



**USER GUIDE**

**FOR**

**PROCUREMENT CARD PROGRAM**

Prepared by: Mt. SAC Fiscal Services Department

Questions: Angelic Davis, Ext. 5512  
Jackson Kuo, Ext. 5372

## TABLE OF CONTENTS

<b>SECTION</b>	<b>PAGE</b>
OVERVIEW	3
PURPOSE	3
P-CARD USES	3
Features	3
Eligibility	4
Uses	4
P-CARD RESTRICTIONS	5-6
OBTAINING A P-CARD	6
USING A P-CARD	6
Responsibility and Security	6
Obtaining Goods	6
Taxes	7
Budget	7
RECONCILING P-CARD CHARGES	7-8
Monthly Statements	7
Itemized Receipt/Invoice	8
Lost Receipt/Invoice	8
Returned Items	8
Disputed Charges	8
Updated Expiration Dates	8
REPORTING A LOST OR STOLEN P-CARD	9
BANNER INTERFACE and PAYMENT OF CHARGES	9
PROCEDURES FOR P-CARD EXPENSE REPORTS	9

**Appendices:**

- A - Request for Issuance of Mt. SAC Procurement Card
- B - Mt. SAC Procurement Card Policies and Procedures Contract
- C - U.S. Bank P-Card Activation
- D - Lost/Missing Receipt Form
- E - Procurement Card Log
- F - P-Card Acceptance Form
- G - Request to Amend/Cancel P-Card
- H - U.S. Bank Cardholder Guidebook
- I - U.S. Bank Access Online Registration
- J - Procurement Card Exceptions

## OVERVIEW

In today's environment of streamlining, government agencies like the Mt. San Antonio Community College District ("District") are looking for ways to cut administrative time, effort, and costs. A Procurement Card Program ("P-Card") is a credit card program that enables the District to significantly trim the traditional paper and labor-intensive procurement process for small dollar purchases and/or to pay for travel related expenses, such as hotels and restaurants.

On January 14, 2015, the District's Board of Trustees approved the Procurement Card Program to allow District employees to use a personalized Visa Card through the U.S. Bank Cal Card Program (Bank) to buy small-dollar items and/or pay for travel-related expenses on behalf of the District.

## PURPOSE

The District's Procurement Card Program allows a more efficient, cost-effective method of purchasing and paying for small-dollar supply transactions and travel expenses. (Some Cardholders will be approved for supply purchases only, some for travel only, and others for supply and travel, based on individual department needs). The Program will:

- Streamline the process for low-dollar purchases.
- Expedite time-sensitive and emergency purchases.
- Eliminate low-volume, low-dollar standing purchase orders (SPOs).
- Purchase from vendors who do not accept purchase orders, including via the Internet.
- Facilitate conference attendance and related travel.
- Expedite vendor payments.
- Allow the reallocation of staff time for the timely processing of high-impact, high-value purchases.

This User Guide provides the guidelines and rules for obtaining and using the Mt. SAC P-Card. Please read the guide in its entirety before completing the *Request for Issuance of a Mt. SAC Procurement Card* and the *Procurement Card Policies and Procedures Contract*.

## P-CARD USES

### Features

A major difference between the P-Card and a personal credit card is that the P-Card program allows the District to assign individual card usage limits and to establish Cardholder profiles based on the following parameters:

#### **Dollar limit per transaction**

There may be a maximum amount which can be charged to the card on any single purchase. Purchases in excess of this maximum amount will be rejected by the Bank.

#### **Number of transactions per day**

Some cards may have a maximum number of purchases that can be charged to a card in a single day. Attempts to make additional purchases after the maximum amount, within a 24-hour period beginning at midnight, will be rejected by the Bank.

## **Dollar limit per month**

The maximum amount of purchases, which can be charged to any card during a single month will be approved by the Vice President, Administrative Services. A “month” is defined as the 26<sup>th</sup> of the current month through the 25<sup>th</sup> of the next month. If the 25<sup>th</sup> of the month falls on a weekend, the closing day is the next business day after the 25<sup>th</sup>. Once the maximum limit has been reached during a single month, attempts to make additional purchases will be rejected by the Bank until the billing cycle is completed on the 25<sup>th</sup>.

## **Monthly Dollar Limits:**

\$ 1,000  
\$ 2,500  
\$ 5,000  
\$10,000

## **Standard Industry Code (SIC) or Merchant Category Code (MCC) groups**

Every vendor that accepts Visa is assigned a Standard Industry Code (“SIC”) or Merchant Category Code (“MCC”) by its bank. This is a means for the banking industry to classify and identify different types of businesses. The District has incorporated the use of MCCs in its P-Card Program to restrict purchases from certain types of vendors. For example, jewelers, liquor stores, financial institutions, medical providers, building contractors, insurance providers, and legal services are all restricted businesses for which attempted P-Card purchases will be rejected by the Bank.

Based on the MCC groups, the District has created the following profiles:

- Supply
- Travel

## **Eligibility**

Permanent employees who have passed the probationary period are eligible to receive a P-Card upon approval of the President/Vice President of the area and the Vice President, Administrative Services.

## **Uses**

The P-Card is a Visa credit card issued to an eligible District employee by the Bank upon submission of an application by the District. The P-Card bears the name of the employee and the District’s name. The card functions virtually the same as a personal credit card and can be used within the P-Card Program’s guidelines to make purchases from vendors accepting Visa. Employees may make purchases at a vendor’s place of business, by telephone, facsimile, or via the internet.

The Cardholder is personally responsible for guaranteeing that:

- All charges are for appropriate District expenses,
- All purchases are within budget limits, and
- All purchases are not in violation of any other law, regulation, or policy of the Board of Trustees.

Cardholders are encouraged to use their P-Card in order to achieve cost savings and improve processing time. The P-Card should be used as the first option before using other existing methods to obtain allowable supplies. This means that the Cardholder should use his/her P-Card instead of a purchase order, standing purchase order, or personal reimbursement request for low-dollar supply purchases.

P-Cards can only be used for travel related expenses in accordance with the College's AP 7400, as follows:

- Conference fees
- Hotels or other lodging
- Transportation/Rental Cars (including gratuities)
- Meals (including gratuities)
- Fuel for rental cars

## **P-CARD RESTRICTIONS**

Neither the District nor the Bank assumes responsibility for non-District or otherwise inappropriate purchases. The Cardholder shall be liable to the District and to the Bank for any non-District or otherwise inappropriate purchase.

### **The use of P-Cards is strictly prohibited for the following:**

- Alcoholic beverages.
- Catering/food services (other than Sodexo).
- Cash advances or deposits.
- Equipment, including Furniture, valued at \$500 or more (see Guide to Equipment Purchases).
- IT related equipment and accessories (costing \$200 or more), including, but not limited to printers, scanners, computers, laptops, tablets, e-readers, cameras, projectors and other audiovisual items. Campus IT must be consulted on these items. Therefore, these items will be submitted through the normal Banner Requisition process. Note, IT related accessories with a unit price less than \$200, such as cables, thumb drives, mice, keyboards, etc., may be purchased with a P-Card.
- Leases or rentals, including, but not limited to facilities and equipment.
- Memberships.
- Capital outlay (construction) projects or special construction repair services.
- Payment of wages.
- Payments to independent contractors, other contracted or non-contracted services, including, but not limited to maintenance, repair, printing, or customization services.
- Items for personal use, including, but not limited to grooming, toiletry, and medical supplies.
- Subscriptions that are automatically renewed by the vendor.
- Splitting of purchases to circumvent bidding requirements or purchase limits.
- Weapons, firearms, or ammunitions.
- Gifts, gratuities (other than those listed for travel-related expenses), donations, contributions to individuals, or organizations.
- Fuel for personal vehicles.

In addition to the above restrictions, the following expenses are also prohibited for travel-related expenses:

- Entertainment.
- Non-college employees, such as family, friends, and other guests not associated with the business of the College.

