invoice plus 5%.

Lock Shop

The lock shop is responsible for all lock repairs, replacements and re-keying request. They are also responsible for cutting keys and repairs of door hardware, such as door closers, hinges and doorknobs. Any work performed by members of the lock shop will be billed on a time and material basis. Lock shop personnel are available for consultations on security upgrades.

Contracted Services

Several services (elevator repair, exterminator services and refuse disposal) are contacted out by the University with Facilities Management coordinating all efforts. Fraternities and sororities do not use the elevator service. All occurrences of insect or rodent (including squirrels) intrusion in the buildings should be reported immediately so that we can exterminate before the problem becomes serious. The cost of this extermination will be the contractor's invoice plus 5%. Refuse disposal is handled by Active Service Incorporation with some additional labor provided by the landscape shop for cleaning up around the dumpsters. These waste disposal cost are identified for the fraternities and sororities and are distributed on a cost per bed basis. If additional dumpsters are requested, the organization is charged for this directly.

Utilities

Facilities Management distributes on a monthly basis the charge for all electricity, water/sewer and steam used on campus. Facilities Management also distributes the charges for all natural gas used on campus except for gas used by fraternities and sororities for cooking. These bills are paid directly by the houses. The following is a synopsis of how these bills are tracked and distributed.

Electricity

The University is billed by Commonwealth Edison for all electricity used on campus. The service into the campus is accomplished through several feeders which Edison meters and bills from. This electricity is then distributed to all campus buildings through a network which is not metered by Edison. Facilities Management has placed meters at each building to capture the usage by each. The total bills from Edison are distributed to these buildings based off these University meters. Also included in the cost of electricity is amortization of capital projects to the electrical distribution network.

Water/Sewer

The University is billed by the City of Evanston and the Metropolitan Water Reclamation District of Greater Chicago for all water and sewer usage. Similar to the electricity distribution, Facilities Management meters used to distribute all charges since the bills we receive cover either large areas of campus (water bills) or all campus (sewer usage fees). These costs are distributed on a quarterly basis because of the billings we receive. Also included in the cost would be amortization of capital projects to the water/sewer network.

Steam

The Central Utility Plant generates all steam and chilled water used to heat and cool the majority of buildings on campus. All cost related to the production of these services (labor, natural gas, electricity, repairs, etc.) are captured and then billed out based on usage. Facilities Management has separate meters for each location that uses steam or chilled water. The cost of steam is calculated by dividing the total cost of producing steam by the total pounds of steam metered. This cost per pound is then used to distribute the costs. As with other utilities, amortization of capital improvements projects, either within the plant or through the distribution of network, are included in the costs which are distributed. Each fraternity and sorority has its own steam meter. The only exception is the Lincoln Row area which has one meter from the common areas that is split five ways and added to their individual usage.

Meter Reading

Facilities Management reads the above meters on a monthly basis-on the first three consecutive regularly scheduled work days of each month.

Billing Information

The costs for Facilities Management services are billed on a monthly basis at the close of each fiscal month. We use the Job Cost System on the University's mainframe to process our billing. This system creates Intra-Institutional Voucher (IV) documents to charge the appropriate accounts and purchase requisitions. The IVs appear on your department's budget statements with the prefix "IVCMP". There is also a seven character job number. **If you have any questions about charges on your budget statement, we will need the seven character job number.**

To assist you in understanding and identifying Facilities Management charges, the Controller's Office provides a Job Cost Statement report (Report FM2580DYL) that is distributed with your department's budget statements.

- The Job Cost Statement identifies the three basic categories of Facilities Management charges:
 - Facilities Management labor
 - Facilities Management material
 - Contractor- or vendor-provided services and supplies
- The "Tran ID" on the Job Cost Statement is the identifier which allows you to determine the type of charge.

Tran IDs

PV

This indicates a payment voucher was the source of the charge, either a payment to a vendor (the name of which will be listed next to the PV number) for materials purchased specifically for your job or a payment to a contractor (the contractor name will be listed next to the PV number) who provided the labor and materials for your project.

JVLD

This indicates a charge from labor performed by Facilities Management personnel. Labor charges are processed in two-week cycles which match the University's bi-weekly payroll schedule. The period in which the work was performed can be identified by the first four digits following the "JVLD" prefix. For example, if the Tran ID was JVLD011900133, the work was performed in the two week period ending January 19 (0119) (i.e., the period of January 6 to January 19).

