



Procurement Card Program Procedure Handbook August 1, 2016



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Procurement Card Program Introduction

In the constant pursuit of improving the way the County does business, and in promoting vendor acceptance and operational efficiency, Purchasing and Fleet Services, and the Auditor-Controller's Office, in coordination with Board Policy A-62, initiated the Procurement Card Program. The objective of the County's Procurement Card Program is to streamline the traditional paper and labor-intensive procurement process for small-dollar purchases. The Procurement card will eliminate the requisitions and purchase orders associated with small dollar purchases and will require only one payment to the bank on a monthly basis instead of individual payments to a large number of vendors.

The CAL-Card (VISA Card), Purchasing Card Program, when used to purchase goods or services, promotes increased supplier/contractor acceptance, improves timely delivery of products and services, and reduces the business-related costs of the using department. It is not intended to circumvent any existing statutes or laws, nor is it to be used to circumvent any County or Purchasing procurement procedures and policies as identified in the Purchasing Manual.

This manual shall serve as a source of instruction to all county departments, agencies, special districts and elected officials and will be made available through the Purchasing and Fleet Services Intranet site and updated as needed to address the business needs of the county and reflect any revisions to county ordinances and policies.

Issuance of the P-Card is the responsibility of the Purchasing Agent and the management of the program is delegated to the Procurement Card Program Coordinator. The Purchasing Agent may modify requirements of the program as well as revoke P-Card privileges for failure to adhere to the Program guidelines at any time.

Intentional, repetitive misuse of the P-Card may result in the reimbursement of ineligible expenses, disciplinary actions including termination, and notification to law enforcement agencies.

Definitions

Approver: The Approver (formerly: Approving Official) at the department level, is a critical checkpoint for internal control purposes. The approver reviews the monthly bank statements to verify that all purchases are necessary and for official County purposes only. The Approver must have a working knowledge of various purchasing methods and be familiar with County procurement policies and procedures. An Approver should work with the Department's Billing Officer if a questionable transaction has taken place and council the Cardholder. The Approver may be responsible for any number of Cardholders.

Billing Officer: A designated individual who is responsible for the timely management and oversight of the department Procurement Card Program, invoice reconciliation, and payment. This role is generally held by an Accounting Officer or equivalent that has signature authority with the Auditor-Controller's Office.

CAL-Card: The official registered service mark name for the State of California's purchasing card program.

Cardholder: An individual who is designated by a Department Head or Director to be a procurement card recipient and make official governmental purchases. The Cardholder is the employee whose name is on the bankcard. The Cardholder is authorized to make purchases of commodities on behalf of their agency/department and should be familiar with County procurement policies and procedures. The Cardholder reconciles his/her monthly bank statement and forwards to the departments' Approver.

Cardholder Statement: - A monthly Statement of Account is forwarded to each Cardholder by U.S. Bank Card System, Inc., at the end of the monthly billing cycle listing all transactions made during that month.

Merchant Activity Type: (MAT) code: A restriction on each Cardholder's account, designating the type of merchant where the Cal-Card may be used. The Procurement Card Program Coordinator assigns the desired code at account setup, although maintenance can be performed at any time to change the code.

Procurement Card Program Coordinator: The Procurement Card Program Coordinator is part of the Purchasing and Fleet Services staff and is responsible for the coordination of applications of credit cards, either new cards, or modification to existing cards, new accounts and destruction of cards; ensures existing procurement regulations are not circumvented; and is responsible for all external correspondence relative to the program. The Procurement Card Program Coordinator coordinates the establishment of reports and administrative training; and with the Auditor-Controller, establishes the local procedures for controlling and using cards.

SINGLE PURCHASE LIMIT: This limit restricts the amount of any single purchase made by the Cardholder. A single purchase may include multiple items and is the total of those items at one time at a merchant location.

30-DAY PURCHASE LIMIT: This limit determines the maximum dollar amount that will be authorized for a Cardholder within a 30-day billing cycle. Note: This is based on cycle – not a calendar month. The 30-day purchase limit is determined during the Cardholder account setup, and should be the amount that a Cardholder would be reasonably expected to spend during that period.

30-DAY OFFICE LIMIT: (Approver) The 30-Day Office Limit represents the maximum dollar amount that may be spent by all Cardholders reporting to a department Approver (usually a Cardholder's immediate supervisor) within a 30 day period. This limit is established by the Procurement Card Program Coordinator in consultation with the Department Head and the County of Riverside Auditor/Controller. Regardless of the combined total spending authority delegated to individual Cardholders, no purchases may exceed the 30-day office limit. This limit is provided to assist in controlling the budget or other office spending restrictions and can be reduced to comply with budget cuts or other changes as they occur.

U.S. Bank: U.S. Bank is the contractor who maintains all CAL-Card accounts. U.S. Bank issues cards and monthly Statements of Account to Cardholders, and invoices for payment (Corporate Account Summary) to the department billing office. U.S. Bank pays merchants in a timely manner and receives reimbursement from the County.

Procurement Card Program Information

APPLICABLE COUNTY POLICIES

The following County Policies and Ordinances apply to the issuance and use of the County's Purchasing Card Program:

- A-62: Credit Card Use. Sections I and II.
- D-1: Reimbursement for General Travel and Actual/Necessary Expenses. Sections 1 thru 6, and Sections 8 thru 11.
- 459 County Ordinance: Purchasing Policies and Procedures. County of Riverside Purchasing Policy Manual. All Sections.

Ordinance 459 delegates purchasing authority to the Purchasing Agent. The Purchasing Agent delegates authority to specific designees as referenced in the Purchasing Manual. P-Card holders are provided a delegation of purchasing authority and must comply with seeking competition upon certain thresholds. All purchasing procedures and guidelines in the Purchasing Manual must be adhered to for all P-card transactions.

CONTROLS

A number of unique controls have been developed for this Procurement Card Program that does not exist in a traditional credit card environment. These controls help ensure that the card can be used only for specific purchases and within specific dollar limits. In addition, the certification of all purchases is required by each Cardholder with verification performed by the Cardholder's Approver before payment is made.

In addition to dollar limits, a separate spending control, based on merchant classification is established at the Cardholder level. This control prevents Cardholders from using the card at certain merchants. Various combinations of merchant categories have been established to create a list of Merchant Activity Type (MAT) Codes to define individual Cardholder needs and spending requirements.

The unique CAL-Card (VISA card) received from U.S. Bank (the present Contractor) has the cardholder's name embossed on it. The CAL-Card derives its name from the fact that the County, and other public agencies have piggy-backed off the State of California's contract with U.S. Bank. **The cardholder is the only one authorized to use the card.**

No other staff member, family member, supervisor, or anyone else may use this card. It has been specially designed to avoid confusing it with the cardholder's personal credit cards. In all other respects, this is considered a regular VISA card and can be used at any merchant that accepts Visa. **HOWEVER, THIS PROCUREMENT CARD AT NO TIME IS TO BE USED FOR PERSONAL PURCHASES.**

Due to the expected large volume of transactions and subsequent dollars spent, it is extremely important that the control and use of credit cards be closely managed. The CAL-

Card (VISA card) purchases must be constantly monitored to ensure that credit cards are used efficiently and that no abuse is allowed to occur.

The Procurement Card Program Coordinator will submit an on-line Procurement Card Request for each cardholder and assign a maximum dollar amount for each single purchase and a total for all purchases made with the Procurement Card within a given billing period. The processing of the P-Card request will occur once the employee has successfully completed the required P-card training. Each Cardholder must sign a Cardholder Agreement in order to receive and utilize the P-Card.

U.S. Bank has established an authorization process that ensures that the purchase is within the dollar limit of the single purchase and the 30-day dollar limit. The authorization also verifies that the merchant is the type permitted under the County of Riverside Procurement Card Program. To decrease the likelihood of fraudulent use of the Procurement Card, U.S. Bank has added additional restrictions and controls. For example, if the single or cumulative number of transaction authorizations requested in one (1) business day is over ten thousand dollars (\$10,000) or ten (10) transactions, the cardholder will be asked for additional information and/or identification by the merchant.

Intentional use of the credit card for other than Official Use Only will be considered an attempt to commit fraud against the County of Riverside. Proof of such fraud may result in immediate cancellation of your credit card and disciplinary action taken against you under applicable department or County administrative procedures up to and/or including termination. You (the cardholder) will be personally liable to the County for the amount of any non-approved, and/or ineligible purchases.

BILLING

The U.S. Bank report consists of the monthly Cardholders' Statement of Account. The Statement of Account is used for certification of charges by the Cardholder and the Cardholder's Approver. The Corporate Account Summary is sent directly to the County Departments billing office, and is U.S. Bank's official billing invoice. The Cardholder's Approver must obtain a photo copy of the Corporate Account Summary; this will be used to reconcile the Cardholders Statements of Account and is signed by the Approver. This signed copy of the Corporate Account Summary is proof to the County Auditor/Controller that the Approver has been made aware of the Cardholders who have made charges on their accounts. Only those Cardholders who have actually used their procurement cards, during the billing period, will appear on the Corporate Account Summary.

