

CHABOT- LAS POSITAS COMMUNITY COLLEGE DISTRICT

Purchasing Card Program

Policies and Procedures



Purchasing and Warehouse Services Department

District Office

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CHABOT- LAS POSITAS COMMUNITY COLLEGE DISTRICT

Purchasing Card Program

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INTRODUCTION

I) Background

The District's Purchasing Card Program will benefit all Purchasing and Warehouse Services Department customers, the vendors and any stakeholder with interest in the efficient functioning of District administration.

As the Program Administrator, campus Vice Presidents of Administration and the Director of Business Services see other benefits that may be implemented.

You, as an authorized Cardholder or Approver will use the support of the College Business Office, Purchasing and District Business Services staff. Your training includes these Policies and Procedures to guide yourself through the proper steps for making, reconciling and paying Purchasing Card transactions.

The State of California has implemented a Purchasing Card Program called the CAL-Card Program. CLPCCD has chosen to implement this Purchasing Card Program for use by District Staff to streamline the purchasing and payment process for low dollar purchases and travel.

The Vice Chancellor of Business Services sponsors the CLPCCD Purchasing Card Program. This program is administered by the Purchasing and Warehouse Services Manager. The Director of Business Services has contributed to the development of these Policies and Procedures in keeping with proper California Community College District financial management practices.

II) Goals

The goals of the Purchasing Card Program are:

- a) Significantly reduce the costs associated with low dollar purchases and travel.
- b) Significantly reduce the amount of paper work needed to make low dollar purchases (fewer Requisitions and Purchase Orders, fewer direct pay requests, fewer checks issued).
- c) Significantly reduce the time involved in making low dollar purchases and travel.
- d) Significantly streamline both purchasing and payment processes for most transactions less than \$1,000.
- e) Improve Purchasing and Warehouse Services Department services offerings.
- f) Improve vendor relations.
- g) Reduce costs by achieving percentage rebates for prompt payment.

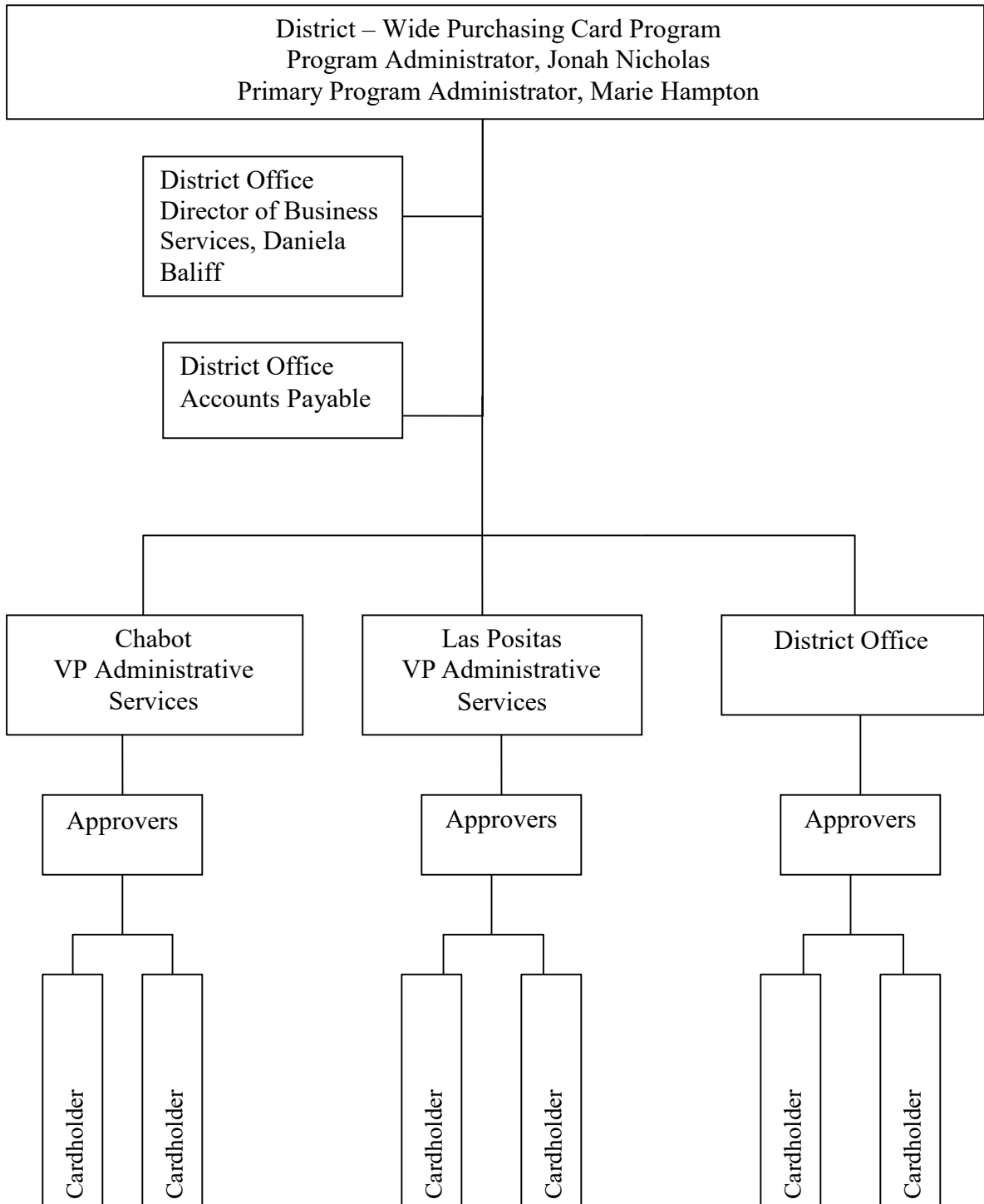
III) What can I buy?