This indicates that the charge is for materials which were issued from the stock that the Facilities Management shops maintain for frequently used items.

IVCMP

This is the document ID assigned by the CUFS Job Cost System when the billing to your account is made.

- The IVCMP amount represents the total charge made against your account in this month.
- The IVCMP number incorporates the fiscal month and fiscal year in which the charges were processed. For example, IVCMP96052053 indicates that the charges were processed in fiscal year 1996 in the fifth fiscal month (9605), or January, 1996. There may be instances where you will see detailed charges on your Job Cost Statement report but there is no IVCMP document listed on the report or on your budget statement. This indicates that there was a problem in processing the charges, usually that there were insufficient funds available to process the entire charge. If this occurs, a representative from Facilities Management will be in touch with your department to correct the problem. Once the problem has been corrected, an IVCMP document will appear on the next month's Job Cost Statement with the billing amount but no detail. You can refer back to the original Job Cost Statement for the details.

GROUNDSKEEPING/REFUSE

Northwestern University is committed to maintaining the highest standards of maintenance and sightlines for all buildings and grounds on campus. Each house has the responsibility for keeping the grounds around their building neat and free of trash and debris, and also for protecting the foliage on the grounds from damage. This is an issue particularly when students are moving in and out at the beginning and end of the year and when there is a party or other social event. It is also a concern when any kind of construction or renovation work is being done by non-NU contractors.

In the past there have been instances where things are thrown from windows and simply allowed to lie where it lands, sometimes on top of landscaping, bushes, or flower beds, damaging them. This is not generally thought of as acceptable.

Rather than being allowed to accumulate outdoors, trash must be removed promptly, and oversized refuse (like couches, mattresses, other furniture) and all construction debris must be disposed of in open top roll-off dumpsters which are provided by the University at the beginning of the year (or are available by request) and placed in several locations on campus.

An important point with respect to oversized debris: it is not enough to place them on the ground near established trash collection points. All trash must be placed inside receptacles. If an oversized or especially heavy item needs to be removed, there are several options. A chapter may contact the Greek Facilities Coordinator or Facilities Management to arrange for a roll-off (placement is restricted and needs to be coordinated). Additionally, NU groundskeepers are available to remove trash and debris at the standard rate of \$40.00/hour/person. Often for smaller jobs this is more economical to a house than paying for a large, construction-type-roll-off.

In instances where excessive or oversized trash or other refuse is present or improperly disposed of, however, these items will be removed immediately by Facilities Management personnel at a cost to be charged to the appropriate house, if this can be determined. Otherwise, the charges will be split among the nearest houses to the area in question.

Other Refuse: HAZARDOUS MATERIALS – Some items like air conditioners, refrigerators, freezers and the like are actually considered “Hazardous Waste.” The coolant must be removed prior to disposal. Contact Facilities Management or arrange proper disposal of these items.

Greeks Recycling

Three separate mixes are collected:

Mix 1

- Cans (aluminum, bi-metal/tin, and steel)
- Glass bottles (brown, green, & clear)
- Plastic (soda, water, and juice bottles that are PET #1; milk and water jugs that are HDPE #2 check the bottom of the bottle for number)

Mix 2

- Office paper (flyers, copy paper, junk mail, all envelopes, except FedEx or Tyvek envelopes)

Mix 3

- Newspaper and Magazines

How to Recycle

- Each house has an established contact that receives information from NU Recycling.
- Each house should have in their possession at least two forty-gallon blue containers with lids and one hand truck that were supplied by NU Recycling at the start of the program. These containers will remain property of the University and must be used as specified for the collection of recyclable materials. The individual houses are responsible for lost or stolen containers.
- Additional collection containers may be purchased from NU Recycling, or we can supply you with ideas for collection and sources for containers.
- You may wish to consider getting a cans/glass/plastic bin for your food service. Please remember that no oil, detergent, shampoo bottles, open-mouth containers (e.g. margarine tubs), or plastic bags are allowed.
- Every Monday for Fraternities and Thursday for Sororities, the materials must be outside at your pickup point before 9:00 a.m. and should be wheeled back inside your house by 1:00 p.m. If your recyclables were not outside before 9:00 a.m., you will have to wait for pickup on the following week. If you have a significant enough volume to merit additional pickups, please call NU Recycling at 847-467-1374.
- There are corrugated cardboard dumpsters located across campus. The dumpsters are locked, but they are available for everyone's use. Contact NU Recycling if you need a key for the cardboard dumpster nearest your house.
- Contact NU Recycling for recycling pickup locations