The following expenditures cannot be purchased with the P-Card at this time:

- Airline tickets
  - Airline tickets may be purchased through the DGS Statewide Travel Program where the P-Card is not required for the purchase. The DGS Statewide Travel Program information is included as Appendix K of this document.

Any charges resulting from misuse or abuse of the P-Card by the Cardholder will be deducted from the responsible employee's paycheck unless the employee has consulted with and resolved such charges through the Vice President, Administrative Services. The P-Card will be revoked upon determination that the employee has violated these P-Card policies.

## **OBTAINING A P-CARD**

Eligible employees must complete a *Request for Issuance of Mt SAC P-Card* and forward it to their respective Dean/Director for signature. The request must also receive approval from the President/Vice President of the area and the Vice President, Administrative Services. Once approved by the Vice President, Administrative Services, the request form will be forwarded to the Purchasing Department for Cardholder set-up and to schedule training. See Appendix A for *Request for Issuance of Mt. SAC P-Card* form.

Upon conclusion of the training session, employees will review the P-Card User Guide and contract. Upon the conclusion of training and signing of the contract, employees will receive their Mt SAC P-Card. P-Cards will need to be activated prior to use. See Appendix C for *Activation Process*.

Requests to amend or cancel a P-Card, shall be made in writing via the *Request to Amend or Cancel P-Card* form. (See Appendix G for *Request to Amend or Cancel P-Card* form.)

## **USING A P-CARD**

### **Responsibility and Security**

The Cardholder is responsible for the security of the P-Card and ensuring the P-Card is used in accordance with the College's *Procurement Card Program User Guide* and that all purchases are in compliance with the College's *AP 6330 Purchasing*.

### **Obtaining Goods**

Purchases may be made by visiting the vendor's place of business or by placing the order over the telephone, facsimile, or via the Internet. In all cases, the Cardholder is required to obtain an original, itemized receipt/invoice, which must include the following information:

- Description
- Quantity
- Price per item
- Sales tax and total amounts
- Shipping and/or handling charges, if applicable

In accordance with the College's *AP6330 Purchasing*, the Warehouse shall receive and distribute purchased materials to the requesting departments.

## Taxes

The College is NOT tax-exempt. Mt SAC is required to pay California sales and use tax on all goods received. This includes goods shipped from vendors outside California, even if they do not charge sales tax on their invoices. If you receive goods from a vendor who does not include sales tax on its receipt, please indicate this by adding the tax information in the comment section when reconciling your charges in the Bank system. This will alert Accounts Payable to pay the tax to the State when we file our mandatory tax reports.

## Budget

Departments are responsible for having sufficient budget available in the account distribution (FOAP) before the purchasing card transaction is processed.

## RECONCILING P-CARD CHARGES

### Monthly Statements

Cardholders may view their monthly statements in the U.S. Bank Access Online system. Statements will include the transaction date, posting date, amount of the purchase, and the name of the vendor.

Cardholders must review and reallocate their transactions against the Statement through the Chrome River system for each billing cycle. Billing cycles run from the 26<sup>th</sup> of the current month through the 25<sup>th</sup> of the following month. If the 25<sup>th</sup> falls on a weekend or holiday, then the closing date will be the next business day and the new billing cycle will begin on the following day. **All** Purchases and/or travel related expenses are to be reconciled each month by the Cardholder. Reconciliation and approvals must be completed no later than the 5<sup>th</sup> day of the month following the statement close date. (Example: the statement period closes on March 25<sup>th</sup>, all allocations and approvals must be completed in Chrome River by April 5<sup>th</sup>.)

In the event the Cardholder is unavailable at the time the on-line reconciliation is due, their approved delegate will complete the reconciliation process in the Chrome River system. Note, be sure to select your delegate in the Chrome River System. It is the cardholder's (or delegate's) responsibility to reallocate **online** to the correct department account distribution (Fund, Organization, Account, Program).

At the close of the monthly cycle, the Cardholder will do the following:

- Sign into the US Bank system
  - Use *Account Information* menu, then select *Cardholder Account Statement* to review the Bank's statement of expenses against the original, itemized receipts to ensure a match.
  - Sign into Chrome River to
    - Reallocate expenses to the correct department account distribution (FOAP).
  - Attach all original, itemized receipts/invoices to the Expense Report in Chrome River

The expense report will automatically route to your approving manager for approval. If the procurement card has not been used during a billing cycle, no action will be required.

**Note:** In order to meet year-end deadlines and the closing of the College's fiscal books, P-Cards **cannot be used during the period June 19<sup>th</sup> through June 30<sup>th</sup> of each fiscal year.**

### **Original, Itemized Receipt/Invoice**

Original, itemized receipts/invoices are required.

### **Lost or Missing Receipt/Invoice**

If the Cardholder has lost the original receipt/invoice, it is their responsibility to obtain a duplicate receipt from the vendor. If a duplicate cannot be obtained, the Cardholder must complete and attach a *Lost/Missing Receipt Affidavit* form with the monthly reconciliation submittal. The *Lost/Missing Receipt Affidavit* will be forwarded to President's Cabinet for review and action. See Appendix D for *Lost/Missing Receipt Affidavit* form. If Cardholder repeatedly loses receipts/invoices, their card will be revoked.

### **Procedures for P-Card Expense Reports**

If a cardholder or their delegate neglects to properly submit an Expense Report and allocate the charges by the 5<sup>th</sup> of the month following the statement close period, including all necessary approvals, the cardholder will receive email communication from the Associate Vice President, Administrative Services. If a cardholder or their delegate neglects to properly allocate charges a second time, the P-Card may be inactivated for a three-month period. After the 3-month period, P-Card training must be repeated to have the card reactivated. Future violations may result in the Associate Vice President, Administrative Services permanently inactivating the P-Card.

### **Returned Items**

If items purchased with the P-Card are found to be defective, the Cardholder is responsible for returning the items to the vendor for replacement or to receive a credit. If the vendor refuses to replace the defective item or provide a credit, the purchase will be considered to be in dispute and must be handled as a disputed item.

Original, itemized credit receipts/invoices are to be attached to the hard copy Bank statement, along with other receipts/invoices, in the month credited. It is the Cardholder's responsibility to look for any applicable credit on future statements.

Gift cards or cash refunds may not be accepted in lieu of a credit.

### **Disputed Charges**

The Cardholder is responsible for resolving questionable items, which appear on the US Bank statement with the vendor and/or the Bank within 60 days from the date of the first statement on which the purchase was billed. If an item is billed incorrectly, the Cardholder should first contact the vendor, if possible, to resolve the issue. If a resolution is not reached, the Cardholder must dispute the purchase.

### **Updated Expiration Dates**

All cards, new or expired, will be mailed by the Bank to the Purchasing Department. Purchasing will notify Cardholders to coordinate P-Card pick-up.



## **REPORTING A LOST OR STOLEN P-CARD**

Cardholder must immediately contact U.S. Bank Customer Service at (800) 344-5696, outside U.S. call collect (701) 461-2010, to report a lost or stolen P-Card. U.S. Bank will automatically re-issue a new card. The Cardholder is also to notify the Purchasing Department of a lost or stolen P-Card by calling (909) 274-4245 on the next business day. Replacement cards will be sent to the Purchasing Department, who will notify the Cardholder that it is available for pickup.

## **BANNER INTERFACE AND PAYMENT OF CHARGES**

After the reconciliation and approval process is complete, an automated process will import the transactions into Banner as a journal entry.

Each month, Accounts Payable will pay that month's Bank statement of expenses. Cardholders are not responsible for remitting the payment; therefore, are not required to enter a requisition in Banner.

## **REVOCAION OF P-CARD**

See also P-Card Restrictions (Page 5-6). Any charges resulting from misuse or abuse of the P-Card by the Cardholder will be deducted from the responsible employee's paycheck unless the employee has consulted with and resolved such charges through the Associate Vice President, Administrative Services. The P-Card will be revoked upon determination that the employee has violated these P-Card policies.