This Procurement Card is required to be paid-in-full every 45 days per invoiced amount, **without exception**. Under the new U.S. Bank contract, the unpaid balances do roll over to the next month's billing period. However, the County Auditor/Controller will not allow this feature to be used. Any unpaid balance, except for disputed items, will accrue interest if unpaid after 45 days from the original billing period.

USE POLICIES

Use of the procurement card requires the Cardholder to adhere to all County of Riverside acquisition regulations, policies, and procedures, including competitive procurement requirements. The following conditions must be met when using the card.

- a. Cardholders must follow their Agency/Department's administrative procedures to ensure that sufficient appropriations are available prior to making a purchase.
- b. For purchases over \$5,000, you must seek three (3) competitive quotes. A record of the quotes must be maintained by the Cardholder.
- c. Use of the Procurement Card is not intended to replace effective procurement planning which enables volume discounts.
- d. Each single purchase may be composed of multiple items, but the total cannot exceed the single purchase dollar limit on the Procurement Card.
- e. When a purchase exceeds the limit established by the Agency/Department, the standard requisition and purchase order process must be followed.
- f. **Purchases must not be split to circumvent dollar limitations and bidding requirements.**
- g. Departments should utilize county awarded vendors whenever possible. A list of awarded vendors is available on the Purchasing's Intranet site.

RESTRICTED USES

The Procurement Card is intended to be used for small dollar purchases. In addition, the Procurement card must not be used to purchase the following:

- Alcohol or alcohol products.
- Alcoholic beverages.
- Ammunition and weapons.
- Automotive repairs, or maintenance, (unless approved by Purchasing Agent or designee).
- Cash advances through bank tellers or teller machines.
- Chemicals & hazardous materials (P-Card Allowances: Batteries, Light Bulbs, TV's, and Paint).
- Consultants, instructors, or speakers over \$5,000 (unless approved by Purchasing Agent or designee).
- Drugs and narcotics.

- Fixed asset purchases (an item or equipment with a cost of \$5,000 or more).
- Gasoline, diesel fuel, oil, and grease (Unless no County Fleet facility is available, and the user does not have a Voyager Card).
- Gift cards
- Insurance
- Legal fees
- Maintenance contracts over \$5,000 (unless approved by Purchasing Agent or designee).
- Non-approved merchant type codes (check your cardholder agreement).
- Rental of equipment requiring operators. Examples are trucks, tractors, and other equipment (emergency situations excepted).
- Personal computers, peripheral equipment, and printers from other than County contracted vendors (unless approved by Purchasing Agent or designee and in compliance with Board Policy H-11).
- Rental, lease, or purchase of Real Property.
- Splitting of purchases to circumvent the dollar limitation.
- Systems office furniture.
- Telecommunications equipment systems or major components over \$5,000.
- Work on County property by outside contractors.

Agency/Department specific regulations may restrict purchases further. Questions regarding the Procurement Card or these procedures should be directed to the Procurement Card Program Coordinator at (951) 955-4937. Any exception granted from the Purchasing Agent or designee to the restricted uses must be documented in writing.

DISCIPLINARY ACTIONS

Any unauthorized use of the Procurement Card or failure to adhere to the Program guidelines will result in the following:

- a. Unauthorized charges will be considered a personal liability and, therefore, will be subject to immediate collection.
- b. Failure to adhere to the Program procedures will result in termination of card privileges and written notification to the employee's direct supervisor and the department head for that employee.
- c. Abuse in the use of this card will result in an immediate termination of card privileges.
- d. Repeated and/or flagrant violation of the authorized use of the Procurement

Card, by the cardholder, will result in disciplinary action up to and including termination of employment.

- e. Fraudulent use of the Procurement Card may be referred to a law enforcement agency.

AREA OF RESPONSIBILITY

U.S. Bank - Government Services

U.S. Bank - Government Services will:

1. Issue Visa cards to the Procurement Card Program Coordinator for distribution.
2. Make changes as requested by the Procurement Card Program Coordinator.
3. Mail the following reports and invoices within 24 hours after the end of a billing cycle (22nd of each month).

REPORT NAME	MAILED TO
Corporate Account Summary (Monthly Department Billing Statement)	Department Billing Official (level 4)
Cardholders Statement of Account (Monthly Individual Statement of Activity)	Cardholder (level 6)
Disputed Transactions Status Report	Cardholder (level 6) E-mailed directly to involved Cardholder

4. Provide on-line access to above reports within 24 hours after the end of a billing cycle (22nd of each month). Cardholders may register on-line at: <https://Access.USBank.com>, click on Cardholder Registration and fill in the required information. Call the Procurement Card Program Coordinator first for the Company Access Code.
5. Provide duplicate reports when needed and requested from Cardholders and Billing Officials.

Procurement Card Program Coordinator

The Procurement Card Program Coordinator will:

1. Establish and maintain a Procurement Card Program Procedures Manual.
2. Set up Departments' (level 4), Approvers' (level 5), Cardholders' (level 6) and Assistant Program Coordinators' (level 3) accounts with the bank and maintain changes.
3. Request and obtain Procurement Cards.

4. Monitor any submitted Cardholder disputes and work with the Department's Accounting Office to assure prompt resolution.
5. Provide training for departments
6. Ensure the Card Holder has completed P-Card and LVPO training prior to issuance of the P-Card. (LVPO training required for card limits of \$5,000 or above.)
7. Audit program in conjunction with Auditor/Controller's Office.
8. Follow up and document any suspected inappropriate use of the Procurement Card and/or failure to follow Procurement Card procedures.
9. Ensure and document destruction of un-needed and canceled cards.

Auditor/Controller

The Auditor/Controller will:

1. Review the monthly Procurement Card Payment Package as received from the departments' accounting office and ensure compliance with applicable Board policies. Verify accuracy of Cardholders Statement of Account (SOA) against the Departments' Corporate Account Summary.
2. Adjust Statement of Account for disputed transactions as directed by Cardholders.
3. Apply credits to current invoices as directed by Cardholders if an earlier disputed transaction was judged in favor of the Cardholder. Be careful to not take a deduction twice if an earlier credit was already applied.
4. Ensure all purchases are appropriately charged to the Departments' Procurement Card accounting codes.
5. Ensure that departments' claim for un-billed sales and use taxes are paid to the State.
6. Approve Departments' payment vouchers and authorize payment of monthly invoice to bank.
7. Review the County's Procurement Card Program with the Purchasing Department.
8. Notify the Purchasing Department Procurement Card Program Coordinator of any suspected inappropriate use of the Procurement Card and/or failure to properly follow Procurement Card procedures.

Department Head Responsibilities

The Department Head or his/her Designee will:

1. Sign the Department Head Procurement Card Responsibilities and Agreement form and return to the Procurement Card Program Coordinator (Attachment J).
2. Administer the Department/Agency's Procurement Card Program.
3. Ensure employee Cardholders and Approvers comply with County policies.
4. Establish additional Department Policies and Procedures for Procurement Card use, if necessary.
5. Approve applications for all their department's procurement cards.
6. Return unneeded and canceled cards to the Procurement Card Program Coordinator.
7. Ensure that Billing Official reviews any Cardholders Disputed Charges and verifies that disputed items are being resolved and payments are being credited properly.
8. Answer questions about program procedures.
9. Facilitate training, as necessary, to ensure program participants comply with program policies and procedures.
10. Help ensure that no Corporate Account Summary (Department Invoice) is over 60 days delinquent.

Approver

The Approver will:

1. Have received the required Procurement Program Card training and signed the card holder agreement form.
2. Ensure Cardholders - comply with County and Department Policies and Procedures for Procurement Card use.
3. Review and reconcile all documentation, using the Cardholder's Statement of Account and Cardholders Procurement Card Payment Package, received from the cardholder, following the procedures identified in the Reconciliation and Review section.

The Approvers' signatures on the Cardholder's Statement of Account and the

Cardholder's Procurement Card Payment Package will be evidence of the Approver's acceptance.

4. Working in conjunction with the Procurement Card Program Coordinator, the Department Head, Purchasing, and the Auditor-Controller, follow up and document any suspected inappropriate use of the Procurement Card and/or failure to follow Procurement Card procedures. Also, the Approver will initiate appropriate disciplinary action.

