PROCUREMENT CARD

USER MANUAL

SALEM•KEIZER
PUBLIC SCHOOLS

Information about the Program

And Guidelines for Card Holders

PUR-M001

Table of Contents

INTRODUCTION

Please read this manual in its entirety and refer to it often. The *Procurement Card User Manual* provides information regarding the Procurement Card (Procard) program, approved purchases, record retention, monthly reconciliation, and additional program information. A Procard is not a personal liability card; use of the card affects only the District's credit rating, not the credit rating of the employee. As a cardholder, you are responsible

Program Structure

Position Responsibilities for understanding and following the program guidelines. The following is a list of titles used throughout this manual, and the duties associated with each title.

Card Holder
The cardholder is the individual to whom the District issues a Procard.
- Participates in Procard training sessions
- Uses the Procard in accordance with District Executive Limitations, Administrative Rules and guidelines
- Faxes approval form when pre-approval is necessary, i.e., grant account, computer hardware, software, furnishings, etc.
- Collects purchase documentation
- Verifies receipt of purchased items
- Reconciles transaction logs to cardholder statements
- Prepares dispute documentation if needed

Site Coordinator
The site coordinator is normally the cardholder's supervisor and provides oversight to location staff. In most cases, this is the principal or department head.
- Authorizes the issuance of a Procard for Cardholders within their department/school
- Reviews logs, matching transactions to budget codes
- Investigates unusual transactions
- Confirms accuracy of cardholder's log, approves transactions, and account codes by signing the log.
- Notifies Purchasing of employees that have transferred or are no longer with the district.

Note: *The Site Coordinator may delegate administrative tasks to subordinates but must personally sign all authorizations, including cardholder logs..*

Central Procard Program Administration

Fiscal Services is responsible for the Procard Program, and delegates the task of administration to the Purchasing Department.

- Reviews applications
- Controls the number of cards issued to schools and departments
- Identifies merchant codes suitable for employee responsibilities
- Sets card profiles (limits and activity)
- Provides training
- Authorizes online access to account transactions
- Reviews Cardholder's transactions
- Authorizes Cardholder changes
- Processes applications
- Audits transactions

Card Limits

Purchasing will apply the default limit. The default limit is the maximum allowed under the program. If Site Coordinator desires less than the default limit be applied to a card, they should communicate that desire to the Purchasing Department.

Default Limits

Per transaction	$2,500
Monthly limit	$10,000

Appropriate Transactions

Use the Procard for low dollar repetitive supply transactions.

Approved Purchases

Just like any other purchase, items you put on your Procard must be for legitimate District business and support our educational mission. The following are examples of appropriate uses; some may require pre-approval.

- Consumable supplies
- Non-consumable purchases less than $200
- Equipment repairs and parts
- Shop supplies and lubricants
- Meeting supplies
- Subscriptions, books, video tapes
- Laundry of uniforms, lab coats, etc
- Conference registration, dues, fees

- Office & instructional supplies
- Games and classroom activities
- Minor maintenance supplies
- Hotel rooms (with approved travel plan)
- Pre-approved car rental (with approved travel plan)

Pre-Approval Required

Pre-approval is required any time you are purchasing an item from an account that you do not have authority over, or any time you are purchasing an item listed below. Grant expenditures must follow restrictions specified by the grant and approved by the grant administrator.

Cardholders must attach the pre-Approval form with signatures or e-mail verification to the procard log or Fiscal Services will charge the expenditures to the default account. Pre-approval forms are available on the District's web site.

PUR-F011 – Computer/Network Hardware, Computer Software
- Networked Hardware (switch, router, hub, printer etc.)
- Computer Hardware (desktop, laptop, memory etc.)
- Wireless Devices (PDA, Tablet PC, Blackberry etc.)
- Any peripheral device attaching to a networked computer or server
- Computer Software

PUR-F012 Classroom and Office Furniture
- Office Furniture
- Classroom Furniture

PUR-F013 Grant Expenditure and Alternative Funds Authorization
- Grant Expenditures
- Use of an account not within your supervision

PUR-F014 Administrator/Confidential Employee Professional Development Fund
- Professional Development Expenditures. Note: If the actual expense is different than the amount requested on the approval form, please send the change to Business Services so that your account can be updated to reflect the correct charge.

PUR-F015 Hosting Authorization
- Purchasing food for any reason. This includes purchases at grocery stores, or other retail outlets. A list of individuals participating in the event where the food is used is required with the form.

CARD USE VIOLATIONS

Your Procard is a valuable tool, but keep in mind that use of the card is a privilege granted to you by the District. You accepted responsibility for any abuse or misuse of the card when you signed PUR-F010 *Acknowledgment of Receipt* form at the end of your training session.

Not Approved
- Any personal use
- Mixing personal and District purchases
- Meals taken when traveling
- Equipment that exceeds $200
- Stock items available in Central Stores
- Personal Service Contracts
- Trade Services
- Any item exceeding your transaction limit

Inappropriate Activities
The following activities are inappropriate, and repeated occurrences will result in forfeiture of your cardholder privileges. Be aware that misuse of the card constitutes misappropriation of public funds, and may result in disciplinary action, including termination of employment.

DO NOT
- Split a purchase into multiple transactions to circumvent the card limit
- Participate in on-line auctions
- Register the card on Pay Pal or other services that retain card information
- Use the card for subscriptions resulting in automated recurring charges
- Assign account codes to transactions without proper approval

PROCARD TRAVEL GUIDELINES

All District travel must be pre-approved using the current District Travel forms. Indicate on the form if you intend to use the Procard for room and approved car rental. Remember, you cannot use the Procard to pay for meals, incidental expenses, or gas. Refer to travel guidelines for appropriate payment methods for these items.