## Appendix A

**REQUEST FOR ISSUANCE OF MT. SAC PROCUREMENT CARD**

Permanent employees who have passed the probationary period are eligible to receive a P-Card with approval of the President/Vice President of the area and the Vice President, Administrative Services. To receive a P-Card, submit a completed and approved *Request for Issuance of Mt. SAC Procurement Card* to the Purchasing Department. After submission of the approved request, Purchasing will schedule the training. Upon completion of training and signing of the *Procurement Card Policies and Procedures Contract*, Cardholders will receive their P-Card.

**Profile and Expenditure Limits**

The District has set the following profiles and monthly expenditure limits. Selection should be based on the department's historical monthly needs and will be reviewed for appropriateness.

**Profiles:** (Check all that apply)

- Supply       Travel

**Monthly Dollar Limits:** (Check one)

- \$1,000       \$2,500       \$5,000       \$10,000

On reverse side:

1. Enter employee's name and Banner employee ID number.
2. Indicate the Department or Division of the employee; phone number; and email address.
3. Enter the accounting distribution Fund, Organization, and Program to which transactions will be expended against as the default.
4. Enter the name of the person designated as the Cardholder's backup for reviewing and allocating procurement card transactions
5. Enter the email address of the Cardholder's backup.
6. Enter the approving manager responsible for reviewing and approving procurement card transactions.
7. Enter the approving manager's alternate for reviewing and approving procurement card transactions.

All requests must be signed by the employee/cardholder and the alternate, the Department Dean/Director, and the President/Vice President of the area. In addition, requests for cards to be issued to College employees requires the signature of the Vice President, Administrative Services.

1. Name: \_\_\_\_\_ Banner ID : \_\_\_\_\_
2. Dept./Div.: \_\_\_\_\_ Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_
3. Default Account Distribution: Fund \_\_\_\_\_ Org \_\_\_\_\_ Program \_\_\_\_\_
4. Name of Cardholder's Backup for Allocating Transactions: \_\_\_\_\_
5. Backup Allocator Banner ID: \_\_\_\_\_
6. Email Address of Cardholder's Backup: \_\_\_\_\_
7. Approving Manager's Name: \_\_\_\_\_
8. Approving Manager's Alternate: \_\_\_\_\_

**Authorized Signatures:**

Employee/Cardholder: \_\_\_\_\_

Cardholder's Backup for Allocating Transactions: \_\_\_\_\_

Department Dean/Director: \_\_\_\_\_

President/Division Vice President: \_\_\_\_\_

Vice President, Administrative Services: \_\_\_\_\_

**For Fiscal Services Use Only:** (When completed return to Purchasing)

Fiscal Services Review: _____ Chief Compliance and College Budget Officer			
Default Account Review:		Employee/Banner ID created in FOMPROF:	
_____ (Initial)	_____ (Date)	_____ (Initial)	_____ (Date)
_____ Division No	_____ Dept. No		

**For Purchasing Use Only:**

Employee Set Up in FTMCARD:	
_____ Initial	_____ (Date)



## Appendix B

### **MT. SAC PROCUREMENT CARD POLICIES AND PROCEDURES CONTRACT**

In order to expedite the purchase and accounting of low cost and frequently needed items, the Mt. San Antonio Community College District issues procurement cards to employees whenever there is sufficient benefit to the District.

1. Every cardholder shall be a permanent employee of the District, and shall agree to all terms and conditions established for the issuance of a District procurement card, including the District's Procurement Card Program User's Guide, by this reference hereby made a part of this contract.
2. Every cardholder shall sign their card in the presence of a designated District issuer immediately upon taking possession of the card.
3. The cardholder shall be personally liable for inappropriate charges and shall be personally responsible for the settlement of any dispute on any purchase with a vendor.
4. The procurement card may be revoked for any reason, including the following:
  - The card is used for personal or unauthorized purposes.
  - The card is used to purchase alcoholic beverages or any substance, material, or service, which violates policy, law, or regulation pertaining to the District.
  - The cardholder allows the card to be used by another individual.
  - The cardholder splits a purchase to circumvent a purchase limit assigned to the card.
  - The cardholder uses another cardholder's card to circumvent a purchase limit assigned to either cardholder.
  - The cardholder accepts a personal gratuity from a vendor.
  - The cardholder uses the card to purchase gratuities and gifts.
  - The cardholder repeatedly fails to approve procurement card transactions within five (5) days from receipt of e-mail notification.
  - The cardholder fails to provide the District with documentation and justification that may be necessary to record a purchase appropriately.
  - The cardholder does not adhere to any of the procurement card policies and procedures.
  - The procurement card is the property of the Bank, and it may at any time revoke card privileges under the provisions of its policies and procedures.

See Procurement Card User Guide for additional details.

5. Each procurement card will be assigned specific purchase limits and restrictions. Cardholders shall adhere to these limits and restrictions. Cardholders shall not use the card for the purchase of equipment (items with a total cost of \$500 or more), memberships, payment of wages, or payment to independent contractors or other services.

6. The cardholder agrees to immediately notify U.S. Bank at (800) 344-5696 in the event a procurement card is lost or stolen (24 hours per day, 7 days per week). In addition, the cardholder shall immediately notify the District Purchasing Department ("Purchasing") upon discovering the procurement card is lost, stolen, or otherwise in the possession of an unauthorized person. A written follow-up, including pertinent information on the cause of the procurement card loss or use by an unauthorized person, shall be forwarded to Purchasing immediately.
7. Every cardholder shall take reasonable precautions with the procurement card. These include, but are not limited to, the following:
  - Keep the card in view after you give it to a clerk. Get it back promptly after they have imprinted it.
  - Avoid signing a blank receipt. Also, draw a line through all blank spaces above the total when you sign.
  - If a void occurs due to a mistake, keep a copy for your records.
  - Immediately report in writing to Purchasing any questionable charges and unresolved disputes.
  - Never lend your card to anyone.
  - Never leave your card, receipts, or carbons where anyone can pick them up.
  - Never put a card number on a postcard or on the outside of an envelope.
  - Never give your card number over the phone unless you are dealing with a company who you are sure is legitimate.
  - Whenever possible, use those vendors identified by Purchasing.
  - Save all original/itemized procurement card receipts. Upon receiving notice of procurement card transactions pending your review and completion, check these against your receipts and monthly statement.
8. The cardholder (or designee) is responsible for reviewing the transactions to reconcile and approve charges for payment and to audit and correct the accounting distribution as needed. Procurement card transactions are to be reviewed, edited, and completed within five (5) calendar days and submitted for approval. The total reconciliation/approval process must be completed no later than eight (8) calendar days after closing of the monthly cycle.
9. At the end of the eight- (8) day reconciliation/approval process, or sooner, all original receipts, credit card logs, and statements shall be submitted to the Accounts Payable Department.
10. In the event of separation from the District, the cardholder shall be required to surrender the card to purchasing prior to release of the cardholder's final paycheck.
11. The cardholder is personally responsible for guaranteeing that all charges are for appropriate District expenses, that purchases are within budget limits, and that the purchases do not violate any law, regulation, or policy of the Board of Trustees. Neither the Bank nor the District assume responsibility for non-District purchases. The cardholder shall be liable to the District and to the Bank for any non-District or otherwise inappropriate purchase. Any charges resulting from misuse or abuse of the card by the cardholder will be deducted from the responsible employee's paycheck unless the employee has consulted with and resolved such charges through the Vice President, Administrative Services. The P-card will be revoked upon determination that the employee has violated these P-card policies.

The undersigned hereby agrees to abide by the District's Procurement Card Policies and Procedures, as detailed herein, and agrees that revocation of card authorization will have no effect on obligations outstanding as of the date of revocation.

**EMPLOYEE**

**MT. SAC**

Morris Rodrigue  
Vice President, Administrative Services

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



## Appendix C

### **U.S. BANK PROCUREMENT CARD ACTIVATION STEPS**

Please gather the information required below before you call...