Cardholder

The Cardholder will:

1. Attend P-Card training in order for issuance of the P-Card.
2. Not allow anyone else to use the County's Procurement Card and must not be used for personal purchases.
3. Sign your card in the signature panel.
4. Ensure the procurement card is secure from theft and misuse. Review Statement of Account for unauthorized charges against your account.
5. Use the procurement card in compliance with County and Department Policies and Procedures.
6. Log purchases as they occur on the monthly Procurement Card Payment Package (Attachment C) or computer generated copy of the manila envelope.
7. Obtain a receipt at the point of purchase and verify it for accuracy.
8. Review and reconcile all documentation following the procedures identified in the Reconciliation and Review section.
9. Notify U.S. Bank Customer Service of any billing discrepancies posted on your Cardholder Statement of Account that cannot be resolved with the merchant.
10. The Cardholders' signatures on the Statement of Account and the Cardholder's Procurement Card Payment Package will be evidence of the Cardholders completion of the required reconciliation process.
11. The Cardholder will complete the reconciliation process and deliver to his/her Approver, the Procurement Card Payment Package in a timely manner.
12. Inform the Procurement Card Program Coordinator of name, telephone, address, or other account changes.

Procurement Card Activation

U. S. Bank utilizes card activation to control risk associated with non-receipt of new or reissued cards. Cards are blocked entirely until the Cardholder activates the card by phoning the U.S. Bank's Customer Service Center at 1(800) 344-5696.

Once Cardholders have received their individual purchasing cards, they must contact U. S. Bank to activate the card prior to being able to process a charge. The Cardholder is notified by placement of a sticker placed on the face of the card, which contains information notifying the Cardholder of the need to activate the card and provides the contact number for card activation. The Cardholder can complete the activation through the U. S. Bank voice response unit or Customer Service Representative. The Cardholder should have the following information, which will be used to verify the Cardholder's identity when activating the card: the 16-digit Account Number; the Business Mailing Address including the 5-digit ZIP code; the Business Telephone Number; the 4-digit numeric number designated by the Program Administrator; the Single Item Purchase Limit; the 30-Day Dollar Limit; and the Approving Official's Name. All this information is contained on the Cardholder Agreement and in the envelope with the new VISA Card.

CARD EXPIRATION DATE

During the merchant authorization process, the card expiration date is passed as an element of the authorization request. The date is matched to U. S. Bank's master file. If the expiration date on the card does not match the date on file with U. S. Bank, the transaction is not approved.

SIGNATURE STRIPE

All Riverside County Procurement Cards contain a signature stripe on the back of the card that must be signed by the Cardholder. This allows the merchant to compare the signature on the card with the signature on the sales receipt in order to validate authenticity.

TRANSACTION WATCH / FRAUD PREVENTION

U. S. Bank maintains a unit to monitor and identify actual or potential fraudulent activity. The fraud prevention unit monitors and reviews Cardholder spending patterns and compares them with current fraud trends. The unit also monitors use in at-risk areas and high-risk Merchant Category Classification codes. If the Fraud unit perceives suspicious transactional activity, they will contact the Cardholder to validate that the transactional activity is legitimate.

TRANSACTION REFERRAL / DECLINE

U.S. Bank has many safeguards in place to ensure the security of the purchasing card. If a transaction triggers one of the safeguards, it may refer or decline verses being immediately approved:

1. **Referral:** If a purchasing card exceeds normal transaction activity or authorization parameters, or a particular transaction is identified as high risk, the merchant may be asked to verify additional information or secure additional identification before transaction authorization can be given. This is called a referral inquiry. In referral inquiry situations, the merchant should follow the instructions provided to them by their processing bank, in accordance with VISA Association regulations. The merchant may call U.S. Bank Customer Service requesting authorization to proceed.
2. **Decline:** Purchasing card transactions may also be declined for various reasons. For example, a decline may occur when a transaction exceeds the account's single purchase limit or goes over your total monthly spending limit. A transaction decline may also occur due to the following:
 - a. The purchasing card account has not been activated.
 - b. There are too many transactions conducted or dollars spent in one day on the purchasing card account.
 - c. Exceeding the credit limit.
 - d. An incorrect account expiration date or CVV2 value is presented to the merchant on an Internet, telephone, or mail order transaction.
 - e. An incomplete or incorrect mailing address is given for an Internet, telephone, or mail order transaction.
 - f. Attempting to make a purchase at an unauthorized type of merchant.
 - g. Situations where it is impractical for a merchant to respond to a referral inquiry, such as an unattended terminal.

Contact U.S. Bank Customer Service Center at 1(800) 344–5696, or the Procurement Card Program Coordinator at (951) 955-4950, or (951) 955-4948 for assistance regarding a declined purchasing card transaction.

Procedures for Obtaining a Procurement Card

REQUESTING PROCUREMENT CARDS

1. Complete a Procurement Card Request form (Attachment A) for each card. Cards must be requested, designating specific Merchant Category Code(s) for establishments where purchases are expected to be made. The Procurement Card Request form must designate a single purchase limit, number of transactions per day, and a 30-day dollar limit.
2. The request form must be signed by the Department Head or at a minimum a Deputy Director Level position.
3. All Departments and Offices requesting and utilizing Procurement Cards may have internal instructions supplementing this Handbook and tailored to the individual needs and controls of the Department/Office.

APPROVAL PROCESS

1. The Procurement Card Program Coordinator will review requests received, clarify or modify request in conjunction with requesting Department. The employee to receive the P-Card will be directed to complete P-Card training. Employees that are requesting P-card limits of \$5,000 or above must attend both the P-Card training and LVPO training in order to receive the P-Card.
2. The Procurement Card Program Coordinator will complete the request form to U.S. Bank upon validation of the employee's successful completion of the required training.
3. U.S. Bank will process the application to add the account to the system, produce the card, and forward the card to the County Procurement Card Program Coordinator (usually within 7-10 business days).
4. The Department contact person will be notified that the Procurement Card has been received by the Procurement Card Program Coordinator and that it can be picked up subject to the receipt of a signed Cardholder Agreement (Attachment B).

REPLACING PROCUREMENT CARD

There may be instances where it becomes necessary to replace Procurement Cards or obtain additional cards. It will be the Approver's responsibility to initiate this process. Follow the instructions below that apply.

REPORTING A LOST PROCUREMENT CARD

1. Cardholder will immediately contact U.S. Bank Customer Service at **(800) 344-5696**. Outside the U. S. call collect: (701) 461-2042. Only then will you be asked certain personal information. This is for the County's protection to prevent fraudulent use of the lost or stolen card.
2. If the Procurement Card is stolen, immediately contact the appropriate law enforcement agency(ies).
3. Cardholder will contact his/her Approver and the Procurement Card Program Coordinator as soon as possible.
4. The cardholder will complete the Lost or Stolen Procurement Card form (Attachment F) and forward to his/her Approver.
5. The Approver will review and sign the Lost or Stolen Procurement Card form and send to the Procurement Card Program Coordinator.
6. The Procurement Card Program Coordinator will contact the bank to obtain a replacement card. U.S. Bank will mail replacement cards to the Procurement Card Program Coordinator within two to five (2-5) working days of notification.
7. The Procurement Card Program Coordinator will notify the Department when the replacement card is available for pick-up.

REPLACEMENT OF WORN-OUT/DEFECTIVE CARDS

1. If a Procurement Card needs to be replaced because it is worn out or defective, a replacement Procurement Card can be requested from the Procurement Card Program Coordinator.
2. The Procurement Card Program Coordinator will request a replacement card from U.S. Bank.
3. The Procurement Card Program Coordinator will notify the Department when a replacement card is available for pick-up.
4. The Approver will be instructed to pickup up the replacement card from the Procurement Card Program Coordinator and to cut the worn out/defective card in half and return the worn out/defective card to the Procurement Card Program Coordinator.

CANCELING A CARD

1. Contact the Procurement Card Program Coordinator to request that the current card be cancelled.
2. Destroy the procurement card appropriately (cut the card in half or shred it).
3. Indicate, by memo from the Department's Approver, which card number and Cardholder is being canceled. Send to the Procurement Card Program Coordinator.

CHANGES TO CARDHOLDER INFORMATION

1. Any changes in Cardholder information should be immediately reported to the procurement Card Program Coordinator through the Department's Approver, (includes any transfers).
2. Utilize the Procurement Card Request form (Attachment A) to submit any kind of change requests.
3. The Procurement Card Program Coordinator will notify U.S. Bank of the required changes and/or request a new card, if necessary.
4. The Procurement Card Program Coordinator will notify the Approver when the changes have been made or a replacement card is available.

Ordering Procedures

The Procurement Card may be used at any merchant on the approved type code list, which accepts VISA cards for payment of purchases.

Board policy provides that All Procurements, unless otherwise provided by law or County policy, are to be solicited on a competitive basis. To ensure the best use of taxpayer's funds, all Procurement Card purchases shall be made by obtaining competitive bids or quotations. Comparisons of cost, services, and value are always required and are in the best interest of the County. For purchase over \$5,000 you must seek three (3) competitive quotes.

The record of these quotations is to be maintained at the Department level and will be available upon request to the Purchasing Department, Procurement Card Program Coordinator, County Auditor/Controller's Internal Audit Department, or as required. Attachment I may be utilized for document quotes.