Note: When using Professional Development funds for lodging and/or car rental, actual receipts are still needed in Business Services to ensure that the correct amount is charged to your account. Please provide that upon return from travel.

Warning: Do not charge travel expenses on your Procard and then duplicate the expenses when applying for reimbursement.

Hotels
You may reserve and pay for your hotel rooms with your Procard. Receipts are required for your transaction log. Remember you may not mix personal and district purchases on the Procard. Do not charge any extra personal expenses such as room service to your Procard. Settle these extra expenses with the hotel at checkout.

Meals
Meals are not an approved use of the Procard. Travelers are to follow District administrative rule regarding travel advances or reimbursements.

Airfare
You may not charge airfare to your Procard. Please refer to the District's travel policy for instructions on booking airfare.

Car Rental
If you have obtained approval for car rental, you may charge car rental on the Procard. Remember to obtain receipts. If vehicle rental becomes necessary during your travel, contact Business Services for approval or assistance with this issue.

Conference Materials
If you wish to purchase reference materials at a conference, you may use your Procard provided the materials are for District use, and are within your card limit. If you wish to purchase a large volume of books or other materials that exceed your card limit, acquire a Purchase Order number to use for that purpose. Remember to obtain pre-approval if you wish to use grant or professional development funds for this purpose.

How to Apply

Principals, department heads, office personnel, activity directors, and other district employees directly responsible for regular acquisition of consumable supplies are the recommended cardholders. The Procard is not appropriate for every district employee. Purchasing reviews applications to verify need, determine if a card is appropriate and obtains signature of Fiscal Services

Director. If Fiscal Services rejects an application, Purchasing will notify the supervisor.

Complete an Application Form
To obtain a Procard, complete form PUR-F009 *Procard Application*. Complete all requested information in the cardholder section of the form, including:

- Name is the cardholder name as it will appear on the card. The middle initial is optional, but does increase card security.
- School/Department should describe where you work. For example, Purchasing is a subunit under Fiscal Services. Therefore, a cardholder in that department lists Purchasing as the department, not Fiscal Services.
- Include your supervisor's name. In some cases, this is a different person from the site coordinator.
- Include your site address and mailing address. In most cases, these are the same. Do not use the central District PO Box address unless that is the only way your location receives US Mail. This address is where the bank will send the cardholder statement.
- Work phone and work e-mail are required and should be where you can be reached during the day.
- Default account code is the District's account number to which you most often charge supplies. The format of the number should be the segments making up your account separated by a hyphen. Do not put spaces around the hyphen. (i.e., 99999999-999999-ZZ999.) All charges go against the default account code unless the cardholder changes it when managing transactions.
- Signatures are required from the cardholder, the cardholder's supervisor, and site coordinator (if different.)

Send the completed application to Purchasing.

TRAINING

Training is mandatory for all cardholders. Cardholders are required to attend a training session and sign an acknowledgment prior to receiving their card. Purchasing schedules and conducts the training sessions throughout the year.

Processing the Application

After Purchasing receives the application, it is reviewed by Fiscal Services, and either approved or rejected. Once approved, Purchasing applies to the bank for the card. The bank mails a card to the District, and Purchasing schedules a training session with the cardholder(s). This process may take up to three weeks.

A typical training session lasts between 60 and 90 minutes. During training the cardholder will receive instructions on the appropriate use of a card, how to submit a log, and other cardholder responsibilities. The cardholder is also required to sign a receipt for the card stating they agree to the terms of card use, including accepting responsibility for the safekeeping and all activity associated with the card.

Activating the Card

Card activation is required before use. The phone number to call for activation is on a sticker affixed to the card. The cardholder is required to sign the back of the card using their signature not the message "see ID." To activate the card, call the number and respond to the prompts. Typically, the prompt requests the cardholder to enter an address or phone number. Remember to use the work address or phone number you used on your application. If you have difficulty, call the number again and ignore the prompts. After asking for information three times without a response, the system will transfer the caller to a representative.

Using the Card

US Bank provides the Procard through VISA. It is accepted anywhere VISA is accepted. Use of the card is no different than a personal card except the cardholder is using public funds instead of personal funds.

Note: Purchases made with a Procard are subject to District Administrative Rule and State Statute. Cardholders may not split a purchase to keep the value under the per transaction limit.

Using the Card (cont)

The Cardholder may purchase in person, by phone, fax, email, or order via the Internet. For phone or fax orders, request a receipt or confirmation of order by fax. Provide the vendor specific shipping instructions to the delivery location. Notify the vendor of the requirement for an itemized sales receipt with your shipment, order, or pick-up. Retain the receipt for charge verification on your monthly statement. It is the cardholder's responsibility to obtain the required documentation for each order placed.

Reminder: *The Procard is intended for purchases that are small dollar amount, high volume or repetitive.*

Making a Purchase:

1. Determine if the value of the purchase is within your card limit (including taxes, freight, shipping, and handling). If the value is over your card limit, you will need to either submit a requisition for the item through the established process, or contact Purchasing for immediate assistance.

2. If you are using grant funds or funds from another department, you must obtain approval from the supervisor of the account *prior to* making the purchase. A form PUR-F013 must accompany each transaction on your log. If the account supervisor approvals multiple purchases, the form must clearly the date range and amount approved for use.