1. From a touch-tone phone call U.S. Bank at 1-800-344-5696.
2. Enter your 16-digit p-card account number (on U.S. Bank card).
3. Enter the 5-digit zip code of your Mt. SAC mailing address.
4. Press "1" to activate your account.
5. Prompt will ask for the last 4 digits of your social security number; however, you will need to enter the last 4 digits of your Mt. SAC Banner ID "A" Number.
6. Enter your business telephone number beginning with the area code (9092747500) no spaces or dashes.
7. Your account has been successfully activated!

Note: If you are unable to enter all required information, you will be transferred to a Customer Service Representative for personal assistance.

## **MISSING ITEMIZED RECEIPT AFFIDAVIT INSTRUCTIONS**

The use of Missing Itemized Receipt Affidavit, in lieu of receipts, should be rare and should only be used after every reasonable attempt to obtain an original or replacement receipt has been made.

1. If the original itemized receipt is missing, the claimant must contact the vendor and request a replacement receipt.
2. If the vendor does not provide an original itemized or replacement receipt, complete the Missing Itemized Receipt Affidavit.
3. Attach an alternative proof of payment to your completed form (e.g. copy of credit card statement, front and back copy of cancelled check, packing slip with price list from vendor, etc.)
4. Submit to Immediate Manager for approval.
5. Forward to President/Vice President of the area for further approval.
6. The President/Vice President will then forward to Fiscal Services to the attention of the Associate Vice President of Fiscal Services for final review and reimbursement.





Appendix D  
**MISSING ITEMIZED RECEIPT AFFIDAVIT**

**Type of Form Missing Itemized Receipt**

Travel & Conference   
  Petty Cash   
  Payment Reimb. Request   
  Revolving Cash Expense   
  Procurement Card

**Receipt/Vendor Information**

Transaction Date:	Total Transaction Amount:
Name of Vendor:	Contact Person:
Vendor Address:	Phone Number:

**Description of Expenses Incurred**

Date	Description and Justification of Expense	Amount

Explain Method of Payment: \_\_\_\_\_

Account Code: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Reason for Missing Receipt(s)**

Lost Receipt                     
  Never Received                     
  Other \_\_\_\_\_

Give a detailed description of why receipt is missing and the steps taken to obtain an original itemized receipt or replacement receipt:

  
  
  
  
  
  
  
  
  
  

**Claimant Certification**

Claimant Name:	Banner ID:
Department:	Immediate Manager:

By signing below, I am certifying that the above amount is an appropriate business expense incurred by me on behalf of Mt. San Antonio College and that I have not and will not submit a duplicate expense claim. I further certify that this expense excludes any expenses for alcoholic beverages or excessive tips.

_____	_____	_____	_____
Claimant Signature	Date	Immediate Manager	Date

**Authorization**

_____	_____
President/Vice President's Approval	Date

**Fiscal Services Use (only)**

_____	_____
Assoc. V. P. of Fiscal Services or Designee	Date



Appendix G

REQUEST TO AMEND OR CANCEL P-CARD

Request Date: \_\_\_\_\_

Cardholder's Full Name/Title: \_\_\_\_\_

**Amend** Cardholder's Phone:      **From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**Amend** Cardholder's Dept. Name: **From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**Amend** Purchase Limit                      **From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**Amend** Default Account                      **From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**Amend** Profile:                                      **From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**Amend** Name of Cardholder's Designee (Alternate):

**From:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**To:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_ **Effective Date:** \_\_\_\_\_

**Amend** Name of Cardholder's Approving Manager:

**From:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**To:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_ **Effective Date:** \_\_\_\_\_

CANCEL AND CLOSE THE ACCOUNT FOR THE ABOVE REFERENCED U.S. BANK CAL-CARD CARDHOLDER. (attach card to the request form and forward to Program Administrator for action)

Reason for Request:

Employee Transferred to another Department

Employee Terminated/Resigned

Other: \_\_\_\_\_

**Signatures**

Department Dean/Director Approval: \_\_\_\_\_ Date: \_\_\_\_\_

President/Division Vice President: \_\_\_\_\_ Date: \_\_\_\_\_

Vice President, Administrative Services: \_\_\_\_\_ Date: \_\_\_\_\_

**Forward completed form to Purchasing Department, Attn: Program Administrator**

For Fiscal Services Use Only: (When completed return to Purchasing)

Division No.

Dept. No.

(Initial)

(Date)



Appendix E

**PROCUREMENT CARD MONTHLY PURCHASE LOG (Optional)**

<b>Cardholder Name</b> (Print/type name)		<b>Ext</b>		<b>Month /Year</b>	
<b>Area Administrator</b> (Print/type name)		<b>Ext</b>		<b>Dept.</b>	
<b>Date</b>	<b>Vendor's Name</b>	<b>Description of Purchase</b>	<b>Account Number</b>	<b>Receipt No.</b>	<b>Total Amount</b>
<b>TOTAL AMOUNT OF LINE ITEMS</b>					



**Appendix F**

**CARDHOLDER ACKNOWLEDGEMENT  
FOR RECEIPT OF  
U.S. BANK PROCUREMENT CARD**

I hereby agree, upon acceptance of this procurement card, to abide by the policies and procedures set forth in the *Mt. SAC Procurement Card User's Guide*.

Cardholder Name:	Dept./Division:	
Card Number (last 4 digits):	Expiration Date:	
Cardholder Signature:		Date:

**Replacement/Renewal(s):**

Cardholder Name:	Title:	
Card Number (last 4 digits):	Expiration Date:	
Cardholder Signature:		Date:

Cardholder Name:	Title:	
Card Number (last 4 digits):	Expiration Date:	
Cardholder Signature:		Date:

Cardholder Name:	Title:	
Card Number (last 4 digits):	Expiration Date:	
Cardholder Signature:		Date:

Cardholder Name:	Title:	
Card Number (last 4 digits):	Expiration Date:	
Cardholder Signature:		Date:

## Appendix K

### New DGS Statewide Travel Program

June 10, 2022

Fiscal Services is pleased to announce that Mt SAC will be **transitioning to a new travel program, DGS Statewide Travel Program, on October 1, 2017. After September 30, 2017, Mt SAC will no longer be using Pomona Travel's services.** Pomona Travel has been notified and thanked for their partnership through the years.

**Effective October 1, 2017, Mt SAC employees may call DGS's CALTravelStore at (916) 376-3989 or (877) 454-8785** to book airfare. Employees are to identify themselves as Mt San Antonio College employees and provide the mandatory Mt SAC Travel Encumbrance Number ("Pre-Approval ID" Number) to the agent. No payment information will need to be provided to the agent. Mt SAC is not participating in DGS's online services.

Discounted lodging and transportation may also be booked through DGS by phone, again by providing the employee identification and mandatory Mt SAC Travel Encumbrance Number ("Pre-Approval ID" number). However, for lodging and transportation reservations, the employee will be required to provide their Mt SAC Travel P-card or their personal credit card. The same card will need to be presented to the vendor once on site.

For information on the DGS Statewide Travel Program, travel and conference questions, and to obtain the Mt. SAC Travel Encumbrance Number ("Pre-Approval ID" Number), please contact **Conference and Travel staff**:

Evelyn Hermosillo, at extension 5527 or [ehermosillo5@mtsac.edu](mailto:ehermosillo5@mtsac.edu)  
Instructions to obtain the Mt. SAC Travel encumbrance Number ("Pre-Approval ID" Number) are located in the Chrome River Website:

<https://www.mtsac.edu/training/chromeriver/index.html>

The following Accounts Payable staff are also available for assistance as back-up to Evelyn when she is out of the office:

Jenny Tjandra, at extension 5074 or [ntjandra@mtsac.edu](mailto:ntjandra@mtsac.edu)  
Cathy Flores, at extension 5525 or [cflores285@mtsac.edu](mailto:cflores285@mtsac.edu)

If you need additional information, please feel free to contact Jackson Kuo at extension 5372 or [jkuo3@mtsac.edu](mailto:jkuo3@mtsac.edu).