IN-STORE ORDERING PROCEDURES

When making a purchase, the cardholder should ask for and/or verify that any applicable County discounts have been deducted. The merchant will complete a sales draft, which includes the following information:

- Imprint of the card (manually or electronically), including card number, expiration date, and cardholder's name.
- Date and amount of purchase.
- Brief description of item(s) purchase. Sometimes on a separate slip. Keep both slips for the Statement of Account reconciliation.
- Imprint of merchant name and identification.

As the sales draft is being completed, the merchant will normally obtain authorization for the transaction via either a telephone call or direct telecommunication link to the VISA authorization network. The merchant will obtain an authorization number (as long as the purchase is within the limits established for the card), which will also be written on the sales draft. (Please note that the merchant has no way to verify whether purchases are legal County charges.) The merchant will request that the cardholder sign the draft. **Before signing, the cardholder should verify that the dollar amount is correct, sales tax is added, and that no additional charges have been included in error.**

The cardholder will be provided one copy of the signed sales draft. This copy, and possibly the slip with the description of what was purchased, must be kept and verified against the monthly Statement of Account, and attached when forwarded to the Approver.

The cardholder must log all orders on the monthly Procurement Card Purchase Report printed on the manila envelope (Attachment C). Remaining copies of the sales draft are retained by the merchant for his or her records, and for deposit with his/her financial institution to receive payment for the purchase amount.

TELEPHONE, INTERNET, OR MAIL ORDERING PROCEDURES

If authorized by the Departments' Approver to make telephone, internet, or mail orders with the Procurement Card, the cardholder will log all orders on the monthly Procurement Card Purchase Report printed on the manila envelope (Attachment C).

When placing a telephone, internet, or mail order, the cardholder is to ask for and verify that County discounts have been applied. The cardholder will be asked to provide name, card number, expiration date on the card, and a delivery address. As with all Riverside County Procurement Card purchases, the address provided to the merchant should be the Cardholder's business address, not that of U.S. Bank Government Services. If the shipping destination address varies from the Cardholders' billing address, the Cardholder must inform the supplier at the time of the transaction. Otherwise, this discrepancy in address (mailing verses billing) may cause authorization decline.

Although VISA regulations require that requested merchandise be shipped before a charge can be processed by the merchant, Cardholders should also advise suppliers that full billing cannot occur until full shipment is made. This may prevent subsequent billing problems and disputes. Of course, if a partial shipment is made, billing for that portion of the shipment only may be processed.

IT IS IMPORTANT THAT A CONFIRMATION IS OBTAINED OF THE TRANSACTION.

If a telephone order is placed, obtain a confirmation number and the name of the person taking your order; as well as a description and price of the item(s) that was ordered.

If a mail order is placed, retain a copy of the ordering sheet.

If an internet order is placed, make a screen print of the item being purchased with the item price (if possible). In any case, print a copy of the order confirmation (not the shopping cart).

Be sure to ask for the freight or shipping charges if not already indicated on your order confirmation. Do not pay for charges over what you were initially quoted.

THE ORDER CONFIRMATION INFORMATION MUST BE INCLUDED WITH THE CARDHOLDERS' STATEMENT OF ACCOUNT RECONCILIATION.

Reconciliation and Review

Monthly billing period reports are generated for the previous 30 days of Procurement Card transactions on the Riverside County's monthly cycle date. The cycle date for all participating departments is the 22nd of the month. All statements and invoices are generated at the end of business on the 22nd day of each month. If the 22nd falls on a weekend or holiday, statements are generated at the end of the preceding business day. Hard copies of the statements are mailed within 3 to 5 business days. A computer generated copy is available for review or printing at U.S. Bank's Access-On-Line web-site. Cardholders may register on-line at: <https://Access.USBank.com>, click on Cardholder Registration and fill in the required information. Call the Procurement Card Program Coordinator first for Company Access Code.

CARDHOLDER RESPONSIBILITIES

At the close of each billing period, the Cardholder will be mailed, within 3 business days of the cycle close, a Statement of Account, from U.S. Bank. The Statement of Account will itemize each transaction, which was charged to the Procurement Card during the billing cycle.

By the first day of the month following the billing period, complete each of the steps listed below:

- a. Review the Statement of Account for accuracy. Compare it to the Monthly Procurement Card Purchase Report printed on the manila envelope (Attach. C).
- b. Provide a complete description of each transaction, listed on the Statement of Account, on the individual Procurement Card Receipts Form(s) (PC-005) (Attachment E). A separate sheet (form) is required for each transaction. A computer generated copy of the form (PC-005) is available from the Program Coordinator upon request.
- c. Indicate on the Procurement Card Receipts form any taxable transactions for which sales and use taxes have not been paid to the vendor.
- d. Tape original sales receipts and detailed invoices to the Procurement Card Receipts form(s). Label each sheet with cardholder name, card number, billing period dates, and the sheet sequence number.
- e. Sign the Monthly Procurement Card Purchase Report. (If an item is not on your statement due to statement timing, cross the item off the report, and add to the report for the next billing cycle).
- f. Sign the Statement of Account where indicated.

CARDHOLDER RESPONSIBILITIES (cont.)

- g. If an item purchased is returned for credit, attach the credit voucher to the Statement of Account report on which the credit appears. You may need to provide an explanation on a previous month's report that the item purchased was returned for credit (i.e.: see next month's report for credit slip).
- h. If charged for an item incorrectly, provide a complete explanation of the error on the Statement of Account. Also, complete the form Cardholder Statement of Questioned Item (CSQI, Attachment D). Forward the Cardholder Statement of Questioned Item form to U.S. Bank for adjustment. Attach copy of the form to Statement of Account reconciliation package.
- i. If an item is found to be unacceptable, try to resolve the problem with the merchant first. If the merchant refuses to issue a credit voucher, the Cardholder Statement of Questioned Item must be completed and sent to U.S. Bank. Attach a copy of the form to the Statement of Account reconciliation package.
- j. Forward the following to the Cardholders' Approver:
 - 1. Original signed Statement of Account (SOA).
 - 2. Original signed monthly Procurement Card Purchase Report envelope.
 - 3. Original receipts and detailed invoices on Procurement Card Receipts form(s).
 - 4. Credit Voucher, if applicable.
 - 5. Copy of Cardholder Statement of Questioned Item (CSQI), if applicable.
 - 6. Any other documentation required by the department/agency.
 - 7. Other documentation as necessary.

Please note that VISA Operating Regulations have specific time frames established in which reversals of charges may be processed. If conditions occur as noted in items h and i above, the Cardholder Statement of Questioned Item (Attachment D) must be forwarded to U.S. Bank within 60 days from the Statement of Account date to ensure compliance with these time frames or dispute rights will be lost.

In addition to these time frames, VISA Operating Regulations often require certain written documentation before a reversal can be processed. If the data on the "Cardholder Statement of Questioned Item" (CSQI) form is not sufficient to satisfy the requirements, the Procurement Card Program Coordinator will notify the cardholder of any additional documentation that is needed. For further details regarding the charge back reasons listed, on the Cardholder Statement of Questioned Item, see Common Dispute Reasons.

It is the responsibility of the Cardholder to track disputes to resolution and notify the Department's Accounting Office when the disputed amount is payable or has been cleared by a credit. The Cardholder should keep a copy of all related paperwork until the dispute is resolved.

CARDHOLDER RESPONSIBILITIES (cont.)

If there are questions regarding the information on the Cardholder Statement of Questioned Item (CSQI) form, or if there are any problems regarding the reversal of a transaction, please contact U.S. Bank Customer Service Staff at 1(800) 344-5696.

If the Cardholder finds that he/she will not be available to complete/sign the Statement of Account (SOA) at month end, because of leave or travel, the Cardholder will forward all sales receipts, the Monthly Procurement Card Purchase Report, and credit vouchers to the Approver before the leave or travel begins. The Approver will forward a copy of the cardholder's Statement of Account to the Department Accounting section. Upon return, the Cardholder is to sign the original Statement of Account and forward it to the Approver, who then forwards it to the Department Accounting section. The signed Cardholders' Statement of Account may need to be forwarded to the Auditor-Controller's Office with a note as to which pay period it belongs to.

APPROVER RESPONSIBILITIES

Each month, the Approver must obtain the following information from the Departments Billing Official or accounting section:

- A photo copy of the monthly Corporate Account Summary (Department's Invoice) - This is a composite statement listing those individual Cardholders the Approver has reporting to them that actually had procurement activity during that billing cycle; and provides transactional detail on those Cardholder accounts to assist in the reconciliation process. (The Corporate Account Summary will be mailed to the Billing Official by U.S. Bank each billing period).

The Approver will be provided with the following from the Cardholder(s):

- Cardholder signed Procurement Card Payment Package envelope.
- Original signed Statement of Account (SOA).
- Original receipts and detailed invoices on Procurement Card Receipts form(s).
- Credit Voucher, if applicable.
- Copy of Cardholder Statement of Questioned Item (CSQI), if applicable.
- Any other documentation required by the department/agency.
- Other supporting documentation as necessary.