The Purchasing Card is used for low dollar purchases of less than \$1,000 and travel. An automatic card limit of \$3000 per transaction is in place. A vendor must accept a VISA brand credit card. In general, the Purchasing Card may be used for most low dollar purchases and travel, which were previously completed with either the Requisition-to-Purchase Order or Direct Pay processes.

IV) Program Structure

The program is structured to provide decentralized purchasing responsibility and authority to allow for a streamlined approach to low dollar purchase of equipment and supplies and making payments for District travel.

The roles below are used to implement the Program and are shown in the following chart:



- a) Individual Cardholder - Those individual employees who have been issued a CLPCCD Purchasing Card under their own name and who make purchases for their department on behalf of CLPCCD.
- b) Approvers - One or more individuals who will pre-audit and approve Cardholders' monthly statements and Cardholder's reconciliation of statements and receipts.
- c) College Business Offices and District, Accounts Payable - Processing of monthly Cardholder Statements for payment will be completed according to current practices for paying vendors, with a focus on pre-audit and record keeping steps.

V) How do I sign up?

Contact Program Administrator either by e-mail at mhampton@clpccd.org or telephone at (925) 485-5233. Information will be provided about the Program to guide you through the sign-up, training, purchasing, reconciliation, payment processes and record keeping.

PROGRAM INFORMATION

I) Card Issuance

The Purchasing Card (P-Card) is issued to a Cardholder for use by that person only. Cards will not be issued as District-wide, College-wide or Department/Division-wide. The Purchasing Card is to be used only by the Cardholder and for only Official CLPCCD business. No other employee, family member, supervisor, or person may use the card. Managers shall not delegate the use of a purchasing card. Credit card use by other than the Cardholder is prohibited.

II) Card Appearance

The CLPCCD Purchasing Card is a standard VISA card issued by U.S. Bank. It has been designed to avoid confusing it with personal credit cards. The card has CLPCCD and the Cardholder name embossed on it. The words “CAL - Card” appear in the upper right corner. The Visa logo appears in the lower right corner.