Pickup Locations

Fraternities

- Alpha Epsilon Pi - at the curb north of 566 Lincoln
- Beta Theta Pi - by the dumpsters at the east end of Patten Gym lot
- Chi Phi - at the curb north of 566 Lincoln
- Chi Psi - by the dumpsters, north of your house
- Delta Chi - at the loading dock, west side of Elder Hall
- Delta Tau Delta - at the west entrance to the Bobb/McCulloch courtyard

- Delta Upsilon - at the west entrance to the Bobb/McCulloch courtyard
- Evans Scholars - at the curb south of your house
- Lambda Chi Alpha - by the dumpsters at the east end of Patten Gym lot
- Phi Delta Theta - by the dumpsters at the east end of Patten Gym lot
- Phi Gamma Delta - by the dumpsters just north of Sigma Nu
- Phi Kappa Psi - at the curb in front of Sargent Hall
- Sigma Alpha Epsilon – by the dumpster just north of your house
- Sigma Chi - at the curb in front of Sargent Hall
- Sigma Nu - by the dumpsters just north of your house
- Sigma Phi Epsilon - by the dumpsters at the east end of Patten Gym lot
- Theta Chi - at the curb north of Zeta Beta Tau
- Zeta Beta Tau - at the curb north of your house

Sororities

- Alpha Chi Omega - at the curb south of Rogers House
- Alpha Delta Pi - at the curb north of house
- Alpha Phi - at the curb south of your house
- Chi Omega - at the curb north of 710 Emerson
- Delta Delta Delta - at the curb south of your house
- Delta Gamma - at the curb north of 626 Emerson
- Delta Zeta - at the curb south Evans Scholars
- Gamma Phi Beta - at the curb north of your house
- Kappa Alpha Theta - at the curb in front of Delta Delta Delta
- Kappa Delta - at the curb south of Alpha Phi
- Kappa Kappa Gamma - at the curb north of Gamma Phi Beta
- Pi Beta Phi - at the curb north of Hobart House

Cardboard Recycling

There are 13 [corrugated cardboard collection locations](#) on the Evanston campus and 3 on the Chicago campus where you may take corrugated cardboard for recycling.

NORTHWESTERN UNIVERSITY



COMMERCIAL CARD PROGRAM CARDHOLDERS' MANUAL

**Revised
May 2003**

SUPERSEDES ALL PREVIOUS DOCUMENTATION

NORTHWESTERN UNIVERSITY COMMERCIAL CARD PROGRAM

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Northwestern University reserves the right to change any statement in this Manual, without prior notice.

NORTHWESTERN UNIVERSITY COMMERCIAL CARD CARDHOLDER GUIDE

Overview

Welcome to the Northwestern University (NU) Commercial Card Program. The cardholder assumes responsibilities pertaining to the Program. Please read this Guide in its entirety before completing the ‘*Northwestern University Commercial Card Cardholder Agreement*’.

The Commercial Card Program is intended to streamline and simplify the Purchasing and Accounts Payable functions by eliminating waste and low value activities. The Commercial Card is a tool that reduces transaction costs, facilitates timely acquisition of materials and supplies, and automates data flow for accounting purposes.

The Commercial Card Program is designed as an alternative to a variety of processes including petty cash, check requests, and low dollar purchase orders. The Commercial Card Program is not intended to avoid or bypass appropriate procurement of payment procedures. Rather, the Program complements the existing processes available. The card is a MasterCard credit card that is issued by Bank One. Some minimal record keeping is essential to ensure the successful use of the Commercial Card. This is not an extraordinary requirement; standard payment policies require retention of receipts.

This Cardholder Guide provides information about the process, the types of purchases that can and cannot be made, records that must be maintained and reconciled for each cycle, and a variety of other Program information.

Please remember that you are committing University funds each time you use the Commercial Card. This is a responsibility that should not be taken lightly.

Remember that you are the person responsible for all charges made to the card, which has been issued to you.

Intentional misuse or fraudulent abuse may result in personal liability and or disciplinary action up to and including dismissal from the Program and NU. It may also result in prosecution. The cardholder will be responsible for the repayment of all fees associated with usage of the card, including repayment of fees and penalties associated with unauthorized usage of the card or Program.

The card will have no impact on your personal credit. Although the card lists an individual's name, the card is actually issued to Northwestern University.

The cardholder's signature on the Cardholder Agreement indicates that he or she understands the intent of the Program and will adhere to the guidelines established for the Program.