Approver Responsibilities (cont.)

By the 6th day of the month, following the billing period, the Approver shall:

- a. Completely review all charges to ensure that purchases are authorized within the duties of the Cardholder and proper supporting documentation is included.
- b. Review supporting documentation to ensure that it is adequate to justify each purchase, and complies with County and Department procedures.
- c. Ensure Cardholders reconciled monthly Statements of Account (SOA) are accounted for and complete with all required documentation attached.
- d. Reconcile and sign the Approver's copy of the Corporate Account Summary (Department Invoice) to the Cardholder's Statement of Account and, if necessary, adjust the amount to be paid.
- e. Sign the Cardholder's Statement of Account for approval of charges, and sign the monthly Procurement Card Purchase Report envelope.
- f. Forward the Cardholder's Procurement Card Payment Package envelope, no later than the 6th day of the month, to the Department Accounting Office.

DEPARTMENT ACCOUNTING OFFICE RESPONSIBILITIES

The Department Accounting Office should receive the following, from the Approver(s), no later than the 10th of the month (this allows four (4) days for delivery and weekends), following the billing period:

- Signed copy(s) of Corporate Account Summary by Approver(s).
- Original signed Cardholder's "Procurement Card Payment Package(s)" (manila folders).
- Original signed Cardholder's Statement of Account (SOA).
- Original receipts and detailed invoices on Procurement Card Receipts form(s).
- Credit Voucher, if applicable.
- Copy of Cardholder's Statement of Questioned Item (CSQI), if applicable.
- Any other documentation required by your department/agency.
- Other supporting documentation as necessary.

The Department Accounting Office will be responsible for reconciling the Cardholder statements and documentation received from the Approver(s) with the monthly Corporate Account Summary (Department's Invoice) - received from U.S. Bank.

Department Accounting Office Responsibilities (Cont.)

- a. The Department Accounting Office is to review supporting documentation to ensure that it is adequate to justify each purchase, and that all purchases comply with County and Department procedures.
- b. The Department Accounting Office will code each transaction, with the appropriate accounting codes, on the cardholder's Procurement Card Receipts form(s).
- c. Disputed items, as indicated by the presence of a submitted Cardholders Statement of Questioned Item (CSQI form), may be either: (1) removed from the departments' invoice Corporate Account Summary (take the credit now) or (2) leave the item on the departments' invoice Corporate Account Summary and then deduct the charge after the dispute resolution is received (pay for it now and deduct it later). NOTE: Care should be exercised so that a disputed charge is not deducted twice should a credit appear later on a Cardholder's Statement of Account.
- d. Complete the Department Procurement Card Payment Package Cover Sheet (Attachment G). Please print on green paper.
- e. The departments' procurement card payment package should be delivered to the Office of the Auditor-Controller, no later than the 15th of the month following the billing period. The Procurement Card Payment Package should be in the order below and contain the following:
 - 1. Department Procurement Card Payment Package Cover Sheet (Green) signed and dated by the Billing Official (department fiscal officer). The payment voucher number(s) shall be noted on the upper right corner.
 - 2. Copy(s) of any departmental reconciliation worksheets; copy of Use Tax accrual worksheet (if required); and copy of journal entry worksheet (if required).
 - 3. Original Corporate Account Summary (department invoice).
 - 4. Approver(s) signed copy(s) of the Corporate Account Summary.
 - 5. Cardholder Procurement Card Payment Package(s) – manila folders.
 - 6. Copies of other supporting documents as necessary.
- f. A complete procurement payment package should be delivered to the Auditor-Controller each month. If the department package is incomplete, please contact the Auditor-Controller for additional instructions.
- g. Departments are to maintain copies of all paperwork submitted to the Auditor-Controller's Office as per applicable retention policies.

AUDITOR-CONTROLLER RESPONSIBILITIES

Each month the Auditor-Controller will complete the following tasks:

- a. The Auditor-Controller will process a warrant payable to U.S. Bank in the amount of the Department's approved Corporate Account Summary (invoice). This will be done each month in time to avoid interest penalties and in an attempt to take advantage of any prompt payment discounts.
- b. Upon receipt of the completed Procurement Card Payment Package from the departments' accounting office, the Auditor-Controller will (on a sample basis) review supporting documentation to ensure that it is adequate to justify each purchase, and that all purchases comply with County policies and procedures. A completed "Procurement Card Payment Package" should contain the following:
 1. Department Procurement Card Payment Package Cover Sheet (Green).
 2. Copy(s) of any departmental reconciliation worksheets; copy of Use Tax accrual worksheet (if required); and copy of journal entry worksheet (if required).
 3. Original Corporate Account Summary (department invoice).
 4. Approver(s) signed copy(s) of the Corporate Account Summary.
 5. Cardholder Procurement Card Payment Package(s) – manila folders.
 6. Copies of other supporting documents as necessary.
- c. Auditor-Controller will notify the Procurement Card Program Coordinator of:
 1. Any purchases that do not comply with County policies and procedures.
 2. Any Departments, Approvers, and/or Cardholders that have not submitted the necessary information.
 3. Any questionable purchases.

Disputed Transactions

If an error in Cardholder billing occurs, or if a problem with merchandise, or of services billed that cannot be resolved between the Cardholder and merchant, the Cardholder must notify U.S. Bank Government Services of the dispute by submitting a Cardholder Statement of Questioned Item (CSQI) Attachment D. In many cases, it is necessary for the Cardholder to submit supporting documentation, such as a copy of a postal receipt, credit voucher, or transaction log. The CSQI must be sent to U.S. Bank within 60 days from receipt of the Cardholder's Statement of Account (SOA) on which the questioned charge first appeared. **Timely attention to a disputed item is essential to ensure that VISA chargeback rights do not expire.**

U.S. Bank will contact the Cardholder by mail, within 10 business days of receipt of the CSQI form, as indication that the dispute is being worked on.

After a chargeback is processed, a credit will appear on the Cardholder's Statement of Account. Since Cardholder balances are brought to zero after each month's statement is generated, **the credit will be listed on a subsequent Cardholder statement and included in that month's Cardholder balance.**

When a dispute is resolved, the Cardholder will receive a notice from U.S. Bank providing details of the dispute resolution. Cardholders may also file the dispute on U.S. Bank's Access-On-Line and the entire process may be tracked there. **The Cardholder must notify their Accounting Office of resolved disputes.**

Disputed items, as indicated by the presence of a submitted Cardholders Statement of Questioned Item (CSQI form), may be either: (1) removed from the Cardholders invoice Statement of Account (take the credit now) or (2) leave the item on the Cardholders invoice Statement of Account and then deduct the charge after the dispute resolution is received (pay for it now and deduct it later). NOTE: Care should be exercised so that a disputed charge is not deducted twice should a credit appear later on the Cardholder's Statement of Account.

The Cardholder Statement of Questioned Item form may also be used to request a copy of a specific sales draft (receipt). This can be useful when a Cardholder has lost his/her copy of the draft, or if a particular charge is not recognized by the Cardholder. This reason is not considered a dispute and the transaction should still be authorized for payment.

Cardholder Statement of Questioned Item forms should be directed to:

U.S. Bank Government Services
P. O. Box 6347
Fargo, North Dakota 58125-6347
FAX: (701) 461-3466 Alt. FAX: (701) 461-3910

COMMON DISPUTE REASONS

The most common dispute reasons are described below. These reasons correlate with those found on the Cardholders Statement of Questioned Item (CSQI) form (Attachment D). If there are any questions regarding the appropriate dispute reasons to use, contact U.S. Bank Customer Service staff at 1(800) 344-5696 or the County's P-Card Program Coordinator at (951) 955-4950 or 951-955-4948.

PLEASE NOTE: FOR ALL DISPUTES SUBMITTED FOR CONSIDERATION, A CARDHOLDER SIGNATURE IS REQUIRED.

a. Unauthorized Mail/Phone order

This reason should be used for telephone or mail order transactions. **If a sales slip is signed or imprinted with the Cardholder's card, this reason does not apply.** If the Cardholder discovers they have been billed by a merchant for goods or services not ordered, they should file a CSQI form.

b. Duplicate Processing

This reason is used when a transaction has been billed multiple times to an account. The amounts of the charges in dispute must be the same. The Cardholder should provide the transaction details on the original billing, such as dollar amounts, a transaction date, etc. A copy of the monthly Statement of Account (SOA) on which the billings occur and a copy of the original sales slip should be forwarded with the Cardholder's Statement of Questioned Item (CSQI) form.

c. Merchandise Not Received

This reason is used when goods have not been received by the Cardholder or the agency, but have been billed by the supplier. The Cardholder should first attempt to resolve this dispute with the supplier. The Cardholder may discover, for example, that merchandise is still in transit, lost in transit, or has been delayed for reasons beyond the supplier's control. When filing a Cardholder's Statement of Questioned Item form, the Cardholder should include full details of attempted resolution, as well as transaction data and the reason for cancellation.

d. Merchandise Returned

In the event the merchandise was returned and a credit has not been posted, the Cardholder should describe the reason for returning the merchandise and date the item was returned. A copy of the reference number on the monthly statement, postal, UPS, or other official receipt proving the merchandise was returned should be forwarded with the CSQI form. If the merchandise was defective, you should return the merchandise and use the reason.