3. To place a phone order, contact the vendor and place the approved order. Provide your Procard number and expiration date. Most vendors will also ask for the 3-digit security code number on the back of the card.

    Orders are to ship directly to the cardholder's site. Ask the vendor to include the following information on the shipping label:
    - Cardholder name
    - Cardholder school and/or department
    - The street address for delivery
    - Your telephone number and extension

    Request that the vendor enclose the following with the shipment:
    - A copy of the procurement card receipt showing the cost of each item
    - A copy of the sales slip/packing list showing an itemized list of the items purchased

4. Pick Up Order - If you purchase an order at a vendor's place of business, present your card for imprint and sign the charge slip. Obtain an itemized receipt showing your purchases.

Approvals for Grant Expenditures/Alternate funds

When using funds from a budget source other than the cardholder's budget, the cardholder is required to obtain prior approval from the District's Grant Administrator or supervisor of the account. Use the following process to obtain these approvals.

a) The cardholder (requestor) completes PUR-F013 *Grant/Alternate Funds Expenditure Authorization* form. You may request blanket approval for a not to exceed amount or a one-time approval for a single purchase. E-mail to your supervisor for review and approval of the purchase. In some cases, this may be the office manager or department head

rather than the supervisor.

b) The principal, office manager, or department head will review the proposed expenditure in the context of grant requirements and approved spending plans and approve or deny the expenditure. They will approve by checking the appropriate box on the form and typing their name and the date of approval. They then *email* approved requests to the Grant Coordinator, or supervisor of the account with the form attached.

c) The Grant Coordinator/Account Supervisor will review the expenditure to determine if approved. They will *email* approval, with the proper account coding to the cardholder and Grant Clerk for additional recordkeeping.

If the exact amount of the expenditure is unknown, the request should be written as "Not to exceed $XXX." Often, there are nominal charges for shipping and handling that are difficult to anticipate. If the actual charges exceed the approved expenditure, the Requester will need to contact the Grant Coordinator for additional approval or code the excess expenditure to the default account assigned to the card.

Internet purchases

Please be aware that getting original receipts for Internet purchases may be difficult. Most applications allow an itemized order confirmation to be printed. Be sure to print your cart so you have a record of your purchase. Failure to provide appropriate documentation may result in card revocation.

Tip- You should always make sure that you have a secure link for internet purchases. Wireless connections should also be avoided since Procard information can be stolen by identity thieves without your knowledge.

Do not use the Procard for online auctions or register with Pay-Pal. Purchasing if you encounter difficulties processing a transaction.

Merchandise Returns

Cardholders are responsible for issue resolution including the return of incorrect or damaged merchandise. The following is the recommended procedure for documenting a return.

1. Notify the vendor of the problem within the time limit established by the vendor's terms and conditions. Most vendors require notification within 30 days from the order date. Be clear; state if you want a replacement

or a credit for defective items. Make sure the vendor understands the request.

2. If the vendor has made an error or the item is defective, request a call tag to pay for the freight back to the vendor. If you have ordered an item you do not want, the vendor will require you to pay the return freight. Typically, the person at fault pays the return freight. Be sure to ask how soon to expect the call tag, and have the item ready to ship by that time. UPS, FedEx, or another carrier may simply appear at your door step with the call tag.

3. Keep records. Write down details such as when you called, whom you spoke with, the requested action, and any other pertinent information. Keep copies of call tags, shipping receipts, packing lists and all other information related to the order.

4. If the item is defective, be sure to monitor the process and verify you actually receive the replacement product. Many companies will not send the replacement until they receive the defective item.

5. Monitor your card statement, watch for credits and charges, make sure you receive proper credit for returns, and that you are charged only once for defective items.

6. If you encounter resistance from a vendor regarding a return, contact Purchasing for assistance.

MANAGING TRANSACTIONS

Cardholders are responsible for monitoring activity on their cards, and ensuring the assignment of proper account codes to each transaction prior to the close of cycle each month. Cardholders are to use the bank's interface, Access Online, to accomplish this task. Cardholders receive information on registering for this service during the training session. The following screen shots are for reference only; you may review the PowerPoint training for step by step instructions.

Viewing Current Activity

1. Go to Access Online using https://access.usbank.com

2. Enter the requested information. The organization short name is **sksd** (note: the fields are not case sensitive.) The cardholder establishes the User ID and Password during the registration process. Purchasing cannot retrieve this information. If you have forgotten your user ID or password, you must contact US Bank Customer Service for assistance.