To receive the card, the cardholder must first attend a Training Session conducted by Accounting Services. The card is usually distributed after the Training Session. If the card is not available for distribution at the Training Session, the cardholder must collect and sign for the card at Accounting Services Office, 619 Clark Street, Room 217. All renewal cards must also be collected from Accounting Services. A photo identification is required (drivers license or wildcard). The card will not be delivered to a third party. The cardholder may begin using the card immediately upon receipt.

Examples Where the Commercial Card May NOT Be Used

- Any item exceeding the card's pre-established dollar limit
- Cash advances - Personal use - Travel and Entertainment
- Alcoholic beverages may only be purchased for functions hosted by the University and should be charged to object of expense 6727.

Please consult the NU Merchant Category Code (MCC) List for the names of excluded merchant categories.

For more information on purchasing policies and procedures, please visit the following websites:

Purchasing Policies and Procedures:

<http://www.univsvcs.northwestern.edu/Purchasing/purchasemain.htm>

Travel Policies and Procedures:

<http://nuinfo.nwu.edu/finsys/polcydoc/travelmenu.htm>

Entertainment and Courtesy Guidelines:

<http://nuinfo.nwu.edu/finsys/polcydoc/e&cmenu.htm>

Obtaining A Card

Current implementation plans require the Dean's Offices in the schools to commit to performing some program oversight, as well as developing a standard reconciliation process within each of their departments. It will ultimately be up to them to decide which of their departments will participate in the program. After you are approved by the school, read this Cardholder Guide, and understand the procedures outlined, you must complete the '*NU Commercial Card Cardholder Agreement*'.

All cards for NU departments are issued at the written request of the Department Head. Cards for Fraternities and Sororities are issued at the written request of the Chapter President or House Corporation Board President, and University Residential Life.

The cardholder is responsible for the security of his or her card and the transactions made against the card. When you receive your Commercial Card, sign the back of the card and always keep it in a secure place. Keep a record of the card number and the bank number in a safe place in the event the card is lost or stolen. Although each card is issued in your name, it is the property of Northwestern University and is only to be used for University purchases as defined in this Guide.

Commercial Card Restrictions

The Commercial Card is NOT to be used for personal purchases, cash advances, or any travel and entertainment expenses such as airline tickets, hotel accommodations, and car rentals.

Under no circumstances should a transaction be split into two separate receipts to bypass the single transaction dollar limit.

Dollar limit changes for NU departments first require the written approval of the Department Head.

Dollar limit changes for Fraternities and Sororities first require the written approval of your House Director and Residential Life.

Using The Card

Purchases with the necessary approval are initiated using your assigned card. Contact the supplier and agree to the price, quantity and delivery date. When ordering, inform the supplier that Northwestern University is a tax-exempt organization and therefore not subjected to paying sales tax.

It is required at the time of purchase that you receive a receipt. If the purchase is via phone or mail, ask the supplier to include the receipt with the goods when the product is shipped to you. This receipt is the only original documentation specifying whether or not sales tax has been paid against the purchase.

It is required that you retain all receipts for your purchases.

Tax

Northwestern University is a tax-exempt 501(c)3 organization for research and education. No sales tax should be charged on purchases. The cardholder should inform the supplier of the tax-exempt number for Northwestern University. It is the responsibility of cardholders to ensure that no sales tax is charged on their purchases. If sales tax was charged, the cardholder should immediately contact the supplier to have the sales tax reversed.

Cardholders are provided with a copy of the University's tax-exempt letter from the Illinois Department of Revenue. This letter has an expiration date, therefore, cardholders should make certain that they have a current copy of the letter on hand. If the cardholder does not have this letter, a copy may be requested from the Commercial Card Administrator. The letter should not be used for personal purchases as it may result in the University losing its tax-exempt status.

Reconciling Your Account

Monthly, each cardholder will receive a statement (cycle cut-off date is the 27th of each month) identifying each transaction made against the Commercial Card during the billing cycle. The statement must be verified against your retained receipts for accuracy.

A Monthly Transaction Log should be used as a tool to help maintain purchase information and to help reconcile your account. This Log is also required for users who make telephone purchases. The Transaction Log should bear information similar to what is found on Purchase Requisitions (PR), and Travel Expense Reports (T&E). It should give a detailed description of the item(s) purchased, and the reason for the purchase. Departments may create their own Transaction Log using the PR as a guide.