Common Dispute Reasons (cont.)

e. Credit Not Received

This reason may be used when the Cardholder has received a credit voucher or written refund acknowledgment from the vendor, but the credit has not been posted to the Cardholder's account within 30 days from the date on the voucher or acknowledgment. The Cardholder acknowledges participation in the transaction but the goods were returned.

The Cardholder should state the amount of credit they are expecting and provide a copy of the Statement of Account (SOA) and the credit voucher or the acknowledgment letter and forward these with the Cardholder's Statement of Questioned Item (CSQI) form.

f. Alteration of Amount

This reason is used when the Cardholder participated in the transaction and indicates that the amount was altered without permission. The Cardholder must acknowledge the amount before alteration and a copy of the Cardholder's sales draft must be provided to support this reason. The amount of the credit would be the difference between the amount before alteration and after alteration. The sales draft copy should be forwarded with a copy of the Statement of Account (SOA) and Cardholder's Statement of Questioned Item (CSQI) form to U.S. Bank.

g. Inadequate Description or Unrecognized Charge

In the event the Cardholder does not recognize the transaction description, he/she should request that U.S. Bank supply a copy of the sales draft due to inadequate description or unrecognized charge. This should be requested only after reviewing their supporting documentation and ensuring that a merchant (vendor) description or location error has not occurred.

Check the box request for copy on the Questioned Item (CSQI) form so that U.S. Bank will order a copy of the sales slip, which is generally received within 30 Days of the request.

In the event the vendor's processing bank cannot provide a copy within the Visa allotted time frames, the Cardholder's account will be credited until such time as a valid draft is received. U.S. Bank provides the copy and the Cardholder determines that a valid dispute exists, a new Cardholder's Statement of Questioned Item (CSQI) form should be sent to U.S. Bank immediately. In either instance, the applicable Statement of Account (SOA) should be forwarded with the Cardholder's Statement of Questioned Item (CSQI) form.

Common Dispute Reasons (cont.)

h. Copy Request

This is not a reason to withhold payment. This reason should be used when the Cardholder recognizes the charge, but requires a copy of the sales draft for their records. The Cardholder should be encouraged to keep all other supporting documentation, such as catalog information, magazine ad, shipping documents, etc., as evidence of their purchase. The copy of the applicable Statement of Account (SOA) should be forwarded with the Cardholder Statement of Questioned Item (CSQI) form.

If a Cardholder, who receives a copy of a sales draft, continues to dispute a transaction, he or she should submit another Cardholder Statement of Questioned Item (CSQI) form which explains the dispute in detail.

i. Items Not Received

This reason is used when the Cardholder is billed and the merchant is unable to provide the goods or services. In some cases, the goods or services are paid for by other means. The Cardholder should attempt to resolve the dispute with the vendor. The Cardholder should detail this attempt and provide the date of expected delivery of the service or merchandise. If the goods or services were paid for by another means, a copy of the payment (copy of front and back of a check or other payment document) should be provided and a copy of the Statement of Account (SOA) should be forwarded with the Cardholder's Statement of Questioned Item (CSQI) form.

In the event the merchandise was cancelled, full details should be provided, such as why the transaction was cancelled and the date of the cancellation.

j. Not as Described

This reason is used when the Cardholder claims goods or services were not received as described. The written document of what was to be delivered must be different from what was actually delivered. It is important that the sales draft specifically describe what was purchased. For example, this reason could not be used when the Cardholder was expecting a product model LXX210 and received a model LXX310. This reconciliation needs to be taken up with the product vendor.

In a telephone order situation, the verbal description is considered the document characterization. The Cardholder must explain in his or her letter how the verbal description was different from what was actually received.

Common Disputed Reasons (cont.)

An attempt must be made to return the goods and must be stated in the Cardholder's complaint. If the merchandise was returned, proof of such return should be forwarded with a copy of the Statement of Account (SOA) and the Cardholder's Statement of Questioned Item (CSQI) form to U.S. Bank's Government Services.

k. Other Disputed Reasons

There are some instances, such as credit posted as a debit, a processing error or fraudulent charge that cannot be described by one of the Dispute Reasons listed here. In the event the reasons discussed here and identified on the Cardholder's Statement of Questioned Item (CSQI) form do not fit the Cardholder's dispute circumstances, the Cardholder should submit a Cardholder's Statement of Questioned Item (CSQI) form with the transaction detail, a copy of the applicable Statement of Account (SOA), and a detailed letter of the circumstances of the dispute. Reference should be made to any contact with the vendor, names, telephone number, dates, etc. that would be helpful in research of the dispute.

Disputes on sales tax or shipping and handling charges are not valid VISA chargeback reasons. Cardholders must resolve these types of disputes directly with the merchant by requesting a credit to the account. To avoid this type of merchant dispute, it is very important for Cardholders to verify transaction totals with the merchant at the time of the transaction.

Fraud Activity

U.S. Bank Government Services Fraud Prevention Unit continually monitors accounts and transactions to prevent and halt fraud activity. If fraud activity is suspected, U.S. Bank Government Services Fraud Prevention Unit may contact Cardholders by telephone to inform them about the use (or attempted use) of their credit card in a fraudulent manner.

Cardholders can help to prevent fraud by carefully reviewing their monthly Statement of Account. If the Cardholder discovers a fraudulent transaction, the Cardholder should report it to U.S. Bank's Government Services Fraud Prevention Unit immediately. U.S. Bank will work with the Cardholder to confirm the validity of the transaction(s) in question. An affidavit may be mailed to the Cardholder. It must be signed and returned. The Cardholder should retain the fax confirmation after returning the affidavit as proof of response to the Fraud Department. It may also be necessary to close the current account to prevent additional fraud activity. To help with the investigation, U.S. Bank may also request that the Cardholder cut up the plastic card and return it to the County's Program Coordinator.

Direct any concerns about fraud on the Cal-Card (VISA card) to:

U.S. Bank
Attn: Government Services - Fraud Prevention Unit
P. O. Box 6355
Fargo, ND 58125-6355

Initial Contact; Ph.: Toll-Free: (800) 523-9078 (24 hours) or (701) 461-2300 (collect)

Investigative Office (only); Ph.: (800) 815-1405, Fax: (866) 636-1618.

Investigative Office Hours: 5:00 a.m. – 7:00 p.m. PST M-F
5:00 a.m. – 1:30 p.m. PST Sat. & Sun.

IMPORTANT: The Cardholder must also provide the following information to the Riverside County Procurement Card Program Coordinator:

- The account number on which the fraud has been detected.
- The date and dollar amount of the fraudulent transaction(s).
- The date the Cardholder first contacted, or was contacted by U.S. Bank regarding the fraud.
- The name of the U.S. Bank Fraud Representative investigating the account.
- The new account number (if established).

The Cardholder should reconcile their Statement of Account by circling any unauthorized items and writing fraud next to the item(s). Deduct the fraudulent charges from the total amount owed and process the statement as required by county policy. **Do not submit a Cardholder Statement of Questioned Item (CSQI) form for fraudulent transactions.**

INFORMATION SOURCES

U.S. Bank

24-Hour Card Customer Service (Cardholder Support)

1 (800) 344-5696 or 1 (701) 461-2042 (collect)

- for general decline research, manual authorizations, account maintenance, lost/stolen cards, or statement copies/inquires.