## Appendix I

### U.S. BANK ACCESS ONLINE REGISTRATION

In order to begin utilizing U.S. Bank AccessOnline, you must first register. AccessOnline self-registration enables you to create your own User ID and Password and is easy to use. To register:

- Go to: <https://access.usbank.com> and click “Register Online”
- When asked to enter your company short name use: **CALCRD**
- Type your 16-digit card account number in the “Account Number” field, without spaces or dashes (e.g. 1234567891234567)
- Select the month and year that your account expires from the “Account Expiration Date Month” drop-down list
- Type your 5-digit billing address zip code in the “Account ZIP/Postal Code” field (91789)
- Click “Register This Account”
- The Licensing Agreement page displays for your review; if you agree, click “I Accept” to continue
- User IDs must be 7 to 12 characters in length and can be alpha and/or numeric; user IDs must also be unique so try to think of a distinctive ID (e.g. if your name is John F Smith try the User ID jofsmith3)
- Passwords must be 8 to 20 characters in length, with at least one alpha and one numeric character
- Complete the contact information fields; fields with a red asterisk are required
- Phone and Fax Number fields should not include dashes, hyphens, parenthesis or spaces in (e.g. 1234567890)
- When you are finished entering **Your Card** click “Continue”
- **CONGRATULATIONS! YOU ARE NOW REGISTERED TO ENTER AccessOnline.**

NOTE, if any information you entered is not valid, the system will return an error message. You have three attempts to correct the information. If all three attempts fail, the account with incorrect information will be locked out from self-registration. You will need to contact U.S. Bank Customer Service at 1-877-887-9260 to unlock your account.

If you have any questions, please contact your program administrator. If you cannot reach your program administrator, please contact U.S. Bank Customer Service Desk at 1-877-887-9260.

#### **For Questions Contact:**

Angelic Davis 909-274-5512, or  
Tiffany Chen 909-274-5514

#### BOARD OF TRUSTEES

Dr. Manuel Baca • Rosanne M. Bader • Judy Chen Haggerty, *Esq.* • Fred Chyr • Dr. David K. Hall • Robert F. Hidalgo • Laura Santos

COLLEGE PRESIDENT & CEO: Dr. William T. Scroggins



CORPORATE PAYMENT SYSTEMS

Appendix H

# CAL-Card

The State of California's Purchasing Card

## Cardholder Guide



## Table of Contents

A Message to Cardholders.....	3
Contact Us.....	3
Cardholder Instructions for Use of Your Purchasing Card.....	4
1. Purpose.....	4
2. Cardholder Responsibilities .....	4
3. General Information .....	4
4. Procedures.....	5
5. Authorized Uses .....	7
6. Prohibited Uses .....	7
7. Procedures After Purchase .....	7
A. Statements.....	7
B. Electronic Access.....	8
C. Disputed Items .....	8
D. Instructions For Disputing A Sales Transaction .....	8
E. Foreign Transactions.....	10
F. Suspension Procedures.....	11
G. Lost or Stolen Cards .....	11
H. Cancellation of Cards: .....	11
I. Fraud/Misuse:.....	11
J. Nonreceipt of Requested Cards:.....	11
K. Replacement Card Procedures:.....	11
L. Changes to Your Cardholder Information:.....	11
Sample Cardholder Statement of Account .....	112
Cardholder Statement of Account Explanation .....	13
Cardholder Statement Back.....	14
Cardholder Statement of Questioned Item .....	15
Purchase Card Activation Steps .....	16



## A Message to Cardholders

Welcome to U.S. Bank® and CAL-Card, the State of California's Purchasing Card Program. Through a State of California Purchase Card Agreement, U.S. Bank provides Visa® bankcard services.

You have been selected by your agency/organization to use the CAL-Card to aid your procurement responsibilities. This Cardholder Guide will give you the information needed to use the card effectively. Please keep this guide on hand and use it as a reference tool when questions arise. Your agency/organization may also supplement these instructions with procedures of its own. Read this information carefully and contact U.S. Bank Customer Service or your Agency/Organization Program Coordinator (Program Administrator) if you have questions about any part of this program.

## Contact Us

### U.S Bank Customer Service

Contact us 24 hours a day, 7 days a week

Toll Free: 800-344-5696

Outside the U.S. call collect: 701-461-2010

Fax: 866-851-7347

Outside the U.S., fax: 701-461-3464

### My Agency/Organization Program Administrator

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

# Cardholder Instructions for Use of Your Purchasing Card

## 1. Purpose

To provide you, the Cardholder, with instructions on the proper use of the U.S. Bank CAL-Card Purchasing Card.

## 2. Cardholder Responsibilities

You are responsible for using your purchasing card in accordance with your agency's/organization's policies and procedures and any applicable procurement regulations. If required by your agency/organization, retain receipts, sales slips and other purchase documentation, as directed.

- Sign your card in the signature panel.
- Maintain card security to prevent unauthorized charges against your account.
- Obtain a receipt at the point of purchase and verify it for accuracy.
- Reconcile receipts and other purchase documentation to your Cardholder statement, if required by your agency/organization.
- Call U.S. Bank Customer Service immediately to report lost or stolen cards.
- Notify U.S. Bank Customer Service of any billing discrepancies posted on your Cardholder statement that cannot be resolved with the merchant.
- Forward the reconciled statement, purchase documentation and all associated receipts/charge slips to your manager or designated office, if required by your agency/organization.
- Inform your Program Administrator of name, telephone, address or other account changes.
- Do not allow any member of your staff, family or supervisor to use this card. You, alone, are authorized to use this card. It has been especially designed to prevent you from confusing it with your personal credit cards.

---

The CAL-Card must not be used for personal purchases.

---

## 3. General Information

- A. This purchasing card has your name embossed or printed on it.
- B. Your agency/organization may have access to the U.S. Bank electronic access system, Access Online®, for transaction reconciliation and reporting. Contact your Program Administrator for access information.
- C. Your single purchase limit and other spending parameters are designated by your Program Administrator. Contact your Program Administrator if you have any questions regarding your account spending controls.

- D. For emergency purchases that exceed transaction or spending limits, you must contact your Program Administrator prior to using the card and follow all procedures established by your agency/organization.
- E. Each time you use the purchasing card, there is a purchase authorization process, whereby the merchant seeks approval via a telecommunications system. This authorization confirms that your purchase is within spending limits. Merchants may also call to obtain approval for charges you are making. The dollar amounts of charges authorized (approved) are deducted from your 30-day limit until the charge is billed against your account.
- F. A statement for your account is generated on your cycle date. Each agency/organization will be assigned a unique cycle date (e.g. the 22<sup>nd</sup> of the month). For example:
- If your cycle is the 22<sup>nd</sup> of the month, your Cardholder statement will be generated at the close of business on the 22<sup>nd</sup> day of every month. If the 22<sup>nd</sup> falls on a weekend, the cycle will end on the previous business day.
  - Charges posted to the account for billing from the 23<sup>rd</sup> day of the previous month to the 22<sup>nd</sup> day of the current month will be reflected on your Cardholder statement.
  - If required by your agency/organization, you may also review and approve your purchasing card transactions for your cycle online using the U.S. Bank electronic access system, Access Online<sup>®</sup>, transaction management functionality.
- G. Your monthly Cardholder statement may include messages that have been authorized by your agency/organization.
- H. U.S. Bank does not conduct a credit check on your personal credit history before issuing you a purchasing card.
- I. Use of this purchasing card does not relieve you from adhering to all state and departmental acquisition regulations, policies and procedures. If you have questions about procurement regulations, please contact your agency/organization procurement office.

