



111 Maryland Avenue | Rockville, Maryland 20850-2364 | 240-314-5000  
[www.rockvillemd.gov](http://www.rockvillemd.gov)

# PURCHASING CARD PROGRAM

## Policy and Procedures Manual

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# **PURCHASING CARD OVERVIEW**

## **1. INTRODUCTION**

Welcome to City of Rockville (City) Government's Purchasing Card Program. This program is intended to support employees' efforts to make small purchases of \$3,000 or less that are necessary for City business operations. The program is designed to improve efficiency in processing low dollar value purchases from any vendor that accepts MasterCard credit card. Items previously processed using request for check disbursement (RCD) or petty cash are excellent candidates for purchasing card use. Examples include books, subscriptions, materials and tools, etc.

The related charges will be debited directly to each Department's budget account number designated for each Purchasing Card. Payment for all purchasing card transactions is performed electronically which eliminates the need to process vendor invoices and issue checks for each invoice.

The City's Purchasing Card Program Administrators are:

Eileen Morris  
Purchasing Manager  
(240) 314-8432

Tim Peifer  
Financial Systems Manager  
(240) 314-8455

All questions or concerns regarding this program should be directed to an Administrator.

## **2. BENEFITS**

The program offers an efficient, low-cost procurement and payment mechanism that:

- Significantly shortens the time between need and acquisition,
- Reduces paperwork and administrative processing,
- Improves cash management,
- Produces comprehensive monthly reports, and
- Provides a thorough audit trail of all purchases.
- Rebates

## **3. ETHICS AND STANDARDS OF CONDUCT**

**Responsibility for the success of the purchasing card program rests with all individuals involved with the program.** To that end, everyone is responsible to ensure that all facets of

the program are monitored and appropriate oversight and management is provided. The Purchasing Card Program uses internal management controls as well as features and reports from JPMorgan Chase to manage and audit the process and to ensure that procurement procedures are being followed.

City laws and regulations place restrictions on the actions of employees. Use of the purchasing card for inappropriate purposes will be considered an attempt to commit fraud and will result in immediate cancellation of the card and immediate disciplinary action that may include termination of employment. The cardholder is personally liable for any non-approved purchases.

Employees are expected to demonstrate good judgement when doing business on behalf of the City. No employee can solicit or accept any gratuity, gift, favor, entertainment, or anything of monetary value from anyone doing business with or seeking to obtain business with the City. Employees are to avoid any action that might result in or create an appearance of using City status for personal gain, giving preferential treatment to any person or organization, impeding government efficiency or economy, losing independence or impartiality, making decisions on behalf of the City outside approved channels, or adversely affecting public confidence in the City's integrity.

#### **4. IMPACT ON THE CARDHOLDER'S CREDIT**

The purchasing card has no impact on the cardholder's credit. Our purchasing card is a corporate liability card, not a personal liability card. Please remember each cardholder signs an Agreement with City prior to receiving their card and, as such, each cardholder is responsible to the City for any program abuse as outlined in this document.

#### **5. ROLES AND RESPONSIBILITIES**

Purchasing Card Program Administrator shall:

- Issue cards to cardholders
- Sets/adjusts card limits in conjunction with Department Director
- Act as the City's representative to the financial institution selected to service the City's Purchasing Card Program
- Help to develop and enforce policies and procedures governing the City's Purchasing Card Program.
- Suspend or cancel cards
- Review and approve Department Purchasing Card requests
- Be responsible for the general oversight, monitoring, and evaluation of the program
- Help develop and implement an appropriate training program (in concert with the financial institution) for City personnel to learn how to properly use the

program

- Periodically provide the City Manager's Office with objective analysis and feedback on the accomplishment of the program's objectives

Department Director (or designee) shall:

- Be responsible for the implementation and administration of the Purchasing Card Program within their respective departments
- Ensure that all department personnel involved with the program are properly trained and familiar with all facets of the program
- Ensure that all personnel follow the rules and regulations in the Purchasing Card Program Manual, City laws, rules, and policies governing purchasing activities
- Initiate disciplinary action for abuse of program policy.
- Suspend or cancel cards
- Appoint a department coordinator(s), if desired, who is responsible for the day-to-day operation of the department's purchasing card activities and forward name(s) to the Administrator
- Periodically meet with the Administrator, to provide an overview of the progress of the program within their respective department, as well as to ensure accountability and compliance with the overall guidelines established for the program
- Recover purchase card from employees who misuse cards or terminate employment
- Review all card activity for all cardholders
- Establish limits and authority for each cardholder
- Authorize/approve monthly transactions in accordance with program requirements.