The statement (with attached receipts and transaction log) must be signed by the cardholder as proof of verification and then forwarded to the department head who should also sign the statement as proof of approval.

After proper approval the following records should be held in the department for future review by University personnel: (1) the original monthly statement with proper approvals, (2) the Transaction Log, and (3) the original receipts.

Fraternities and Sororities should forward their statements and receipts to the appropriate office or personnel designated by their House Corporation.

Each account must be reconciled by the 20th of the subsequent month.

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 you and the supplier directly.

If you are unable to reach an agreement with the supplier, complete a Dispute Form, sign it and send it to Bank One. All disputes must be submitted in writing to Bank One within 60 days of the statement date via fax at 1-847-497-8298, 1-847-622-2495 or 1-847-931-8861 or via mail to:

Bank One
2500 Westfield Drive
Mail Code IL1-6225
Elgin, Illinois 60123
Attention: Disputes Dept.

Paying The Bill

The Commercial Card is a corporate pay arrangement. Account balances will be paid in full each month by NU.

Your purchases will be charged via electronic IV to the default CUFS expense account, which has been established by your department or house. Grant accounts may not be used as default accounts. Cardholders and Managers with proper access should make account allocation changes online using PVSNet at www.procard.com. If the upload to CUFS occurs before account allocation changes are made, a RAC should be completed to move the charges to the correct Expense accounts.

Departments bear the responsibility of ensuring that accounts attached to their credit cards have adequate funds at all times to cover their card expenses. Failure to do so may result in the closing of the accounts.

Do not send your monthly statement to Accounts Payable with a check request.

Lost Or Stolen Cards

The Commercial Card should be secured, just as you would secure your personal credit cards. If your card is lost or has been stolen, the cardholder should immediately contact Bank One via this toll free number (1-800-848-2813).

Advise the representative that the call is regarding a commercial card.

The cardholder must also notify the NU department head or designated personnel and the Commercial Card Administrator.

Fraternity and Sorority members must also notify the House designated personnel, University Residential Life, and the Commercial Card Administrator.

Refusal Of Card Or Account

Should you be declined at the point of sale for any reason, please contact Bank One Customer Service at 1-800-316-6056 Ext. 7223. This telephone number is also found on the back of the card. Every effort will be made to determine why the transaction was declined.

Departmental Changes

If you transfer to a new department or leave the University, follow normal exit procedures, and notify the Commercial Card Administrator to close the account. Your card should be returned to the Department Group Administrator to be destroyed. If you transfer to a new department that is a participant in the Program, you must complete a new Cardholder Agreement.

If you no longer serve as President or Treasurer of a fraternity or sorority, or are no longer a member of the fraternity or sorority, notify University Residential Life and the Commercial Card Administrator immediately.

Commercial Card Audit Activity

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

Merchants That Do Not Accept The Card

The Program is NOT open to all merchants. Merchant category codes (MCC), and not the individual merchants, are included or excluded at the discretion of the NU Committee. Cardholders have the freedom to purchase from any merchant within

an approved category. For example, MCC 7338 applies to merchants doing business as, quick copy, reproduction, and blueprinting services; cardholders may choose to purchase from OfficeMax, Office Depot, or any other merchant within that category.

Should the house or department need to purchase from a merchant that is not on the NU Merchant Category Code list, the group administrator should email or fax a request to the Commercial Card Administrator. It may take a few days before the NU Committee approves the merchant category and for the Bank to update the account. Cardholders should therefore ensure that the Program, prior to incurring an expense, approves the merchant category.

For Further Information

The following resources are available to help answer questions, or help solve problems that may arise when using your Commercial Card:

To increase the single transaction or monthly dollar limits for Fraternities/Sororities contact:

University Residential Life 847-491-3541
Mark Manderino

If your card is declined at the point of sale contact:

Bank One Customer Service 800-316-6056 Ext. 7223
(24 hours)

To handle statement disputes that the cardholders cannot resolve directly with the merchant contact:

Bank One Customer Service 800-638-5543
Fax Number 810-828-6518

To report a lost or stolen Card, contact immediately:

Bank One Customer Service 800-638-5543 (24 hours)
and

**The President or House Corporation Board President
Department Head**

and
Commercial Card Administrator 847-491-3359
Marleen King

For questions regarding Program procedures contact:

Marleen King
Commercial Card Administrator
Accounting Services Department
619 Clark St., Rm 217
Evanston, IL 60208
847-491-3359
email: m-king4@northwestern.edu