#### 4. Procedures

- A. Card Receipt and Activation:** You will be sent a U.S. Bank Purchasing Card after Cardholder Setup has been completed by your Program Administrator and processed by U.S. Bank. You should immediately acknowledge receipt of the card by calling U.S. Bank to activate your account. Call 1-800-344-5696. An Interactive Voice Response (IVR) unit, requiring the use of a touch-tone telephone, will prompt you through the account activation process. You will be asked for information such as your business telephone number, zip code and 16-digit account number.

Alternatively, your agency/organization may have determined that a physical card is not required in order for you to perform your duties. This is referred to as a cardless account. In this instance, you will receive an Account Activation letter from U.S. Bank, notifying you of your account number, expiration date and Card Verification Value (known as the CVV2 number). You must follow the same procedures to activate your account as noted above. Cards and cardless accounts are subject to the same activation process upon reissuance.

- B. Card Acceptance:** You may use your purchasing card at Visa card merchants designated by your agency/organization. You might find that some merchants do not currently accept purchasing cards. However, U.S. Bank can assist with card acceptance. For information regarding acceptance, merchants can contact U.S. Bank Merchant Payment Services at 800-432-9413 or [merchant@usbank.com](mailto:merchant@usbank.com).
- C. Purchasing Process:** The typical purchasing process follows these basic steps:

1. *In-person transactions, Internet, mail or telephone order purchases.* Once you have selected items for purchase, you can present your CAL-Card to a merchant for payment. When placing an Internet, mail or telephone order, you will be asked to provide your name, account number, account expiration date, CVV2 and/or mailing address. Be sure to inform the merchant if the mailing, billing or shipping address for your U.S. Bank Purchasing Card are different, otherwise your transaction may be declined.
2. After calculating the total due for the purchase, the merchant processes your card information through an electronic terminal to obtain authorization.
3. The authorization request verifies that your account is valid and determines if the purchase is within authorized spending control limits.
4. Retain your receipt for verification against your Cardholder statement.

**D. Transaction Referral or Decline:** U.S. Bank has many safeguards in place to ensure the security of your purchasing card. If a transaction triggers one of these safeguards, it may refer or decline versus 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 your account's single purchase limit or goes over your total monthly spending limit. A transaction decline may also occur due to the following:
  - a. Your purchasing card account has not been activated.
  - b. There are too many transactions conducted or dollars spent in one day on your purchasing card account.
  - c. You have exceeded your credit limit.
  - d. An incorrect account expiration 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. You are 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 or your Program Administrator for assistance regarding a declined purchasing card transaction.

**5. Authorized Uses:** Authorized uses of a purchasing card vary between agencies/organizations. Please refer to your agency's/organization's policies and procedures for specific guidelines and authorized purchase information.

**6. Prohibited Uses:** The CAL-Card program prohibits the purchase of certain items. These include:

- Financial institution/manual cash
- Financial institution/auto cash
- Financial institution/merchandise
- Non-financial institution/Foreign Currency/Money Order/Travelers Checks
- Security brokers and dealers
- Timeshares
- Fines
- Bail and bond payments
- Wire transfer – money order
- Dating and escort services
- Massage parlors
- Betting/track/casino/lotto

Agencies/organizations may further restrict the type of purchases you are authorized to make using your purchasing card. Please check your internal policies and procedures for more information regarding authorized and restricted purchases.

## **7. Procedures After Purchase**

**A. Statements:** At the close of each billing cycle, you may receive a paper "Cardholder Statement of Account". Your statement is also available in the U.S. Bank electronic access system, Access Online. A sample is included in this Cardholder Guide. The Cardholder statement will itemize each transaction that was posted to your purchasing card during the past billing cycle. Below are some general guidelines to consider when reviewing your statement. Complete each of the actions listed below unless your internal agency/organization procedures direct you to do otherwise:

1. Review your Cardholder statement for accuracy.
2. Your agency/organization CAL-Card procedures may require you, the Cardholder, to provide a complete description of each item purchased or to keep a transaction log to provide further detail and information on your Cardholder transactions.
3. If required by your agency/organization, indicate the accounting code for each transaction. Follow your specific agency/organization procedures regarding use of accounting code fields.
4. Attach copies of the sales receipts to your Cardholder statement.

5. For payment processing, forward statement and supporting documentation as directed by your agency/organization

Many agencies/organizations will also access transaction information using the U.S. Bank electronic access system, Access Online, as an alternative to paper statements. If so, please follow your agency's/organization's procedures for review and approval of electronic statement data.

**B. Electronic Access:** Access to your account and transaction information can be obtained through the U.S. Bank electronic access system, Access Online. Based on your agency's/organization's policies and procedures, Access Online enables Cardholders to:

1. Review and approve transactions
2. Initiate transaction disputes
3. Reallocate charges to specific accounting codes
4. Enhance transaction data

Please contact your agency/organization Program Administrator for a password to access the web-based training for the Access Online. The web-based training provides valuable information about the U.S. Bank electronic access system capabilities – including an explanation of access screens, as well as necessary key sequences and functions for reviewing purchases and disputing a transaction electronically.

**C. Disputed Items:** A dispute is a questionable purchasing card transaction posted to your Cardholder statement. There are several reasons why a dispute might occur. Some examples include:

1. Merchandise/service not received – Your purchasing card account has been charged for a transaction(s), but the merchandise or service has not been received.
2. Merchandise returned – Your purchasing card account has been charged for a transaction(s), but the merchandise has been returned.
3. Unauthorized purchases – A charge on your purchasing card account that you did not participate in and did not authorize.
4. Duplicate processing – A charge on your purchasing card account that represents a multiple billing to the account. Only one charge from the merchant has been authorized.
5. Unrecognized – A charge on your purchasing card account that is not recognized. A copy of the documentation received from the merchant to certify the charge (sales draft, invoice) will be sent to the account holder for review.

If you encounter any of the above situations regarding your U.S. Bank Purchasing Card account, you need to take action immediately.

**D. Instructions For Disputing A Sales Transaction:** Dispute situations are defined as a disagreement between the merchant and the cardholder where the cardholder is asking for their Issuer's assistance. Visa regulations offer assistance with a variety of dispute reasons. Some of the more common reasons are:

- Merchandise or service not received: The card has been charged for a transaction(s), but the merchandise or service has not been received
- Merchandise returned: The card has been charged for a transaction(s), but the merchandise has been returned and there has been no credit given by the merchant.

- Duplicate processing: The card has been charged for a transaction twice, when only one charge was authorized.
- Unrecognized: The card has been charged for a transaction that is not recognized. A copy of the documentation received from the merchant to certify the charge (sales draft) will be sent to the cardholder for review

There are additional dispute types not listed above. Please contact Customer Service for more information on specific scenarios.

### **Instructions for disputing a sales transaction**

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

- Review receipts for the amount in question as it may have posted to the statement with a different merchant name or with a different amount
- Foreign transactions may post for more or less than your receipt
- Attempt to contact the merchant to resolve the issue.
- Document all interactions with the merchant (names, dates, responses)

If neither you nor anyone authorized to use the card recognize the transaction as one you participated in, please call Customer Service at 800-344-5696, where they will assess the proper action to be taken including initiating a dispute or fraud case. (See above: Reporting fraud)

### **Initiating a dispute case**

If you still desire to dispute the transaction after attempting to contact the merchant and verifying your receipts, chose one of the following options to initiate a case:

- Fill out the dispute interview on Access Online explaining the reason for filing the dispute and the transaction information.
- Phone by calling Customer Service at 800-344-5696.
- Mail or fax a detailed letter explaining the reason for filing the dispute and the transaction information

### **Dispute Department**

Fax: 866-229-9625

PO Box 6335 Attn: Dispute Department

Fargo ND 58125-6335

### **Important information to include when initiating a billing dispute case**

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

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

### **Time frames for dispute cases**

All billing dispute cases need to be initiated within 60 days from the date of the first statement on which the item was billed. If you wish to initiate a case that is beyond the 60 day timeframe you may still attempt the case by calling Customer Service, by mailing in a letter, or by faxing a letter to the contact information listed above; however U.S. Bank may be past time to assist you with the transaction.