Cardholder shall:

- Attend purchasing card training prior to use of card
- Submit executed Card Agreement (Appendix A) to Administrator.
- Follow rules, policies, and regulations governing the Purchasing Card Program
- Obtain approvals and signatures in accordance with program requirements.
- Maintain documentation and receipts in accordance with program requirements
- Respond to audit requests in accordance with program requirements
- Return card to Administrator upon resignation, termination of employment or transfer from original issuing Department.

## **PROCESS AND PROCEDURES**

### **6. PROCESS TO REQUEST A CARD**

All requests for issuing purchasing cards to employees first must be submitted to an Administrator on the **CARD APPLICATION FORM** (Appendix B). Upon approval, the purchasing card application form will be processed with the Bank. The purchasing card will be sent to the Administrator within approximately 3 to 6 weeks after the request.

Before the cardholder receives the card, training must be completed and an Agreement to accept a JPMorgan Chase MasterCard executed.

### **7. CONTROL MECHANISMS**

Specific restrictions apply to purchase cards. The following limits can be uniquely established for each cardholder:

- Number of transactions per day
- Number of transactions per monthly billing cycle
- Maximum dollar amount of a single transaction
- Total spending amount per monthly billing cycle
- Merchant Category Code (MCC) - This is a four-digit code assigned to a merchant by their merchant bank. It identifies the type of business the merchant conducts. Each card is limited to selected merchant categories established for the cardholder.

### **8. CARDHOLDER SPENDING LIMITS**

Each purchasing card identifies the maximum dollar amount for a single transaction (single purchase limit) and a total for all purchases made with the purchasing card within a single billing cycle (approximately 30 days). A purchase may be rejected by MasterCard if a total transaction exceeds \$3,000 for a single purchase or exceeds the monthly limit.

Department Directors may establish higher or lower limits for their employees. These limits may be established by the Administrator and the Department Head at the time the purchasing card request is submitted (Appendix B).

## 9. CARD RESTRICTIONS

The purchasing card may be used to purchase items or services that are for the City Government **BUSINESS USE ONLY**.

Cardholders are prohibited from using their purchase card for the following items:

- Alcoholic beverages
- Annual maintenance contracts
- Automotive gasoline
- Cash advances/money orders
- Cellular phones, airtime, pagers
- Computer Equipment\*
- Construction and renovations
- Entertainment
- Gift cards
- Meals, while on travel
- **Office furniture**
- Items carried in City stockroom. A listing of these items can be found at <http://i-rock/finance/index.html>

*\*The purchase of any computer equipment, components, hardware, software and computer consulting services shall be through the use of a standard City purchase requisition, regardless of the cost – even if the cost is under \$3,000. (The purchase of such equipment is allowed only by the IT Department.*

## 10. TRAVEL AND RELATED EXPENSES

Travel can be opened on a purchase card by contacting the Administrator via written notification from the cardholder's Department Head.

The purchase card can be used for registration, transportation (air, train, etc.) and hotel room accommodations **ONLY**.

The card **CANNOT** be used for meals, minibar, room service or any additional room charges. Utilize the **Travel Payment Request Form** to request per diem for meals. Link to instructions: <http://i-rock/finance/advantage/Travel-Payment-Instructions.pdf>.

Any personal use of the card, such as extended stays, while on travel is prohibited.

## 11. APPROVAL

Department Heads, because of their knowledge of the job responsibilities of the cardholder are required to review each cardholder's purchases and determine if the items were authorized to be procured by that cardholder.