III) Personal Credit/Background Investigations

CLPCCD nor U.S. Bank will conduct a personal credit or background investigation of past credit history of those individuals selected as Cardholders. Purchasing Cards are issued based on the full faith and credit of CLPCCD, not the individual employees.

Note: NEVER GIVE OUT PERSONAL INFORMATION SUCH AS SOCIAL SECURITY NUMBERS.

IV) Revocation of Privileges

Purchasing Card privileges may be revoked at any time at the discretion of the CLPCCD Program Administrator for any single infraction and/or continual misuse of the Purchasing Card by the Cardholder. Improper purchases, lost receipts, late payment processing, not completing and maintaining supporting documentation and/or

not complying with the intent and details of the Purchasing Card Program are examples of misuse.

V) Purchasing Methods

Cardholders may use the Purchasing Card to purchase low-dollar goods and travel (see listing of exceptions) in person, by telephone, by FAX, by mail or electronically over the Internet. The CLPCCD Purchasing Card may be used at any business establishment that accepts a VISA credit card as a form of payment. If a vendor does not accept VISA and would like to become a VISA authorized merchant, they should contact their preferred financial institution.

VI) Purchasing Card Log

The purchases made by Cardholders must be documented on the Monthly Purchases Log Form. The Monthly Purchases Log Form is attached in *Exhibit B*.

VII) Spending Limits

The CLPCCD has established an automatic maximum single transaction limit of \$950 and maximum monthly dollar limit of \$3,000 for each Cardholder. Departments may adjust spending limits with proper approval. The District has a fixed asset dollar limit at one thousand dollars (\$1,000). Therefore, no purchase of equipment can be made that would reach or exceed one thousand dollars (\$1,000.) (This includes sales tax, shipping and/or any other charges related to the purchase, delivery, and installation.)

VIII) Transaction Limits

Credit Card transactions are limited by single expenditure and monthly dollar limits.

IX) Restrictions

Purchasing Cards are issued to individual CLPCCD employees and are not issued to College or a Department. The CLPCCD Purchasing Card may be used only by the Cardholder and only for official CLPCCD business in accordance with these CLPCCD

Policies and procedures. Although no other individual may use the card, another person may pick up and sign for receipt of merchandise ordered by the Cardholder. Cardholders are subject to all other applicable CLPCCD Policies and Procedures such as bidding limits and travel procedures. Intentional use of the Purchasing Card for anything other than “Official” CLPCCD business will be considered an attempt to commit fraud. Proof of such fraud will result in immediate cancellation of Purchasing Card privileges and CLPCCD may initiate the appropriate disciplinary and/or legal actions against the Cardholder if circumstances warrant such actions.

Cardholders are responsible for the physical security of their card, the card number and all charges appearing on their monthly statement. It is important that the credit card number be protected. Do not make online purchases unless you are completely sure it is a legitimate website with a secure connection (the URL should be https, not http: and the page should have a lock icon in the lower right corner of the web browser).

X) Splitting Purchases

The splitting of purchases to avoid the established single expenditure transaction limit is prohibited. Purchases made using the Purchasing Card may not be split into smaller amounts in order to circumvent any State law or CLPCCD Purchasing Policy, Procedure or dollar limits.

XI) Rebate for Prompt Payment - Late Fees Caution

U.S. Bank, under the State contract, includes a Rebate Program for prompt payment. The Payment Performance Rebate is calculated on a monthly basis and refunded to CLPCCD within 61 days of the calendar end of each quarter. CLPCCD’s intent is to maximize the rebate by continually improving its monthly processing process. U.S. Bank will charge a late fee for all invoices not paid within 45 days of the billing date. To avoid a late charge, CLPCCD departments and Cardholders must meet established payment deadlines.

ORGANIZATIONAL ROLES AND RESPONSIBILITY

The Purchasing Card Program has new organizational roles and responsibility for participants as described below.