### **What will happen after the case is started?**

Once the request to initiate a dispute is received by U.S. Bank a variety of steps will occur:

- The amount of the transaction will be suspended. You will still see the amount included in your balance, but will not be required to pay for the suspended portion of your bill.
- You will receive communications regarding the status of your claim and requests for additional information. Many of these letters are time sensitive and require a cardholder response. It is important that these responses are received by the required timeframes included in the letters.
- Since disputes are governed by Visa and MasterCard Regulations, which provide guidelines for action and timelines, all disputes require that certain criteria must be met in order to pursue dispute rights. As a result we will ask you for a variety of information regarding the case. These questions vary and are specific to your dispute type. The questions may include things like, but are not limited to:
  - Describe in detail what you were expecting vs. what happened
  - Provide dates and details of your interactions with the merchant
  - Tracking information showing how merchandise was received or returned
  - Cancellation dates, confirmation numbers, merchant's return policy information
  - Supporting documentation such as emails, receipts, contracts and more

If all requirements are met, U.S. Bank will attempt to return the charge (chargeback) to the merchant. If this occurs you will receive a provisional credit for the disputed amount on your account and the suspension will be lifted.

The merchant has an opportunity to respond (represent) through Visa and MasterCard. If this happens you may be required to provide an updated response to the merchant's rebuttal.

You will be notified if additional information is needed. Updated responses and cardholder letters are often required throughout the case depending on the dispute type and merchant's responses, so it is very important that you respond quickly to any dispute letters you receive.

If the claim is resolved in your favor your provisional credit will remain on the account as a permanent credit. If the claim is not resolved in your favor the charge will be reposted to the account. Dispute cases may be very complex and are not guaranteed to be successful. U.S. Bank is required to follow Visa and MasterCard regulations for disputes.

### **What if I have questions?**

Initiating a dispute case:

- Contact Customer Service at 800-344-5696.

Existing dispute case:

- Contact U.S. Bank's Fraud Team at 800-815-1405. They are available 24 hours a day, 7 days a week. (This line is for existing fraud or dispute cases only.)
- If assigned to a case processor you may contact them directly at their extension. You may also call Customer Service, using the number on the back of your card. They will connect you with the appropriate dispute representative

**E. Foreign Transactions:** Transactions initiated in a foreign currency will post to your Cardholder statement in U.S. dollars. U.S. Bank will provide you with the foreign dollar amount and the exchange rate applied at the time the transaction was processed. A Foreign Transaction fee of two and one-half percent (2.5%) will be charged and incorporated into the exchange rate that appears.



- F. Suspension Procedures:** Promptly reviewing your Cardholder statement is essential to enabling your agency/organization to make prompt payment to U.S. Bank. In the event prompt payment is not made to U.S. Bank, your agency/organization is subject to the State of California late payment penalty and is also subject to account suspension and account cancellation actions. In addition, please refer to your agency/organization policy for additional suspension procedures and required timing of account review and reconciliation.
- G. Lost or Stolen Cards:** Immediately notify your Program Administrator and U.S. Bank Customer Service in the event your purchasing card is lost or stolen, or if you believe your account number has been compromised in any way.

Provide the following information: Your complete name and card number, the date U.S. Bank Customer Service was notified, and any purchase(s) made on the day the card was lost or stolen.

A new replacement card will be mailed to you within 24 hours and a new account number will be assigned.

---

In the case of a lost or stolen card, it is important that you immediately notify your Program Administrator and U.S. Bank Customer Service at 800-344-5696. Outside the U.S., call collect: 701-461-2010

---

- H. Cancellation of Cards:** If your purchasing card needs to be canceled because you leave your agency/organization – or for any other reason – immediately notify your Program Administrator and surrender your card. Your Program Administrator will instruct you of any additional action that may need to be taken.
- I. Fraud/Misuse:** U.S. Bank’s Fraud Prevention Unit continually monitors accounts and transaction to prevent and halt fraud activity. If fraud activity is suspected, the U.S. Bank Fraud Prevention Unit may contact Cardholders by telephone to inform them about the use (or attempted use) of their purchase card in a fraudulent manner.
- Cardholders can help to prevent fraud by carefully reviewing their Statement of Account. If the Cardholder discovers a fraudulent transaction, the Cardholder should immediately report suspected fraud to U.S. Bank Customer Service.
- J. Nonreceipt of Requested Cards:** Allow for normal U.S. Postal Service mailing time after a new account is set up for receipt of your card or account activation letter. If you have reason to believe that your card or confirmation should have been received – and you have not yet received it – contact U.S. Bank Customer Service to verify the mailing date. You may be instructed to report your card as lost in the mail. A new card or confirmation will be mailed to you within 24 hours. A new account number will be assigned to your account. You should immediately bring this situation to the attention of your Program Administrator.
- K. Replacement Card Procedures:** If, for any reason, you need to replace the purchasing card that was issued to you, simply contact U.S. Bank Customer Service. A new card will be mailed to you within 24 hours.
- L. Changes to Your Cardholder Information:** Any required changes to your Cardholder information, such as name, address, telephone number, e-mail address, organization, 30-day or Single Purchase Limit, restrictions or accounting code should be directed to your program administrator.

# Sample Cardholder Statement of Account



U.S. BANCORP SERVICE  
CENTER  
P.O. BOX 6343  
Fargo, ND 58125-6343

ABC ORGANIZATION

MEMO STATEMENT

**ACCOUNT NUMBER** 4246-0000-0000-0000

**STATEMENT DATE** 01-31-07

**TOTAL ACTIVITY** \$758.85

**AMOUNT DUE** \$0.00

DO NOT REMIT

**A**   
TOM SMITH  
ABC ORGANIZATION  
450 LAKE ST  
144099  
LOS ANGELES CA 00000-0000

4246000000000000 0000000000

**B** MESSAGES:

<b>C D</b> NEW ACCOUNT ACTIVITY					
<b>C</b> POST DATE	<b>D</b> TRAN DATE	<b>E</b> TRANSACTION DESCRIPTION	<b>F</b> REFERENCE NUMBER	<b>G</b> MCC	<b>H</b> AMOUNT
11-19	15-15	JOE'S KEY & LOCK LLC 415-000-0000 MN PUR ID: 32671 TAX: 2.98	24492796146118000100027	7399	243.08
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177646 TAX: 0.00	24692166152000130168329	5969	54.66
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177647 TAX: 0.00	24692166152000130168337	5969	64.19
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177648 TAX: 0.00	24692166152000130168345	5969	55.88
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177649 TAX: 0.00	24692166152000130168352	5969	29.40
12-07	12-05	ABC REGRIG SPEC101 OF 01 510-000-0000 IL PUR ID: 1005-4284 TAX: 0.00	24499376157900010300162	7623	311.64

<b>I</b> Default Account Code: 000000			
CUSTOMER SERVICE CALL TOLL FREE <b>1-800-344-5696</b>	<b>K</b> CARDHOLDER NUMBER	<b>N</b> ACCOUNT SUMMARY	
	4246-0000-0000-0000	PREVIOUS BALANCE	\$0.00
SEND BILLING INQUIRIES TO: C/O U.S. BANCORP SERVICE CENTER, INC U.S. BANK NATIONAL ASSOCIATION ND P.O. BOX 6344 FARGO, ND 58125-6344	<b>L</b> STATEMENT DATE	<b>M</b> DISPUTED AMOUNT	PURCHASES & OTHER CHARGES
	01-31-07	\$0.00	\$758.85
AMOUNT DUE \$ 0.00 DO NOT REMIT	CASH ADVANCES		\$0.00
	CASH ADVANCE FEE		\$0.00
	CREDITS		\$0.00
<b>O</b> TOTAL ACTIVITY		\$785.85	

COPYRIGHT 2005 U.S. BANK NATIONAL ASSOCIATION ND

PAGE 1 OF 1

This sample is not completely indicative of an actual U.S. Bank statement. Most Purchasing Card statements are several pages in length. The purpose of this sample is to demonstrate content, format and type of information displayed on a U.S. Bank statement.