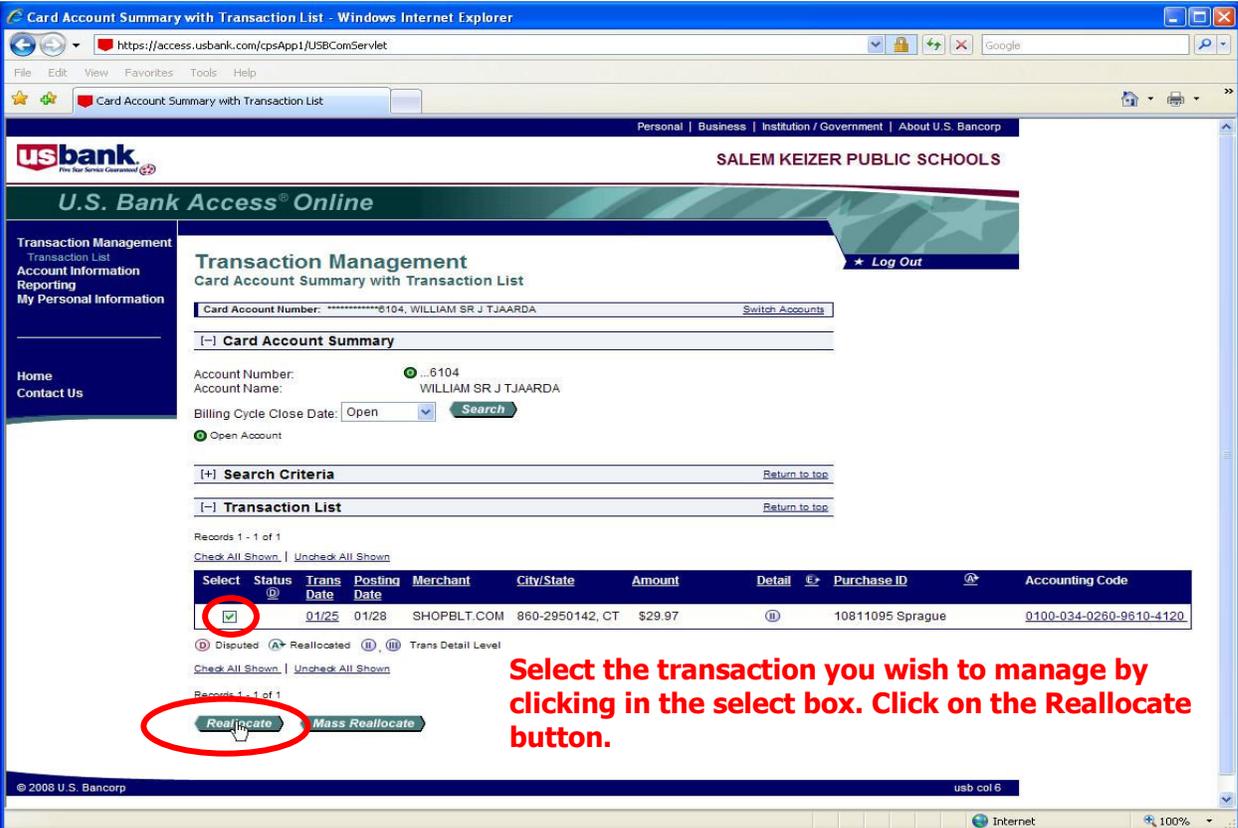3. Click on Login, this will take you to the menu screen shown below.
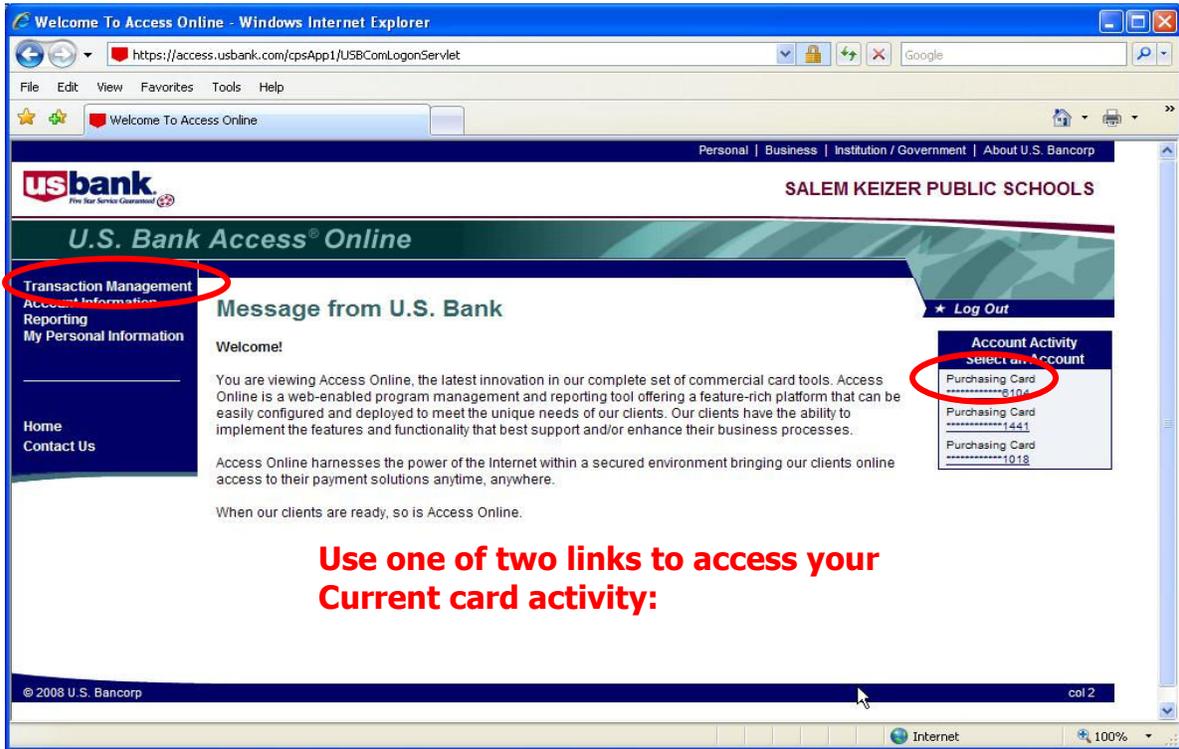
4. Click on the desired link to take you to your activity screen.
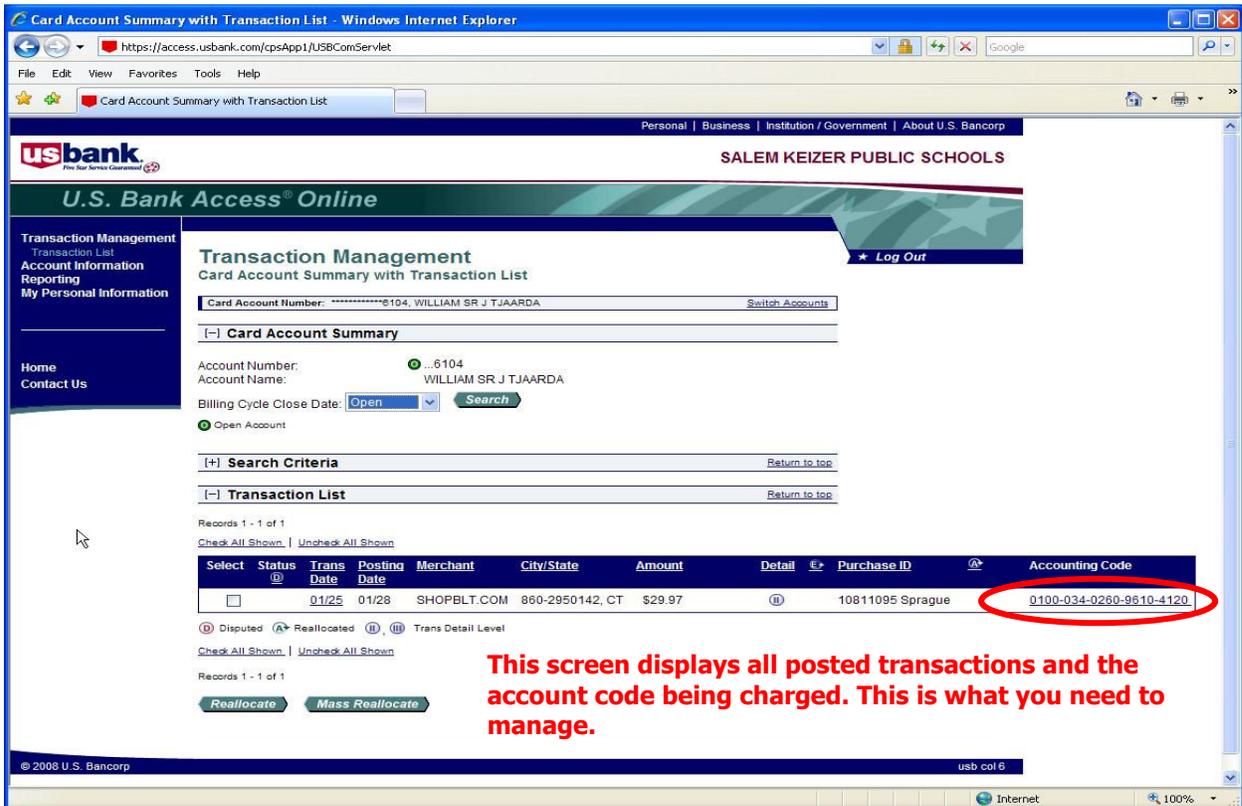
Changing Account Codes