I) U.S. Bank - Contractor

U.S. Bank is the contractor that provides Purchasing Card(s) to CLPCCD Cardholder(s). Each month, (normally cycles on the twenty-second (22nd) day of each month), U.S. Bank will provide each Cardholder with an itemized statement of charges (Cardholder Statement). U.S. Bank will also provide Financial Summary Form (the actual CLPCCD invoice) to the Business Services Accounts Payable office. U.S. Bank provides an on-line system operated by the District Primary Proper Administrative. US Bank provide ongoing telephone support to the District and Cardholder.

II) State of California

For the CLPCCD program, the State of California is a program management and training resource and does not exert any level of control over the CLPCCD Purchasing Card Program.

III) CLPCCD Program Administrators and Disputes Contacts – District Office

The Vice Chancellor of Business Services, Jonah Nicholas is designated as the CLPCCD Program Administrator. The Purchasing & Warehouse Services Manager, Marie Hampton, (925) 485-5233 is designated as the Primary Program Administrator which handles disputes and day-to-day matters of the Program.

IV) CLPCCD Director of Business Services and Accounts Payable

Contact – District Office

In the Business Services Department at the District office, the regular CLPCCD Accounts Payable contact ensures that Cardholders meet payment processing deadlines and that the U.S. Bank statement for all Purchasing Cards is paid on time. Your contact is Helen Henneman (925) 485-5510 in Accounts Payable.

V) CLPCCD Department Level on Campus

For purposes of the Purchasing Card Program, each department will have Cardholder and an Approver. Department Staff who currently process Accounts Payable transactions remain the same.

The roles and responsibilities are utilized to maintain internal controls. One person may fill more than one role when separation of duties is maintained. For example; an Approver may be a Cardholder, but would require a separate Approver.

PURCHASING CARD USES

I) General

The Purchasing Card may be used by Cardholders instead of traditional Purchasing methods to complete low dollar purchases of items where no other advantage in price, terms, delivery or time can be gained by Purchasing Services Buyer involvement. The Purchasing Card may also be utilized for travel and training expenses in accordance with these program rules and CLPCCD Travel Policy and Procedures.

II) Type of Purchases

The following types of items may be purchased using the Purchasing Card:

- a) Low dollar supplies, parts and small equipment, but not items available through established Open Orders.
- b) Items required in the field after hours or in the event of an emergency.
- c) Books, publications and subscriptions.
- d) Rental or lease of equipment up to three (3) months.
- e) Conference/training registration
- f) Conference travel – Hotel, transportation and food
- g) Other purchases coordinated with Purchasing Services Buyer

III) Shipping and Delivery

You may ship items to Warehouse Services either at Chabot College or Las Positas College. These centralized Warehouses receive and distribute to the Cardholder requires a notification to our Warehouse Staff at the time of your order (Chabot College: Mario Zarate Diaz at 510-723-7270, FAX -7271; and Las Positas College: Miguel A. Angel at 925-424-1777, FAX -1779).

PROHIBITED USES OF THE PURCHASING CARD

I) Prohibited Purchasing

The Purchasing Card may not be used for personal purchases. The Purchasing Card may not be used by anyone other than the Cardholder. The Purchasing Card may not be used for any of the following transactions:

- a) No Agreements or Contracts provided by the Supplier/Merchant requiring a District Signature
- b) No On-Site Construction: building alteration, demolition, or repairs
- c) No Services - including labor charges, personal or professional services, consulting or clerical services
- d) No Information Technology (IT) related items:
 - Computers, Computer peripherals and Computer related items
 - Printers
 - Software licenses
 - Telecommunications Equipment (phones, cell phones, phone related items)
 - Web Based Subscriptions & Services, ASP's
- e) No controlled substances including narcotic and non-narcotic drugs
- f) No cigarettes, tobacco products or alcohol
- g) No Employee/Vendor Transactions
- h) No Inventorial Equipment Assets – An equipment Asset is any piece of equipment, which costs \$5,000 or more. In determining the \$5,000 dollar level the cost of taxes and shipping and related costs are included.
- i) No Equipment Rental /Lease in excess of 30 days
- j) No Equipment Repairs on personally owned equipment
- k) No Explosives, Firearms and Ammunition
- l) No Postage stamps or meters