Dedicated FAX line: 1 (701) 461-3463 for Customer Service Representative

- Changes and updates

U.S. Bank: Invoice Payment Services

1 (800) 227-6736 FAX: 1 (701) 461-3736

U.S. Bank: Merchant Payment Services

1 (800) 432-9413 or merchant@usbank.com

"Cardholder Statement of Questioned Item" form

FAX: 1 (701) 461-3466

U.S. Bank: Government Services - Fraud Prevention Unit

1 (800) 523-9078 (24 hours) or 1 (701) 461-2300 (collect)

County of Riverside - Purchasing Department

Procurement Card Program Coordinator

(951) 955-4937 Mail Stop 3701

Dirk Buesing

Walter Mack

Susan Switz

Auditor-Controller's Office

Billing Officer – Chief Accountant

Procurement Card Program Billing

Attn: Tanya Harris

(951) 955-8375 Mail Stop 1050

Auditor-Controller's Office

P-Card Contact Person – Supervising Accountant

Procurement Card Program Billing

Attn: Susan Porte

(951) 955-3850 Mail Stop 1050

LIST OF ATTACHMENTS

Procurement Card Request (New, Change, Reissue)...	ATTACHMENT A
Cardholder Agreement	ATTACHMENT B
Procurement Card Payment Package	ATTACHMENT C
Cardholder Statement of Questioned Item (CSQI).....	ATTACHMENT D
Procurement Card Receipts	ATTACHMENT E
Lost or Stolen Procurement Card	ATTACHMENT F
Department Procurement Card Package Cover Sheet .	ATTACHMENT G
Missing Receipts Form.....	ATTACHMENT H
Summary – Procurement Bid Sheet	ATTACHMENT I
Department Head Agreement	ATTACHMENT J



PROCUREMENT CARD REQUEST

☐ New
 ☐ Change in Credit Limit
 ☐ Reissue
 ☐ Change in Cardholder Information

U.S. Bank Codes					Cardholder Name – Same as on Driver's License <small>First name, middle initial, last name – includes spaces, no punctuation-20 max.</small>	
Bank N1425	Agent	Company	Div.	Dept.		
Cardholder Title					Department	Telephone
Cardholder Business Address <small>Must use ZIP Code + 4</small>					E-mail Address	FAX Number
					Mail Stop:	
Immediate Supervisor – if different from Approver						Telephone

CARD LIMITS: (choose one)

	Single Purchase Limit	# of Transactions per Day	30 Day Dollar Limits
<input type="checkbox"/>	\$ 250	3	\$ 2,500
<input type="checkbox"/>	\$ 1,000	Unlimited	\$ 10,000
<input type="checkbox"/>	\$ 3,000	Unlimited	\$ 15,000
<input type="checkbox"/>	Other (please specify) (not to exceed \$3,000) \$ _____	_____	\$ _____

ALLOWED MERCHANT CATEGORY CODE: (check all that apply)

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> A Airlines, Airports | <input type="checkbox"/> L Contractors, Trade Assoc's. |
| <input type="checkbox"/> B Vehicle Rental, Gasoline, Towing | <input type="checkbox"/> O Misc. Business Services |
| <input type="checkbox"/> C Hotel, Motel | <input type="checkbox"/> Q Seminars, Educational Services |
| <input type="checkbox"/> D Misc. Transportation (R.R., Taxi, Bus, Freight, Courier Service) – No Airline Passage | |
| <input type="checkbox"/> E Telephone, Telegraph, Cable Services, Equipment, Utilities | |
| <input type="checkbox"/> G Catalog Orders, Mail Orders, Telephone Purchases, Books, Periodicals | |
| <input type="checkbox"/> H Food/Dairy Stores, Pharmacies, Sundries | |
| <input type="checkbox"/> I Restaurants, Caterers | |
| <input type="checkbox"/> J Discount/Department/Variety Stores, Misc. General Merchandise, Wholesale Clubs | |
| <input type="checkbox"/> K Misc. & Specialty Retail Stores – Lumber/Hardware, Lawn, Garden, Clothing, Household Appliances, Not Elsewhere Classified | |
| <input type="checkbox"/> M Camps, Camp Sites, Amusement & Recreational Services | |
| <input type="checkbox"/> R Membership Organizations (Approved, Professional, & Work-related) | |
| <input type="checkbox"/> S Fuel (Fuel Dealers – Fuel, Oil, Wood, Coal, Liquefied Petroleum) – Large Bulk Purchases | |
| <input type="checkbox"/> T Postage Stamps | |
| <input type="checkbox"/> U Government – to – Government Purchases | |

CARD PURPOSE: (Attach additional information as necessary)



PROCUREMENT CARD REQUEST

CARDHOLDER NAME: _____

Approver's Name	Approver's Title	Telephone
Approver's Department	Approver's Office Address	FAX Number
Approver's E-mail Address		
Contact Person	Telephone	E-mail Address

REMINDER: NO FIXED ASSETS OR SERVICES MAY BE PURCHASED WITH COUNTY PROCUREMENT CARDS.

The Department will be responsible for monitoring and reviewing the use of Procurement Cards issued to the Department. The Approver(s) and Cardholder(s) will ensure that sound fiscal practices are maintained utilizing the established procedures and available reports.

Department Head or Designate <i>(Print and sign)</i>	Date
-------------------------------------------------------------	-------------

PROCUREMENT CARD REQUEST – REVIEW AND APPROVAL

County Procurement Card Program Coordinator:

# of Cards issued to Dept.	Total Credit Limit for Dept.
Comments:	
Procurement Card Program Coordinator Signature	Date

Director of Purchasing: Single Purchase limit over \$1,000 and/or 30-Day Limit over \$10,000 and/or referral from Program Coordinator.

<input type="checkbox"/> Approved	Comments:
<input type="checkbox"/> Denied	
Dir. of Purchasing Signature:	Date

Office Use Only

Date Dept. Notified	Date Card Received	Card Number	Date Card Issued	Date Account Set-up Form to Bank

Distribution: White: County P-Card Coordinator Canary: Approver Pink: Cardholder

CARDHOLDER AGREEMENT

I certify that I have reviewed the County of Riverside Procurement Procedure Handbook and have taken the required training. I have received Procurement Card No, _____ Exp. Date: _____. I understand that transactions are limited as indicated below:

I understand that transactions are limited as indicated below:

Single Purchase Limit \$_____ # of Transactions per day _____ 30 Day Limit:\$_____

County Approved Merchant Commodities:

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> A Airlines, Airports
<input type="checkbox"/> B Vehicle Rental, Gasoline, Towing
<input type="checkbox"/> C Hotel, Motel
<input type="checkbox"/> D Misc. Transportation (R.R., Taxi, Bus, Freight, Courier Service) – No Airline Passage
<input type="checkbox"/> E Telephone, Telegraph, Cable Services, Equipment, Utilities
<input type="checkbox"/> G Catalog Orders, Mail Orders, Telephone Purchases, Books, Periodicals
<input type="checkbox"/> H Food/Dairy Stores, Pharmacies, Sundries
<input type="checkbox"/> I Restaurants, Caterers
<input type="checkbox"/> J Discount/Department/Variety Stores, Misc. General Merchandise, Wholesale Clubs
<input type="checkbox"/> K Misc. & Specialty Retail Stores – Lumber/Hardware, Lawn, Garden, Clothing, Household Appliances, Not Elsewhere Classified
<input type="checkbox"/> M Camps, Camp Sites, Amusement & Recreational Services
<input type="checkbox"/> R Membership Organizations (Approved, Professional, & Work-related)
<input type="checkbox"/> S Fuel (Fuel Dealers – Fuel, Oil, Wood, Coal, Liquefied Petroleum) – Large Bulk Purchases
<input type="checkbox"/> T Postage Stamps
<input type="checkbox"/> U Government – to – Government Sales | <input type="checkbox"/> L Contractors, Trade Assoc's.
<input type="checkbox"/> O Misc. Business Services
<input type="checkbox"/> Q Seminars, Educational Services |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ALL OTHER COMMODITIES ARE RESTRICTED

I understand that this card may only be used for Official County business. I will not use this card to make unauthorized, prohibited or personal purchases. Any Purchase that is in excess of the card dollar limits, or outside of the approved commodity or merchant categories is unauthorized, as is use of the card by anyone other than the cardholder. I understand that unauthorized use of the card may result in disciplinary action up to and including termination and payment for unauthorized charges.

Furthermore, I understand and agree to allow the County to deduct from my paycheck any amounts that I have charged or have knowingly permitted to be charged to this account which are not necessary or reasonable cost of conducting County Business. If the justifications for the charges are not received after two (2) demands, the amounts will be deducted from my paycheck.

I am responsible for the Card's safekeeping at all times. I will immediately notify the Bank, the Procurement Card Program Coordinator, and the Approver in the event that the card is lost or stolen, or if I believe the card has been used in a fraudulent manner.

I will review the Monthly Statement of Account immediately upon receipt and forward verification of charges to the Approver. If I dispute a charge, I will immediately seek to resolve the problem with the vendor, and complete a Statement of Questioned Item form per the current procedure.

I understand that the County has the unconditional right to cancel the card issued to me at any time. In the event that the County cancels the card issued to me, or prior to separation from service, I will immediately cut it in half and return it to the Procurement Card Program Coordinator or Approving person. I understand that the Purchasing Agent may require periodic P-card training to maintain P-card privileges.

Cardholder (<i>Print and Sign</i>)	Date
Approver (<i>Print and Sign</i>)	Date



COUNTY OF Riverside
CARDHOLDER
PROCUREMENT CARD PAYMENT PACKAGE

[illegible]

Cardholder (<i>Print & Sign</i>)	Date	Approving Official (<i>Print & Sign</i>)	Date

Original signed _____	Statement of Account	Cardholder signed _____	Statement of Questioned Items	form, if applicable (FORM: PC-006)
Original receipts and detailed invoices _____		Credit Vouchers, if applicable _____		

_____ Copies of other documents as necessary

FORM: RIV, PG-021 REV. 10/11

Total Purchases For This Billing Cycle: \$ _____



COUNTY OF RIVERSIDE
PROCUREMENT CARD PROGRAM
CARDHOLDER STATEMENT OF QUESTIONED ITEM
(PLEASE PRINT OR TYPE IN BLACK INK)

ATTACHMENT D

CARDHOLDER NAME (PLEASE PRINT OR TYPE)

ACCOUNT NUMBER

CARDHOLDER SIGNATURE

DATE

(AREA CODE) TELEPHONE NO.