NORTHWESTERN UNIVERSITY COMMERCIAL CARD CARDHOLDER AGREEMENT

Participating Cardholder Acknowledgment of Responsibilities

By participating in the Northwestern University (NU) Commercial Card Program as a Cardholder, I _____ assume responsibilities
PRINT NAME

pertaining to the operation and administration of the Commercial Card Program. These responsibilities include but are not limited to the following:

The Northwestern University Commercial Card is to be used for business expenditures only. The Commercial Card may only be used under the parameters and procedures established for the Commercial Card Program which are detailed in *The Commercial Card Cardholder Guide*. The Northwestern University Commercial Card may not be used for personal purchases, business or personal travel and entertainment purposes.

The Commercial Card will be issued in the name of the Cardholder. By accepting the Card, the Cardholder assumes responsibility for the Card and will be responsible for all charges made with the Card. The Card is not transferable and may not be used by anyone other than the Cardholder.

The Northwestern University Commercial Card must be maintained with the highest level of security. If the Card is lost or stolen, or if the Cardholder suspects the Card or Account Number to have been compromised, the Cardholder agrees to immediately notify Bank One at 1(800) 848-2813 and the NU Commercial Card Administrator. The Cardholder should keep a record of the card number and the Bank number in a safe place for easy access in the event the card is lost or stolen. The Cardholder agrees to reimburse NU for any unauthorized purchases made with the Commercial Card up to the point where the card is reported lost or stolen.

All charges will be billed and paid directly by Northwestern University. On a monthly basis, the Cardholder will receive a statement listing all activity associated with the Card. This activity will include purchases and credits made during the reporting period. While the Cardholder will not be responsible for making payments, the Cardholder will be responsible for the verification and reconciliation of all Account activity.

Cardholder Accounts may be subject to periodic internal control reviews and audits designed to protect the interests of Northwestern University. By accepting the Card, the Cardholder agrees to comply with these reviews and audits. The Cardholder may be asked to produce the Card to validate its existence and produce statements and receipts to verify appropriate use.

Parameters and procedures related to the Commercial Card Program may be updated or changed at any time. Northwestern University will promptly notify all Cardholders of these changes. The Cardholder agrees to and will be responsible for the execution of any program changes.

The Cardholder who is a NU employee agrees to surrender and cease use of the Card upon termination of employment whether for retirement, voluntary separation, resignation or dismissal. In addition, the Cardholder must surrender and cease use of the Card in the event of a transfer or relocation. The Cardholder who is a Fraternity or Sorority member agrees to surrender and cease use of the Card upon ending service as Treasurer or President of the house, upon ending membership with his or her house, or leaving NU as a student. The Cardholder may also be asked to surrender the Card at any time deemed necessary by the University. The card should be surrendered to the Department Head.

Misuse or fraudulent use of the Card may result in personal liability, prosecution, disciplinary actions, and may be grounds for dismissal from the Program and or the University.

By signing below, I acknowledge that I have read and agree to the terms and conditions of this document and the NU Commercial Card Cardholder Guide. I certify that as a participating Cardholder of the Northwestern University Commercial Card Program, I understand and assume the responsibilities listed herein. ***Please complete with a black ink pen***

Cardholder Signature

Date

Name (Print)

Social Security #

Birthdate

(University Mailing Address) Street

Email

City

St/Zip

Phone (Campus)

Transaction Limit

Monthly Limit

Mother's Maiden Name or Password

Department or House Name

CUFS Billing Account

Approver of purchases (signature)

Print Name

Date

Department Head/House Corp. Signature

Print Name

Date

*University Residential Life Signature
(*needed for Fraternities & Sororities only)

Print Name

Date

NORTHWESTERN UNIVERSITY COMMERCIAL CARD CUSTOMER SERVICE

General Information

Bank One's Commercial Card Customer Service professionals are available 24 hours, seven days a week.

Customer Service: 1-800-316-6056

FAX: 1-847-488-3024

This toll free Customer Service number is available to all cardholders. The number also appears on the back of the Commercial Card.

Customer Service handles questions such as why a cardholder was declined at a merchant (point of sale) when attempting to purchase goods. They also can respond to requests for copies of sales drafts. Please note that when the request is

fulfilled, the cardholder's account will be charged \$5.00 for each copy supplied (unless it is requested for use in a transaction dispute).

Customer Service also performs all of the data entry for set-up forms submitted by the program administrator. Therefore, they can respond to any questions as to the status of forms and card requests.