Cardholders are responsible for changing account codes prior to cycle close. If the cardholder fails to do so, the transaction will go against the default account, and the cardholder will need to process a reclassification of expenditures form to correct the accounting.

1. Starting from the activity screen:

2. Select the desired transaction or multiple transactions, and click on the *Reallocate* button.

3. A new screen appears with an open box where the account code is; simply highlight and enter the new account code. Select the *Save Allocations* button at the bottom.

NOTE: *Remember to obtain the necessary approval prior to purchase when using an account code that is not within your department's budget authority. Attach the approval form to your log.*

Splitting a Transaction between Multiple Account Codes

1. Begin by selecting the transaction as previously described.
2. Once you are on the reallocation screen, instead of highlighting the default account code you will click on the *Add Alloc* link.

3. This action will take you a new screen with two boxes for the account code.
4. As previously described, highlight and change each account code.
5. Split the transaction by either a percentage or amount.
6. Be sure the bottom figure in each column is equal to zero.
7. Click on *Save Allocations*

8. If you want to add additional accounts, (more than two) you will need to repeat these steps.

Transactions that are split between multiple accounts will display on the transaction screen with the word *multiple* in the account number field.

RECONCILING PROCARD ACTIVITY

Your card statement should arrive at your site around the 16th of the month. You must submit a hardcopy of the Procard Statement along with completed PUR-F018 *Transaction Log Cover Sheet*, receipts, and approval forms to Disbursements. If you have valid purchases for the month and do not receive a statement from the bank by the 20th of the month, access your statement on the bank's site. Not receiving a statement is not a valid reason for a late submission of your Transaction Log.

The Site Coordinator may delegate review of the Transaction Logs and Procard Bank Statements to subordinate employees. However, the Site Coordinator must sign the logs. Submit logs with receipts to Disbursements by the 25th of each month.

Accessing Your Procard Statement

To facilitate timely reconciliation and submission of your Transaction Log, you may choose to get your monthly statement directly from Access Online. You must wait until cycle closes on or around the 10th of each month to access the statement.

1. Log in to Access Online
2. From the menu, select *Account Information*.
3. On the next screen select the date for the billing cycle that just closed.
4. Click on the *View Statement* button.
5. A new window will open displaying a pdf version of your statement.
6. Print and attach to your log.