The transaction in question as shown on Statement of Account:

Transaction Date

Reference Number

Merchant

Amount

Statement Date

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at 888/994-6722. We will be more than happy to advise you in this matter.

1. UNAUTHORIZED MAIL OR PHONE ORDER.

☐ I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.

2. DUPLICATE PROCESSING – THE DATE OF THE FIRST TRANSACTION WAS _____.

☐ The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.

3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____.

☐ My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. **(Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)**

☐ My account has been charged for the above listed transaction. I have contacted this merchant on...(date) and canceled the order. **I will refuse delivery should the merchandise still be received.**

4. MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____.

☐ My account has been charged for the above transaction, but the merchandise has since been returned. ***Enclosed is a copy of my postal or UPS receipt.***

5. CREDIT NOT RECEIVED.

☐ I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. **A copy of the credit voucher is enclosed.** (Please provide a copy of this voucher with this correspondence.)

6. ALTERATION OF AMOUNT.

☐ The amount of this charge has been altered since the time of purchase. **Enclosed is a copy of my sales draft showing the amount for which I signed.** The difference of the amount is \$ _____.

7. INADEQUATE DESCRIPTION/ UNRECOGNIZED CHARGE.

☐ I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.

8. COPY REQUEST.

☐ I recognize this charge, but need a copy of the sales draft for my records.

9. SERVICES NOT RECEIVED.

☐ I have been billed for this transaction, however, the merchant was unable to provide the services.

☐ Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, or another credit card. **(Enclosed is my receipt, canceled check (front & back), copy of credit card statement or applicable documentation demonstrating that payment was made.)**

10. NOT AS DESCRIBED.

☐ (Cardholder must specify what goods, services, or other things of value were received.) The item(s) specified do not conform to what was agreed upon with the merchant. (The Cardholder must have attempted to return the merchandise and state so in their complaint.) _____

11. If none of the above reasons apply – please describe the situation:

(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement.)

MAIL TO: U.S. Bank Services Government, P.O. Box 6347, Fargo, ND 58125-6347 FAX TO: (701) 461 – 3466

FORM: RIV. PC-006

Rev. 11/09

Distribution: White: CAL-Card Canary: County Auditor Pink: County P-Card Coordinator Goldenrod: Cardholder



**COUNTY OF RIVERSIDE
PROCUREMENT CARD PROGRAM**

ATTACHMENT E

PAGE ____ of ____

PROCUREMENT CARD RECEIPTS

Cardholder Name: _____ Sales Tax Noted on Receipts? ____ Yes ____ No

Card Number: #4246 - _____ - _____ Use Tax Accrual Required? ____ Yes ____ No

Billing Period: ____ / ____ / ____ Account Coding: _____

Vendor Name: _____

Dollar Amount: _____

Reason of Purchase: _____



COUNTY OF RIVERSIDE
PROCUREMENT CARD PROGRAM

ATTACHMENT F

LOST OR STOLEN PROCUREMENT CARD

Cardholder Name	Card Number	Date Lost or Stolen
Cardholder Address		

Circumstances

Called U.S. Bank: Date & Time

List purchase(s) made on the day lost or stolen:

Vendor	Location	Description	Amount

If stolen did you inform the proper enforcement authority(ies): ☐ Yes ☐ No

Name of Agency		Date
Report Number	Name and Phone # of Individual That Took Report	

Cardholder <i>(Print and Sign)</i>	Date
-------------------------------------------	-------------

Approver <i>(Print and Sign)</i>	Date
-----------------------------------------	-------------

FORM: RIV. PC-011

Rev. 07/01

Distribution: White CAL-Card Canary: County P-Card Coordinator Pink: Approving Official Golden Rod: Cardholder

COUNTY OF RIVERSIDE
PROCUREMENT CARD PROGRAM

ATTACHMENT G

Voucher(s) # _____

DEPARTMENT
PROCUREMENT CARD PAYMENT PACKAGE
COVER SHEET

Date Prepared _____
VISA Billing Cycle Dates _____
Department Name _____
Dept. Mail Code _____
Contact Person & Phone _____

CHECKLIST

- _____ Department Procurement Card Payment Package Cover Sheet (Green) (FORM: PC-010)
_____ **Corporate Account Summary** – (Department Invoice)
_____ Signed copies of Corporate Account Summary by **Approver (s)**
_____ Original signed **Cardholder's "Statement of Account"**
_____ Original signed **Monthly Procurement Card Payment Package(s)** (FORM: PC-004)
_____ Original receipts and detailed invoices on **Procurement Card Receipt Form(s)** (FORM: PC-005)
_____ **Credit Vouchers**, if applicable
_____ **Cardholder Statement of Questioned Items** form, if applicable (FORM: PC-006)
_____ Copies of other documents as necessary

STATISTICS

(Please complete this section)

Total Number of Cards used during this Billing Cycle _____
Largest 30 Day Total Purchase \$ _____
Largest Single Purchase \$ _____
Total Amount of all Department Purchases \$ _____

Dept. Fiscal Signature: _____ Date: ____/____/____

Please forward complete package to:

The Office of the Auditor/Controller

Accounts Payable Section

Mail Code 1050



**COUNTY OF RIVERSIDE
PROCUREMENT CARD PROGRAM**

ATTACHMENT H

PAGE ____ of ____

MISSING RECEIPT FORM

Cardholder Name: _____ Sales Tax Noted on Receipts? ____ Yes ____ No

Card Number: #4246 – _____ Use Tax Accrual Required? ____ Yes ____ No

Billing Period: ____ / ____ / ____ Account Coding: _____

Date of Purchase/Service: _____

Vendor Name: _____

Description of Purchase: _____

Quantity Purchased: _____

Dollar Amount: _____

Steps taken to obtain "Duplicate Copy": _____

Reason you were unable to obtain "Receipt/Invoice":

Date: _____

Cardholder Signature: _____

Approver Signature: _____

ATTACHMENT I

Date: _____
 Dept. Requisition Number: _____ (If Req'd)
 Type of Quotations Obtained
 () Multiple Award: 1. _____ 2. _____ 3. _____
 Cardholder Name: _____
 This Purchase Approved By: _____
 () Verbal () Written () Email
 Period Ending: _____
 () Emergency Requirement

		COMPANY NAME 1		COMPANY NAME 2		COMPANY NAME 3	
	Accept P-Card?	Yes	No	Accept P-Card?	Yes	No	Accept P-Card? Yes No
	CONTACT NAME / PHONE		CONTACT NAME / PHONE		CONTACT NAME / PHONE		CONTACT NAME / PHONE
	QTY	U/M	PART NO. / DESCRIPTION	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE
					\$0.00		\$0.00
					\$0.00		\$0.00
					\$0.00		\$0.00
					\$0.00		\$0.00
					\$0.00		\$0.00
					\$0.00		\$0.00
				SUBTOTAL:	\$0.00	SUBTOTAL:	\$0.00
				SHIPPING:	\$0.00	SHIPPING:	\$0.00
				TAX:	\$0.00	TAX:	\$0.00
				TOTAL:	\$0.00	TOTAL:	\$0.00



COUNTY OF RIVERSIDE PROCUREMENT CARD PROGRAM
DEPARTMENT HEAD
PROCUREMENT CARD RESPONSIBILITIES
AND AGREEMENT

I certify that I have received a copy of the County of Riverside Procurement Card Policies and Procedures Handbook and received the Executive Training Session pertaining to my role as Administrator for my Department's Procurement Card Program.

I acknowledge that I will:

- Administer my Department/Agency's Procurement Card Program as delineated in the Procurement Card Handbook
- Ensure my Department's Cardholders and Approvers comply with County policies
- Establish additional Department Policies and Procedures for Procurement Card use, if necessary
- Approve all applications for all my department's Procurement Cards
- Ensure my Department's Billing Official reviews any Cardholder's Disputed Charges and verifies disputed items are being resolved and payments are being credited properly
- Facilitate training as necessary, to ensure program participants comply with program policies and procedures
- Ensure that the proper disciplinary action to a Cardholder who repeats or flagrantly violates the authorized use of the Procurement Card is taken against said Cardholder up to and including termination of employment
- Ensure that no Corporate Account Summary (Department Invoice) is over 60 days delinquent

I also acknowledge:

I am solely responsible for my Department's actions pertaining to the Procurement Card Program.

Signed: _____ Title: _____

Print Name: _____ Date: _____