For any reason the Department Head questions a purchase, it is their responsibility to resolve the issue with the cardholder. If they are not satisfied that the purchase was necessary and for official use, then the cardholder must return the item(s) and obtain a credit from the applicable merchant proving item(s) had been returned for credit.

## 12. PROGRAM COMPLIANCE

Consequences for failure to comply with program guidelines

- Temporary suspension of card – 3 month minimum
- Permanent revocation of card
- Assignment of wages
- Disciplinary measures that may include *termination* and *legal action*

A first time violation for making a purchase from the restricted items list or failure to reconcile charges within the ten (10) day period following the close of the cycle will result in a written warning.

Two or more written warning or violations will result in suspension and/or cancellation of the card.

The card cannot be used in place of other established purchasing systems (i.e., current contracts, price agreements, items stocked in warehouse) unless prior written approval is granted by the Administrator.

Do not use the purchasing card to complete or supplement orders originally started with a different City procurement device, e.g. purchase order.

**If an employee inadvertently uses the City purchase card for a personal purchase the employee must immediately notify their Director, the Director of Finance and the Program Administrator via e-mail of the error. The employee will be instructed on the procedure to reimburse the City.**

### 13. ADEQUATE FUNDING

Using departments must assure that adequate funds are available prior to a purchase being made. The Advantage Financial System (AMS) provides current funding information, but a log or other similar method may be used to determine up-to-date funding information. All purchasing card activity will be interfaced to the financial system 11 days after the close of the expense cycle.

*(Note: If someone else in your department is asking you to place an order on their behalf, make sure that you obtain all required approvals as determined by your department. The cardholder has the responsibility to ensure that the adequate funds are available before the order is placed.)*

### 14. PLACING AN ORDER

When a purchase is made over the counter, the cardholder shall obtain a customer copy of the charge slip (credit card receipt and itemization information), which must be retained with the monthly expense report (see #17 on Document Retention).

If ordering by telephone state that you are calling from the City and you will be making a MasterCard Purchasing Card purchase. Calls should be made using secure telephones, not unsecured ones such as portable phones. Provide the supplier the purchasing card number and the expiration date.

When a cardholder places a phone order (in which the cardholder is not present to sign the receipt) instruct the vendor to write, "per phone order" on the cardholder's signature line. At no time should a third party sign a receipt for or on behalf of a cardholder

**Advise the merchant that the City is Tax Exempt.** The City's tax exempt number is printed on the face of credit card. If the supplier requires a City tax exempt certificate, contact the Purchasing Office.

Items must be shipped to a City facility. Cardholders cannot have shipments sent to their home.

Orders should be made so that the material is received prior to the 25<sup>th</sup> of the month to avoid having the merchant being paid for material that shows on the purchasing card monthly expense report but has not yet been received and inspected by the cardholder.

## 15. INSPECTION AND RECEIPT OF PURCHASED GOODS

It is the responsibility of the cardholder to properly inspect each shipment. In case of returns, the cardholder is responsible for coordinating the return directly with the supplier.

Therefore, immediately upon receipt of a shipment, check the order contents. If you detect damage while the carrier is present, reject the shipment. If you detect damage after the carrier has left, contact the vendor to determine a specific course of action.

All packing slips should be retained with the monthly expense report (see #17 on Document Retention) however, a packing slip does not replace the need for an invoice.

## 16. DIVIDING PURCHASES

If a purchase is expected to exceed \$3,000 (including all delivery, shipping, and/or special handling charges) the card CANNOT be used.

Items exceeding the authorized dollar limit on a single purchasing card **may not be divided** into components by using multiple single purchases to achieve the purchase of a "whole" item.

It is a violation of the Purchasing Card Program policy to contravene authorized dollar limits by making multiple single purchases or splitting charges on one or more cards.

Splitting purchases may result in suspension or loss of card privileges and disciplinary action.