Note: *You may have to adjust browser settings if you have high security blocking all pop-ups. Adobe Acrobat Reader is required. This is part of the District's standard image. If you do not have it, you may download it from Launchpad.*

Procard Activity Worksheet

Often, there is a delay between card use and the posting of the transaction on the bank's site. To assist cardholders in keeping track of activity, an Excel worksheet PUR-F017 *Activity Worksheet* is available. Cardholders are encouraged to take advantage of this tool. This form is an easy way to record transactions, and organize information for reconciliation and log submission. It is not necessary to include this worksheet with your Transaction Log.

Reconciling Activity
1. Manage transactions as they occur so all account codes are correct at cycle close.
2. Crosscheck all transactions from the Activity Worksheet (or other records) to the bank statement.
3. Investigate transactions that do not coincide with the bank statement.
4. A difference in the purchase amount you authorized and the amount charged must be resolved with the vendor. Immediately complete PUR-F016 *Disputed Charge* form for any disputed transactions. (See page 25 for additional information on disputes) The following are possible reasons for dispute:
   - Unauthorized or unrecognized charges
   - Duplicate charges
   - Failure to receive a credit
   - Failure to receive the goods
   - Defective merchandise replacement
5. Contact the bank and explain the disputed charge. The bank removes these transactions from the statement until the dispute is resolved.
6. Verify all amounts listed on the statement to the receipts or other purchase records.
7. Verify you have made all necessary corrections to account codes. If you have missed making a change, submit a reclassification of expenditure form to Fiscal Services. Attach a copy of the request to your log.

Completing the Transaction Log

Cardholder:
1. Access PUR-F018 *Transaction Log Cover Sheet*, available on the District's web site.
2. Complete the requested information, and use the checklist to help you gather and order the information.
3. Attach the bank statement immediately behind the log.
4. Next attach the transaction list you printed from Access Online.
5. Attach the <u>original receipts</u>, packing slips, and approval forms to the transaction log.
6. Sign the Transaction Log, attesting to its accuracy.

Fiscal Services recommends that each cardholder keep a copy of the log and all documentation for their records.

Approval Routing

All cardholders must route the Transaction Log to their Site Coordinator. All logs should be routed to arrive at Disbursements by the 25th of each month.

Cardholder:
1. Route the log to your Site Coordinator for review and approval.

Site Coordinator:
1. Review log, verifying all transactions are appropriate and approved.
2. Verify all account codes are appropriate
3. Sign log and forward to Disbursements or return to Cardholder to forward.

Additional Approval Required
All transactions originated by a Site Coordinator must be reviewed and authorized by an administrator at a higher level (e.g. A principal's own transactions must be approved by the Level Office Director).

Site Coordinators, or Fiscal Services employees who are also cardholders, must route logs to the next higher administrator for approval.

Audits

Disbursements will review all procard statements and transaction logs. The following are the audit procedures:
1. Reconcile the Procard statement to the transaction log to verify the charges match
2. Review all of the documentation to assure the following:
   a. The amount recorded on the log is correct
   b. The cardholder obtained approvals prior to purchases
   d. The account codes are correct.
   e. Purchases are appropriate per District standards
3. Examine processing time stamps to verify that documentation was submitted to Disbursements in accordance with guidelines.
4. Report potential issues to Purchasing.

Procard Security

Your Procard is your responsibility. DO NOT post your card number at your desk or any other place easily accessible to others. Keep it in a secure place just as you would your personal credit cards. Cardholders are discouraged from carrying the card in their wallet among their personal cards.

As the Cardholder, you may make purchases for employees at your site, but

you are strongly discouraged from handing your card to a co-worker to facilitate a purchase. It is your responsibility to obtain correct documentation for all transactions recorded against the card. You should review the online account activity and your documentation frequently to verify proper use. As Cardholder, you are responsible for procard use and you must immediately report any misuse to your Site Coordinator.

Lost or Stolen Cards

If your Procard is lost or stolen, call the bank's Customer Service immediately to report the loss at the number listed on page 27 of this manual. Then, contact Purchasing to request a replacement card and verify deactivation of the lost card. Review all charges against the lost card and verify they are legitimate. Report any fraudulent charges to Customer Service immediately.

Compromised Card

Occasionally, there is suspicious activity on a card. The bank will typically notify the cardholder of this activity. If you are unable to verify the activity is valid, the bank will close your card and issue a new one. If this occurs, please notify Purchasing of the compromised card. Cut the card in half, and mail to Purchasing. Purchasing will verify deactivated and destruction of the card, and notify the cardholder when the replacement card arrives.

Relocating to a new Location

In the event of transfer or promotion, the cardholder must surrender the card to their Site Coordinator or Purchasing. The card is associated with the cardholder and the department so it will not transfer with the employee. The cardholder may submit an application for a new card if approved by their new Site Coordinator.