- m) No outside copying and printing (departmental letterhead, business cards, envelopes, posters, etc)
- n) No cash advances or cash refunds
- o) No auto fuel, auto repair
- p) No items on established Open Orders, including Office Depot
- q) No gifts, gratuities, gift cards or any cash convertible instrument
- r) No Real Estate Rental agreements or Lease agreements
- s) No Third party financed transactions/ capital leases
- t) No Recurring Charges
- u) No Charges where the Cardholder has allowed the vendor to keep the card number on file

II) Misuse of Card

Any violations of the Purchasing Card Policies and Procedures by Cardholder may temporarily result in suspension or permanent cancellation of Cardholder privileges. This includes failure to process Cardholder Statements in a timely manner within the payment cycle.

PROCEDURES

I) How to obtain a Purchasing Card

- a) Requests for Purchasing Cards may be approved for those individuals who are normally involved in the day-to-day purchasing function for each department. Each department will identify those positions and determine the number of cards to be requested.
- b) Department Staff will provide the name(s) of individual(s) selected as a Cardholder(s) to VP Administrative Services and Department Directors, then to the CLPCCD Program Administrator who will approve the request for the acquisition of a Purchasing card(s).
- c) After receipt of the requested Purchasing Card, the new Cardholder will attend a mandatory Cardholder Training session. Upon completion of the training, each employee will sign the Cardholder Agreement Form; receive the Policy and Procedure manual, the training guide, and their Purchasing Card.
- d) New Cardholders activate the Purchasing Card by calling U.S. Bank as indicated on their card. U.S. Bank requires Cardholder identification prior to activation of the Purchasing Card. Normally Cardholders will identify themselves to U.S. Bank by verifying their daily and monthly spending limits (\$950, \$3,000 unless otherwise approved).

II) Replacing or Returning Purchasing Cards

- a) Lost or Stolen cards: The Cardholder must telephone U.S. Bank at 1-800-227-6736 Government Service to report a lost or stolen Purchasing Card; you will need your 16 digits account number. The Cardholder must also submit a memo when the loss is discovered to the Accounts Payable Staff, the department Program Coordinator and the CLPCCD Program Administrator. U.S. Bank will issue a new card to the Cardholder within two days after notification of the loss.
- b) Worn and defective cards: In case a card becomes worn or defective and needs replacement, the Cardholder will request a replacement card through their

Approver. The Approver will then send a memo along with the defective card to the CLPCCD Program Administrator requesting a new card.

- c) Termination or Reassignment of the Cardholder: Upon termination of CLPCCD employment or upon transfer to another department, the Cardholder will immediately return their card to the Department Program Administrator and sign the goldenrod copy of the Application & Agreement Form. The Department Program Coordinator must hand deliver the Form and card to the CLPCCD Program Administrator requesting the card to be voided.

III) Roles and Duties

The positions & titles for the Purchasing Card Program are delegated to personnel who normally complete purchasing related duties for the department. The size and function of the department may require a department to assign some duties to more than one person.

IV) The CLPCCD Primary Program Administrator and Dispute Contact

In addition to closely monitoring the Program, the CLPCCD Primary Program Administrator also:

- a) Acts as liaison between the CLPCCD and U.S. Bank and the State of California.
- b) Orders all Purchasing Cards, submits new account data and updates account information as necessary.
- c) Develops CLPCCD Policies and Procedures in conjunction with the Director of Business Services and Vice-Chancellor, Business Services.
- d) Provides training for Purchasing Card Program participants.
- e) Receives standard and ad hoc reports from U.S. Bank.
- f) Maintains statistics on the CLPCCD Purchasing Card Program activity.
- g) Assists departments in resolving conflicts between the County and vendors that may arise from the use of Purchasing Cards. Departments will first exhaust all efforts to resolve differences at the Cardholder and department level prior to involving the CLPCCD Disputes Contact.