Lost or Stolen Cards

A cardholder should notify Bank One immediately at the telephone number below if a Commercial Card is lost or stolen. Representatives are available 24 hours a day, 7 days a week.

Lost or Stolen: 1-800-848-2813

When reporting a lost or stolen card, the cardholder should tell the representative the call is regarding a Commercial Card.

Disputes

If there is a charge that is not recognized by the cardholder, or if it appears to be incorrect, the cardholder should first contact the merchant and try to resolve the discrepancy. If this does not remedy the situation, the cardholder should submit a Dispute Form with supporting documentation to:

Bank One Commercial Card

Disputes Dept.

P.O. Box 2015

Elgin, IL 60121

Fax: 1-847-488-3024

All disputed items must be communicated to Bank One at the address above within 60 days of the cycle date when the item originally posted. During the investigation, a credit will be issued to the cardholder's account for the amount questioned. Upon completion of the investigation, the cardholder will be notified of the resolution. If the dispute is not settled in the cardholder's favor, the account will be charged for the disputed transaction amount. (Note: If the credit is not received by the time you settle with Bank One, you must pay for the disputed item. Do not deduct the amount from your payment. The credit will be processed in the next cycle.)

MONTHLY TRANSACTION LOG

Cardholder _____

Closing Date _____ Card
Number _____

Date	Cross Ref	Vendor	Description / Purpose	Account	Amount
	1				
	2				
	3				
	4				
	5				
	6				
	7				
	8				
	9				
	10				
	11				
	12				
	13				
	14				
	15				

TOTAL



BANK ONE
P.O. BOX 2030
MAIL SUITE IL1-6225
ELGIN, IL 60121

**MEMO STATEMENT
THIS IS NOT A BILL**

ACCOUNT NUMBER 5405-0111-1111-1111
STATEMENT DATE 1/20/00
NET CHARGES \$825.00

PAT CARDHOLDER
ABC COMPANY
10 MAIN WAY
SMITHVILLE, IL 61234

FOR RECONCILIATION PURPOSES ONLY, DO NOT SEND PAYMENT

NAME: PAT CARDHOLDER
ACCOUNTING CODE: 123456789

CYCLE LIMIT: \$1,000

CARDHOLDER ACTIVITY				
Purchasing Activity				
Post Date	Tran Date	Reference Number	Transaction Description	Amount
01-06	01-04	123456789923456789	Office Max 12345 Chicago, IL	\$400.00
01-04	01-01	123457909235789098	Compusa 459 Los Angeles, CA P.O.S. 359678	\$425.00
Total Purchasing Activity				\$825.00

FOR CUSTOMER SERVICE CALL: 1-800-316-6056	ACCOUNT NUMBER 5405-0111-1111-1111	ACCOUNT SUMMARY
FOR LOST/STOLEN CARDS CALL: 1-800-848-2813	STATEMENT DATE: 1/20/00	Purchases & Other Charges \$825.00
SEND BILLING INQUIRIES TO: BANK ONE P.O. BOX 2015 MAIL CODE IL1-6225 ELGIN, IL 60121		Cash Advances \$ 0.00
		Credits \$ 0.00
		Cash Adv. Fee \$ 0.00
		Net Charges \$825.00
		Dispute Amount \$ 0.00

DISPUTE FORM

CARDHOLDER NAME and RETURN ADDRESS: _____ _____ _____	CARDHOLDER PHONE NUMBER: _____ CARDHOLDER FAX NUMBER: _____ CARDHOLDER ACCOUNT NUMBER: _____ MERCHANT NAME: _____ AMOUNT: _____ TRANSACTION DATE: _____ TRANSACTION REFERENCE #: _____
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To assist our investigation, please indicate below the reason for your dispute. If you have any questions, please call our Dispute Representatives at 1-888-297-0768

___ I did not make nor authorize the above transaction.
(Please indicate the whereabouts of your Commercial Card.)

___ There is a difference in the amount I authorized and the amount I was billed.
(A copy of your charge must be enclosed.)

___ I only transacted one charge, and I was previously billed for this sales draft.
Date of previous charge:

___ The above transaction in mine, but I am disputing the transaction.
(Please state your reasons why in detail.)

___ Please send me a copy of the sales draft. (Your account will be charged \$5.00 for each copy supplied.)

___ I have received a credit voucher for the above transaction, but it has not yet appeared on my account. (A copy of the credit voucher must be enclosed.)