Employees Leaving the District

When an employee with a Procard leaves the District, the Site Coordinator is responsible for retaining the Procard and notifying Purchasing to deactivate the account. The Site Coordinator shall surrender the card to Purchasing for destruction.
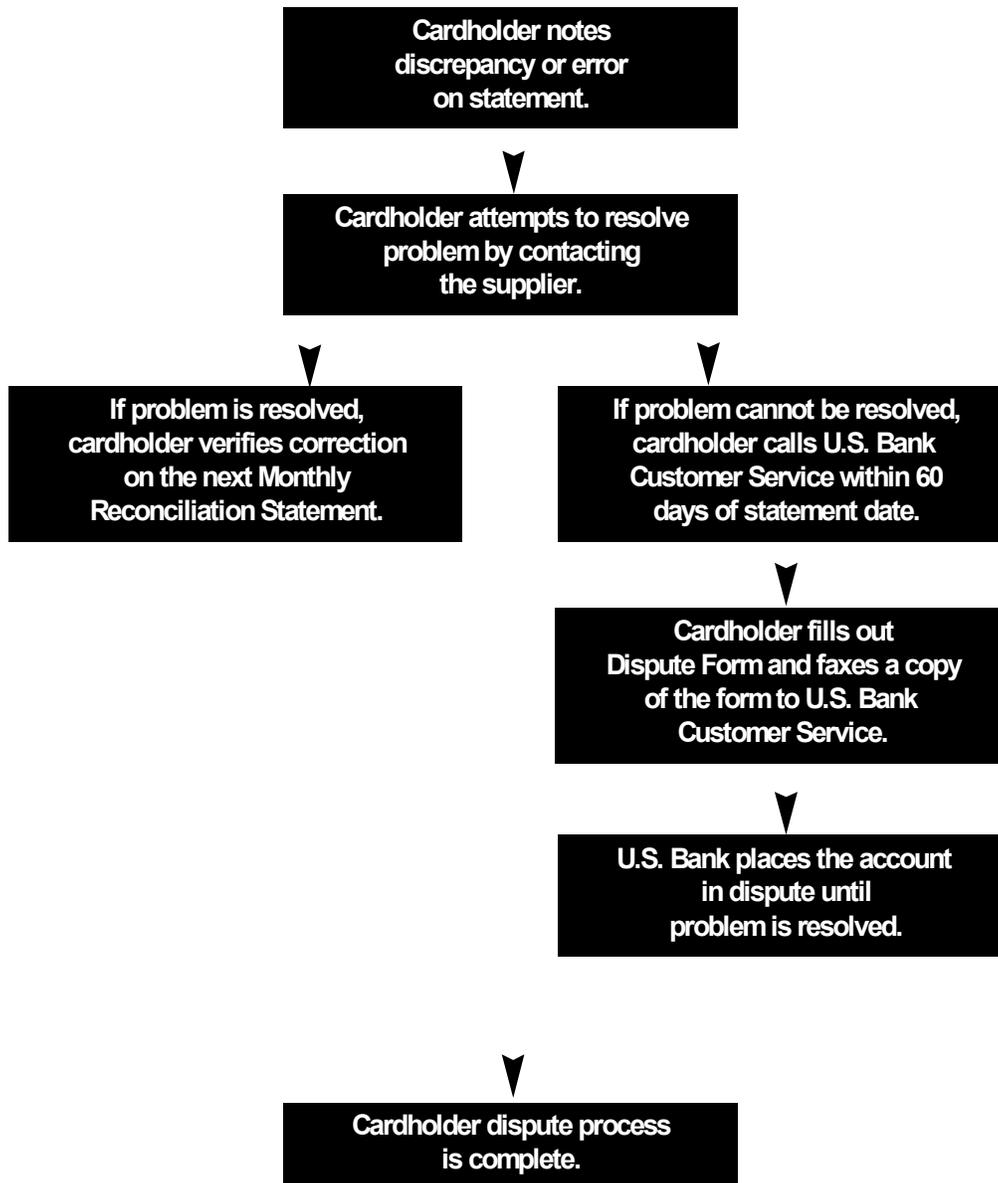
Expired Cards

The bank automatically sends new cards for those that are expiring. If you have a card that is ready to expire or expired and have not received a new card, contact Purchasing for assistance.

CARDHOLDER DISPUTE PROCESS

Cardholders should be aware of dispute procedures. Examples of instances that may prompt a dispute include goods lost in transit from the supplier to the cardholder, charges posted incorrectly or on the wrong statement, goods returned or damaged, and receipt of an incorrect item or quantity.

The following flow chart outlines the process for handling disputes.

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                    ┌────────────────────────┐
                    │   Cardholder notes      │
                    │  discrepancy or error   │
                    │     on statement.       │
                    └────────────┬───────────┘
                                 ▼
                    ┌────────────────────────┐
                    │ Cardholder attempts to  │
                    │   resolve problem by    │
                    │  contacting the supplier.│
                    └──────┬──────────┬───────┘
                           ▼          ▼
        ┌──────────────────────┐  ┌──────────────────────┐
        │ If problem is         │  │ If problem cannot be  │
        │ resolved, cardholder  │  │ resolved, cardholder  │
        │ verifies correction   │  │ calls U.S. Bank       │
        │ on the next Monthly   │  │ Customer Service      │
        │ Reconciliation        │  │ within 60 days of     │
        │ Statement.            │  │ statement date.       │
        └──────────────────────┘  └──────────┬───────────┘
                                             ▼
                                  ┌──────────────────────┐
                                  │ Cardholder fills out  │
                                  │ Dispute Form and      │
                                  │ faxes a copy of the   │
                                  │ form to U.S. Bank     │
                                  │ Customer Service.     │
                                  └──────────┬───────────┘
                                             ▼
                                  ┌──────────────────────┐
                                  │ U.S. Bank places the  │
                                  │ account in dispute    │
                                  │ until problem is      │
                                  │ resolved.             │
                                  └──────────┬───────────┘
                                             ▼
                                  ┌──────────────────────┐
                                  │ Cardholder dispute    │
                                  │ process is complete.  │
                                  └──────────────────────┘
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PROCARD REVOCATION

Improper card use may result in cancellation and disciplinary action, which could result in termination of employment!