V) The CLPCCD Accounts Payable contact

- a) Reviews the monthly consolidated statement from U.S. Bank and matches those totals with the submittals from each department.
- b) Reconciles any differences due to unprocessed credits based on information submitted by departments.
- c) Ensures that U.S. Bank is paid in accordance with the billing cycle.
- d) Performs random audits of Purchasing Card transactions and Cardholder compliance.

VI) Vice President, Administrative Services

This individual coordinates all matters regarding their campuses' Purchasing Card Program with the CLPCCD Primary Program Administrator at District Office. The VP Administrative Services also:

- a) Processes all requests for Purchasing Cards (including new cards, changes in card limits, lost cards, replacement cards, termination of Cardholders, etc.) through the CLPCCD Primary Program Administrator
- b) Advises Cardholders on procedures
- c) Schedules training for Cardholder
- d) Monitors the payment process to ensure timely payment of invoices
- e) Initiates corrective action if procedures are not being properly followed

VII) Approver

Each department will designate an individual to be the Approver for the purpose of pre-auditing Cardholder statement and receipts supporting the monthly Purchasing Card purchases.

- a) The Individual designated as the Approver should be in a Management classification. An individual in an accounting position will be considered if there are no management classifications available.
- b) The Approver will attest that all charges on the monthly Cardholder statement are allowable purchases based on CLPCCD Policy and Procedures.
- c) The Approver will receive the monthly statement reconciliation and payment package. A properly processes package will include: Cardholder's monthly statement from US Bank, a completed Purchasing Card Log Form (s) with matching receipts. The Approver must Pre-audit each Cardholder's monthly activity by reviewing the received information, confirm that the purchases that are in accordance with department and CLPCCD's Policies and Procedures. Review all documents and the Purchasing Log Form to ensure purchases match by item and amount shown on monthly Cardholder's statement, the Purchasing Card Log Form and receipts. Verify the Cardholder properly completed their steps and authorized the charges by signing and dating the bottom of the statement and each page of the Purchasing Log Form. Submit the completed package to the Accounts Payable Office within five (5) Business Days after the Billing cycle ends in order to maximize the rebate calculation of this Program.

VIII) CLPCCD Accounts Payable Process

This Purchasing Card Program is intended to permit rapid Accounts Payable activities in processing monthly payments for Departments. The Accounts Payable Staff should have a direct working relationship with the Cardholder(s). It is intended that one CLPCCD payment will be processed to pay all District Cardholder's monthly statements. The payment will be processed in the same way any other payment is processed within a department; however, the Cardholder and Approver must complete the processing steps before District A/P makes payment.

IX) Cardholder

The Cardholder is responsible for ensuring that the Purchasing Card is used in accordance with all CLPCCD's Policies and Procedures and all the other laws and regulations that apply to CLPCCD. The Cardholder is also responsible for:

- a) The physical security of the card and card number.
- b) Accumulating the copies of sales drafts, charge slips receipts and any supporting documentation.
- c) Completing the Purchasing Card Log Form for Account numbers (maybe assisted by their Accounts Payable Staff)
- d) Reconciling receipts to the monthly statement
- e) Verify and confirm all purchases recorded on the Purchasing Card Log Form to the monthly statement, including information on sales tax, use tax, and account number.
- f) Copies of the monthly statement and Purchasing Card Log should be kept in the Department for disputes that may carry over to next period
- g) Send reconciled and signed monthly statement and supporting documentation to Approver.