## Cardholder Statement of Account Explanation

### Section/Explanation:

- A. **CARDHOLDER:** Your name as it appears on your card, along with your agency/organization name and office address
- B. **MESSAGE:** Your agency/organization, or U.S. Bank may provide important program information here
- C. **POST DATE:** The date U.S. Bank received, processed and posted the transaction posted to the account
- D. **TRAN DATE:** The date of your purchase. This date should match the date on the sales receipt provided by the merchant
- E. **TRANSACTION DESCRIPTION:** The merchant's name, city and state
- F. **REFERENCE NUMBER:** A six-digit number used internally by U.S. Bank to record the transaction posted to the account
- G. **MCC CODE:** The MCC or Merchant Category Code assigned by the merchant's processing bank and used by the third party processor's system to identify the type of merchant or product sold
- H. **AMOUNT:** The amount of each purchase as shown on your copy of the sales draft
- I. **DEFAULT ACCOUNTING CODE:** The Default Accounting Code assigned to your purchasing card, if applicable. All purchases will be automatically associated with this code
- J. **STATEMENT CORRESPONDENCE ADDRESS:** The statements billing inquiry correspondence address
- K. **CARDHOLDER ACCOUNT NUMBER:** The 16-digit account number on your card or account
- L. **STATEMENT DATE:** The date your Cardholder Statement of Account is issued and sent to you
- M. **DISPUTED AMOUNT:** The net total dollar amount of transactions in dispute
- N. **ACCOUNT SUMMARY:** Summary of account activity by charge category
- O. **TOTAL ACTIVITY:** Total balance of purchases and other charges, fees and credits since last statement date

# Cardholder Statement Back

## A. IMPORTANT INFORMATION REGARDING:

- Customer service
- Billing Inquiries
- Payments

## B. INSTRUCTIONS FOR DISPUTING A TRANSACTION

<p>Please remember to:</p> <ul style="list-style-type: none"><li>▪ Enclose your check or money order, payable in U.S. dollars, with this payment coupon, but do not staple or tape them together.</li><li>▪ Write your account number on the front of your check or money order</li><li>▪ Make checks payable to: Corporate Payment Systems P.O. Box 790428 St. Louis, MO 63179-0426</li></ul>	<p>Please enter new address or telephone number here:</p> <p>Name _____</p> <p>Address _____</p> <p>City _____</p> <p>State _____ Zip _____</p> <p>(    )                                  (    )</p> <p>Home Phone                                  Business Phone</p>
<p><b>CUSTOMER SERVICE 1-800-344-5696</b></p> <p>Our Customer Service Representatives are available 24 hours a day, 365 days a year. If you have questions about your commercial account, please call Corporate Payment Systems at 1-800-344-5696 or write to us a Corporate Payment Systems, P.O. Box 6343, Fargo, ND 58125-6343</p> <p><b>MAKING PAYMENTS</b></p> <p>The amount shown as Amount Due is payable in full upon delivery of this billing statement.</p> <p>If an employer is making payment for individual employee cardholders, the employer must provide a single check, or other payment acceptable to Corporate Payment Systems, covering all Amounts Due, as well as a list of account numbers and the dollar amount to be credited to each account.</p> <p>If individual employee cardholders are responsible for payment, a check, or other payment acceptable to Corporate Payment Systems, for the Amount Due together with the top portion of this billing statement must be mailed by the individual employee to Corporate Payment Systems, P.O. Box 790428, St. Louis, MO 63179-0428.</p> <p>A payment of less than the Amount Due, but intended to settle an account in full, must be mailed to Corporate Payment Systems, P.O. Box 790428, St. Louis, MO 63179-0428. Accepting a partial payment will not change any agreement between either the individual employee cardholder or the employer and Corporate Payment Systems in any way.</p> <p>Use the enclosed envelope to mail your payment to Corporate Payment Systems P.O. Box 790428, St. Louis, MO 63179-0428. All payments by check or money order and accompanied by a payment coupon will be credited to your account on the day of receipt if received at this address by 1:00 p.m. on any banking day. Banking days are all calendar days except Saturday, Sunday and federal holidays. Other payments will be credited to your account within five days of receipt by Corporate Payment Systems.</p> <p><b>LOST OR STOLEN CARDS</b></p> <p>If a Card is lost or stolen, the individual employee cardholder must call Corporate Payment Systems immediately at 1-800-344-5696 and notify the employer in accordance with the employer's policies and/or instructions.</p>	<p><b>BILLING INQUIRIES</b></p> <p>Before disputing or questioning a charge on your statement, take the following actions:</p> <ul style="list-style-type: none"><li>▪ Determine if other employees of the corporation / institution may have participated in the transaction.</li><li>▪ Review your receipts for the amount in question as it may have posted to your statement with a different merchant name.</li><li>▪ Attempt to contact the merchant to resolve the issue.</li></ul> <p>To dispute the transaction, phone Corporate Payment Systems Customer Service at the phone number on the front of this statement and have the following information available:</p> <ul style="list-style-type: none"><li>▪ The date and dollar amount of the transaction you are questioning.</li><li>▪ An explanation of why you believe there is an error along with any documentation you may have to support your claim.</li><li>▪ The date you contacted the merchant to attempt to resolve this issue and the merchant's response.</li></ul> <p>Many inquiries can be corrected over the phone, but phoning alone does not preserve your rights. To preserve your rights we must receive your written communication no later than 60 days after we sent you the first bill on which the error or problem appeared. Please send a letter with your name, account number and the above information to: CORPORATE PAYMENT SYSTEMS, P.O. BOX 6344, FARGO ND 58125-6344. You do not have to pay the amount of the charge that is in dispute while we are investigating; however, you are obligated to pay any charges that are not in question. While we investigate your dispute, we cannot report you as delinquent or take any action to collect the amount you question.</p>

# CARDHOLDER STATEMENT OF QUESTIONED ITEM

## Purchasing

CARDHOLDER NAME (please print or type)

ACCOUNT NUMBER

CARDHOLDER SIGNATURE

DATE

(AREA CODE) TELEPHONE NUMBER

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 in your particular dispute. If you have any questions, please contact us at 800-344-5696. We will be more than happy to advise you in this matter.

### 1. UNAUTHORIZED MAIL OR PHONE ORDER 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 listed 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 contract, and the expected date to receive merchandise.)

### 4. MERCHANDISE RETURNED IN THE AMOUNT OF \$ \_\_\_\_\_.

My account has been charged for the above listed transaction, but the merchandise has since been returned.

\*enclosed is a copy of my postal or express mail 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 of which I signed. The difference of 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 Cardholder 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 on 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, another credit card or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means).

### 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).

#### Send To:

U.S. Bank, P.O. Box 6335, Fargo, ND 58125-6335

Fax: 866-229-9625

## Purchase Card Activation Steps

Please gather this information before you call: your 16-digit account number, mailing address, ZIP code, Social Security number *or the four digit numeric number communicated to you by your Program Administrator* and business telephone number.

1. From a touch-tone phone call **1-800-344-5696**.
2. Respond to each of the following prompts.
3. "Welcome to Corporate Payment Systems Customer Service. Please enter your 16-digit account number"
4. "Please enter the five-digit ZIP code of your mailing address."
5. "To activate your account, press 1."
6. "To activate your account, please key in the last four digits of your Social Security number *or enter the four-digit numeric number communicated to you by your Program Administrator in place of your Social Security Number.*"
7. "Please enter your business telephone number, beginning with the area code."
8. "Your account has been successfully activated. Thank you."

Note: If you are unable to enter all required information, you'll be transferred to a Customer Service Representative for personal assistance.