Pay close attention to District rules and procedures for Procard use. Your Procard is a valuable tool, but keep in mind that use of the card is a privilege granted to you by the District. You accepted responsibility for any abuse or misuse of the card when you signed the *Procard Receipt and Use Agreement* form. If you allow someone to use your card, you are responsible for how it is used.

IF YOU NEED ASSISTANCE:

Resources are available to assist you with using the Procard, and to answer any questions you may have, or to help you resolve any problems that may arise.

Lost or Stolen Card

US Bank 1-800-344-5696

Procard Administration - Purchasing

La Von Maskell, Ext. 3083

Disbursements Department

Diana Laront, Ext. 3018

FREQUENTLY ASKED QUESTIONS

What do I do if I lose the receipt?

In very rare instances, receipts are lost. If there is an occasion in which a receipt or source documentation cannot be found, the cardholder shall prepare a written memo to the Site Coordinator. The memo should state that the receipt was lost and then provide the merchant name, transaction date, purchase amount and a complete description of the item(s) purchased.

After reviewing the memo, The Site Administrator can either sign or refuse to sign the lost receipt memo. If signed, attach the memo to the transaction log in lieu of a receipt. If the Site Coordinator does not sign the memo, the cardholder is personally liable for the transaction, and must submit a personal check with the transaction log.

Continual loss of receipts will result in card revocation.

2. What do I do if a transaction is declined?

Possible reasons for decline and what to do:

- Phone orders - the merchant has written down the card number and/or expiration date incorrectly.

- The transaction exceeds your dollar limit.

- The merchant's MCC code is an excluded code on your card.

You will need to postpone your purchase. Review your transaction to ensure you have not exceeded your limits. Contact Purchasing at ext. 3083.

What is a small-dollar purchase?

Small-dollar purchases are typically for several hundred dollars or less. For example, it could be a single item costing $200 or a group of items totaling $1,000.

Who handles changes or deletions?

Fiscal Services has delegated this task to the Purchasing Coordinator.

What if I'm transferred to another location?

Cards do not transfer with employees. Notify your current Site Administrator to deactivate your card. Contact the Site Coordinator at your new location to obtain permission to have a card issued.

Who is the Central Procard Administrator?

The Central Procard Administrator is an employee who coordinates various activities related to the U.S. Bank Visa® Purchasing Card Program. The current Central Procard Administrator is
La Von Maskell at ext. 3083.

How do I use the card?

The U.S. Bank Purchasing Card functions just like a typical charge card with certain limitations on transactions. When you present the card, the supplier requests authorization through the Visa network. If your purchase is within the card's limits, you will receive the goods and sign for the purchase. In return, you must obtain a detailed receipt of the items purchased and tax paid.

Can I use the card over the telephone?

Yes, just as you might use your personal Visa Card. The supplier will ask for the card number and expiration date. Be sure to record the transaction in your activity log and instruct the supplier to provide you with a detailed receipt showing purchases and sales tax.

What limits are placed on the card?

Standard limits include:

- A maximum dollar amount per transaction
- A maximum monthly total
- Blocked vendors based on MCC codes

What if I need to return an item after I have purchased it?

Contact the supplier and arrange the return/exchange with them. Refer to the return instructions in the manual. Be sure to obtain the credit receipt from your purchase.

What should I do with receipts?

Save them! Because the law requires companies to save receipts as proof of taxes paid, they are very important. You will need the receipts to reconcile your Procard Statement. Reminder….please do not use a highlighter or cover receipt information with tape.

How does a supplier get paid?

The supplier will be paid by their processing bank.

Do I pay the U.S. Bank Visa statement?

No, the District will pay the total U.S. Bank bill centrally. You will not need to use your own funds, petty cash, or a purchase requisition. You will need to save your receipts to verify the charges on your statement and submit a transaction log each month.

How do I reconcile a Monthly Reconciliation Statement?

You will receive a Procard Statement listing suppliers and purchases. Use your activity log along with detailed receipts to verify that the statement charges match your purchase records. Any disputes will be handled after payment, with adjustments issued the next month.

What if there's an incorrect charge on the statement?

If you have a problem with the statement, identify the problem and try to resolve it directly with the supplier. If the supplier refuses to issue credit or otherwise fails to resolve the problem, complete a Cardholder Dispute Form and forward it to U.S. Bank.

What if there's an unauthorized charge on my statement?

Notify U.S. Bank immediately. If the charge appears to be fraudulent, the account will be closed and a new account will be opened. Next, notify Purchasing.

How does the cost get into the accounting system?

Initial payment is against the default account code you provided on the card application. The transaction log provides the necessary information for reclassification of these expenditures to the desired account code.

What if my card is lost or stolen?

Contact U.S. Bank Customer Service and the Program Administrator immediately! Prompt action will reduce company liability for fraudulent charges.

Will my purchases be checked?

YES! Each month you will submit your reconciled Monthly Reconciliation Statement, transaction log and receipts to your Site Coordinator for approval. Also, there will be random audits to verify compliance, so it is important to maintain your log and retain all receipts.

What if I use the Card to make a personal transaction by mistake?

Immediately contact Purchasing.

Will my U.S. Bank Visa® Purchasing Card affect my personal credit rating?

This account is to be used for business purchases only. The account will not be used for personal charges; therefore, U.S. Bank does not report monthly activity to any credit bureau.