The use of a Purchasing Card by any person other than the Cardholder is strictly prohibited. Only the Cardholder may use the Purchasing Card to make purchases. The Cardholder is the only one authorized to make in-store, telephone and internet purchases, and sign for purchased items. Another employee may pick up the item(s) already ordered by the Cardholder. The Cardholder identifies the need for a particular product(s) appropriate for purchase and determines where this product may be obtained. District Office Purchasing Buyer is available to assist the Cardholder. The Cardholder should inquire about the best discounted price available to CLPCCD, intended sales tax charges, delivery time, shipping terms and charges and any other terms and conditions that will apply to the credit card purchase. The Cardholder locates the best vendor and places an order for the items by any of the following methods, in person; by telephone; by facsimile; by mail or by internet.

For all Purchasing Card orders the Cardholder must obtain or create a written receipt indicating an order is placed. The Cardholder must enter each order on the Purchasing Card Log Form at the time the order is made. This is important so that all transactions may be accurately identified and verified within the monthly statement period. The Cardholder must obtain itemized listings of all items purchased at the time of purchase. Should a transaction not have any of this documentation available, the Cardholder placing the order must create a contemporaneous writing documenting the verbal transaction in order to create proper documentation. The itemized sales draft, charge slip, or priced out packing slip listing the items shipped and Purchasing Card Log Form must include the following:

- Description of items purchased and received.
- Back orders must be noted and tracked
- Quantities purchased and price per item
- Total dollar amount of the transaction
- Total amount of sales tax, if any (indicate appropriate Sales Tax box)
- Total amount of shipping charges, freight, or other applicable charges, if any
- Date of transaction
- Name of Cardholder, at a minimum a partial credit card number, name of merchant and merchant's identification number.

For orders made in person the Cardholder must verify that the charges on the sales draft equal the sales receipt before signing the draft. The items received must also be compared to the items listed on the sales receipts. The Cardholder keeps the copy of the sales draft and obtains sales receipt from the merchant. For orders that involve shipping, the purchased items at a date later than the order, remind the vendor that the charge cannot be processed until the items are shipped (exceptions: magazine and newspaper subscriptions).

The Purchasing Card must be used in accordance with these Policies and Procedures and all other District policies and procedures, laws and regulations.

X) Monthly Statements

- a) Each month U.S. Bank mails a statement to the Cardholder and an RO90 summary statement to the Approver (A/O). The billing cycle ends on the 22nd of each month. Cardholder's monthly statements and District-wide Master Billing from U.S. Bank are mailed 1-2 days after that date. Payment is due 45 days after the statement date. Cardholders and Departments must process their monthly payments to the Director, Business Services not later than the 10th of the following month (approximately 20 days after the billing date).
- b) The envelope containing the statement of account should be date and time stamped upon receipt and retained to document when the statement was mailed by U.S. Bank and when it was received at the Department. If the statement is not received by the first of the following month, the Approver/Billing contact should call U.S. Bank at 1-800-227-6736 and request that a copy of the statement of account be faxed to the department. Electronically transmitted Monthly Statements may be requested.
- c) Upon receipt of the Monthly Statement, each Cardholder must review the statement, the credit card receipts and the Purchasing Card Log to ensure all transactions are correct and that all charges are valid. Once this review is completed, the Cardholder should sign the Monthly Statement copy and forward original signed Monthly Statement, along with the originals of all supporting documentation to their Approver.
- d) The Department Accounts Payable Staff will review and reconcile the Cardholder's Monthly Statements and attachments for accuracy against the RO90 Approver Summary and for adherence to CLPCCD Purchasing Card Program guidelines. The claim for payment completed with all account numbers is then forwarded to the Approver.
- e) The Approver shall note any adjustment of the Approver Summary. If all Cardholder statements are correct, the Approver may then forward the statement and supporting documentation into the Department's normal payment process. Any irregular transactions should be referred to the Cardholder for corrective action.