___ My account has been charged for the above transaction, but I have not received this merchandise. The date of expected delivery was: _____ The details of my attempt to resolve the dispute with the merchant and the merchant's response are indicated below.

___ My account has been charged for the above transaction, but the merchandise has since been returned. The details of my attempt to resolve the dispute with the

Group Administrator: _____
print

Signature:

Date:

**** Residential Life Approval****

Approved by: _____
print

Signature:

Date:

PURCHASING SERVICES
2020 Ridge Ave, Evanston

May 14, 2001

To: Commercial Card Holders:

State of Illinois Tax Exempt Status

There have been numerous questions in regards to which taxes the University is exempt from. In the State of Illinois, Northwestern University does not have to pay any “sales and use tax” when purchases for products and services are made on behalf of the University. However, please keep in mind that there is a “food and lodging tax” related to hotel stays and dining that the University may not be exempt from. Please check with the vendor before making any assumptions.

Tax Exemptions in other states:

The University does realize exemptions from “sales and use tax” in several other states. Please contact Randall Henry (Contract Administrator-Purchasing Services) at ext. 1-8122 to find out which states recognize this status. Similar to the State of Illinois, many states have a “food and lodging tax” that may supersede the “sales and use tax.” This may necessitate providing a potential vendor with different documentation in order to receive the exemption. When purchasing products or services from another state over the Internet or by the telephone, please contact Purchasing Services at least 1 (one) week in advance to investigate tax- exempt possibilities.

MERCHANT CATEGORIES EXCLUDED FROM PROGRAM

**MERCHANT
CATEGORY
CODE GROUPS
(MCCGs)**

MCCs

MCC DESCRIPTION

NUTE4

**Airlines, Auto Rental, Hotels & Motels, Financial,
Entertainment, Transportation, Food & Beverage**

3000-3350	Airlines
4511	Air Carriers, Airlines - Not Elsewhere Classified
3351-3500	Auto Rental Agencies
7512	Automobile Rental Agency - Not Elsewhere Classified
3501-3800	Hotels and Motels
7011	Lodging - Hotels, Motels, Resorts – Not Elsewhere Classified
4829	Wire Transfer Money Orders (WTMOs)
6010	Financial Institutions - Manual Cash Disbursements (Deposit Account, Travelers Cheques, Foreign Currency, Money Orders, Precious Metals, Savings Bonds)
6011	Financial Institutions - Automated Cash Disbursements
6012	Financial Institutions - Merchandise and Services
6051	Non Financial Institutions - Foreign Currency, Money Orders (Not Wire Transfer), Travelers Cheques, and Quasi Cash
6211	Securities - Brokers/Dealers
6300	Insurance Sales, Underwriting and Premiums
7832	Motion Picture Theaters
7841	Video Tape Rental Stores
7911	Dance Halls, Schools, and Studios

7922	Theatrical Producers (except Motion Pictures), Ticket Agencies
7929	Bands, Orchestras, and Miscellaneous Entertainers (Not Elsewhere Classified)
7932	Billiard and Pool Establishments
7933	Bowling Alleys
7941	Athletic Fields, Commercial Sports, Professional Sports Clubs, Sports Promoters
7991	Tourist Attractions and Exhibits
7992	Golf Courses, Public
7993	Video Amusement Game Supplies
7994	Video Game Arcades/Establishments
7995	Betting (Including Lottery Tickets, Chips at Gaming Casinos, Off-Track Betting and Wagers at Race Tracks)
7996	Amusement Parks, Carnivals, Circuses, Fortune Tellers
7997	Clubs - Country Clubs, Membership (Athletic, Recreation, Sports), Private Golf Courses
7998	Aquariums, Dolphinariums, Seaquariums
4011	Railroads
4111	Transportation - Suburban and Local Commuter Passenger, including Ferries
4112	Passenger Railways
4119	Ambulance Services
4131	Bus Lines
4225	Public Warehousing - Farm Products, Refrigerated Goods, Household Goods Storage
4411	Cruise Lines
4457	Boat Leases and Boat Rentals
4468	Marinas, Marine Service/Supplies
4582	Airports, Airport Terminals, Flying Fields
4722	Travel Agencies and Tour Operators
4784	Bridge and Road Fees, Tolls
4789	Transportation Services-Not Elsewhere Classified
5813	Bars, Cocktail Lounges, Discotheques, Nightclubs, and Taverns - Drinking Places (Alcoholic Beverages)
5921	Package Stores, Beer, Wine, Liquor