- f) All Purchasing Card charges will be paid to U.S. Bank by the Accounts Payable Staff. Each department will consolidate all Cardholder statements into one monthly payment request. A spreadsheet may be used to summarize and track Cardholder charges and accounting for the period.
- g) Departments will complete a Notification of Invoice Adjustment (NIA) Form to explain the reason for any non-payment of charges. The NIA Form summarizes and tracks all CSQI Forms approvals for payment of a previously disputed invoice amount of direction for applying credits for each Cardholder. This information should be forwarded to the Accounts Payable Staff.

XI) Sales use Tax Calculation

The sales and use tax calculations must be made in accordance with the information contained in Attachment 3. The department Accounts Payable contact must complete the appropriate fields on the Purchasing Card Log for all sales and use tax applicable to each purchase. This log, along with copies of the monthly statements highlighting taxes not billed (use tax) should be sent to the District Director, Business Services' Office Accounts Payable Staff.

XII) Records Retention

Original documents are sent to Accounts Payable at the District Office, copies of the U.S. Bank Statement and Purchasing Card Log Form must be retained for four (4) prior years and the current active fiscal year. All information pertaining to current or past Purchasing Card Cardholders or account information (especially credit card numbers) must be securely maintained.

DISPUTES AND RETURNED ITEMS

I) Disputes

Cardholders will compare the monthly statement to their supporting sales documentation (receipts or the customer copy of sales drafts and the Purchasing Card Log Form) for each transaction on the statement. Any differences must first be resolved by the Cardholder, by contacting the vendor from which the items were purchased. Any differences not resolved must then be rectified by completing a Cardholder Statement of Questioned Item (CSQI) Form related to the Monthly Statement in which the charge in question originally appeared.

To return a disputed or improperly charged item, the Cardholder will prepare a CSQI Form and submit it with all supporting documentation (copies of sales drafts, credit slips, etc.) to U.S. Bank. The Cardholder must sign this Form. U.S. Bank guidelines should be checked to see if the return is allowed. You can FAX or mail the Form to U.S. Bank, I.M.P.A.C. Customer service, P.O. Box 6346, Fargo, ND 58125-6346, Fax # 701-461-3910.

- a) The CSQI Form lists the most common dispute reasons. It should be used to make sure a valid dispute exists.
- b) The following items can not be disputed through U.S. Bank:
 - (i) Sales tax or shipping/handling charges- every effort with the vendor should be made to receive credit for improper shipping/handling charges.
 - (ii) Items returned for credit between billing cycles (these items must be paid for on the monthly statement, as the credit will appear on a subsequent monthly statement).

II) Return items

- a) In the event a department finds that an item purchased with the Purchasing Card is not acceptable, the Cardholder must first try to resolve the issue with the vendor. If the vendor refuses to accept the returned item and issue a credit slip, then the

Cardholder will work with in the department. If the problem cannot be resolved at the department level, then the Cardholder will complete a CSQI Form and explain, in writing, the reason that the monthly statement will be paid short due to the dispute. The CSQI Form and supporting documentation will be sent to U.S. Bank at the FAX or address noted above. To receive proper credit for returned items, the Cardholder must obtain a credit receipt from the merchant when returned items. The credit slip should be copied and kept, and the original should be attached to the Purchasing Log Form and forwarded through the payment process.

- b) To receive proper credit for returned items, the Cardholder must obtain a credit receipt from the merchant when returning items. The credit slip should be copied and kept, and the original attached to the Purchasing Log Form and forwarded through the payment process.
- c) If a department is incorrectly charged for an item (item charged, not received), the Cardholder must complete a CSQI Form and provide an explanation of the error.

TRAINING

Each participant in the Purchasing Card Program must attend an initial training session provided by the District's Program Administrator. Should the Purchasing Card Program have updates, each participant must attend an additional training and re-sign the Credit Card Use Agreement. Once training is completed, any additional training, questions or comments can be directed to the CLPCCD Program Administrator, Marie Hampton at mhampton@clpccd.org or 925-485-5233. A Purchasing Card Program Training Guide is attached.