## 17. RECONCILIATION PROCESS

**Cardholders must review transactions and reconcile charges on a weekly basis.**

Monthly notification of expense report availability will be e-mailed from [cpsreporting@mastercard.com](mailto:cpsreporting@mastercard.com) to each cardholder having activity on their card directly from JPMorgan Chase at the close of each cycle. Cardholders may download their expense report from the Inbox on the JPMorganChase home page. It is essential that the expense reports be reviewed and charges reconciled on-line and the reconciled expense report signed by the cardholder and the department head. Final reconciliation must be completed and reports signed **within ten (10) calendar days after cycle ending date**. The cycle ends on or about the 25th of every month.

### DESCRIPTIONS

Detailed descriptions for each transaction should include the information such as the name of person for whom the purchase is being made, vehicle number,

work order number, invoice number, event name, class description, project name, etc. If utilizing a city contract, the contract number must be entered in the description field (with the exception of the office supply contracts and WW Grainger).

Generally food purchases are not allowed. If your division has received approval from the City Manager for using the card for food purchases the description field must include the purpose of the function/meeting, date and the number of participants.

If you receive detailed description for the vendor for your transaction (addendum type icon) a minimal description in that field is required (ex: Office Depot).

#### **CREDIT DESCRIPTION**

If receiving a credit include in the description field enter the posting date of the original transaction and a description of item.

Following the reconciliation of charges the cardholder must re-run the completed expense report for document retention.

The fully reconciled expense report must be signed by the cardholder and the Department Head **within ten (10) business days** from the cycle ending date.

Each Department Head is responsible for reconciling expense reports in the absence of the cardholder. If a cardholder is absent due to vacation, illness or other extenuating circumstances, they must coordinate the reconciliation with their Department Head.

*If a cardholder had no purchase activity on their purchasing card for a particular billing cycle, no expense report will be generated for that cardholder (unless credits for previously billed transactions are processed during that cycle).*

#### **POSTING**

On a monthly basis, following the reconciliation period, all charges and credits will be interfaced to the AMS Financial System.

## **18. DOCUMENT RETENTION**

Each cardholder shall maintain a permanent secure file containing all documentation for each cycle. Documentation for each cycle shall be filed, monthly, in red interoffice envelopes clearly marked with the name of the cardholder, month and year.

Each month's red envelope must contain the following:

- The reconciled expense report signed and dated **within ten (10) calendar days** from the cycle ending date by the Department Head and cardholder. Attached to the report **in the order** as listed on the report:
  - itemized sales receipt for each transaction (required)\*
  - credit receipt (if applicable)
  - copy of order form/registration form (if applicable)
  - itemized packing slip or service report (if applicable)

\*In the event the sales receipt shows your entire credit card number – the number must be “blacked out” by the cardholder for security purposes.

Any transactions found without proper documentation will have to be reimbursed to the City by the cardholder. Failure to maintain proper documentation may also result in suspension of card privileges; permanent revocation of card; assignment of wages and/or disciplinary measures that may include *termination* and *legal action*.

At the end of each fiscal year the Finance Department will collect all envelopes complete with signed expense reports, receipts, backup information, etc. for annual audit and permanent retention.

## 19. **AUDITING**

To ensure the continued success of the Purchasing Card Program and meet the City’s audit requirements, periodic audits of a cardholder's transactions will occur. The primary purpose of the audit is to ensure compliance with the program policy and procedures.

Envelopes must be submitted to auditors within 5 business days of the request or by the date given by the audit staff.

Auditors will be looking for conformance to the policy and document retention requirements including:

- Envelopes containing a reconciled expense report dated and signed by cardholder and Department Head within 10 days from the cycle closing date.
- A receipt for each transaction, including credit receipts, organized in the same order as the charges listed on the expense report report.
- Compliance with limit and item restrictions.

Following each audit a report (see Appendix C) of the results will be sent to the cardholder and the Department Head. The report will confirm compliance with policy and/or incidents failing

to meet the policy requirements. Cardholders will be instructed to correct any audit incidents and return the corrected documentation to be re-audited.

If repeated minor incidents are found during audits it will be recommended that the Department Head institute disciplinary action such as written warnings to the cardholder. A recommendation to suspend and/or terminate a card may be made by the auditor to Department Head upon repeated or severe nonconformance findings.

The Director of Finance reserves the right to suspend or cancel a card at his discretion.

*If there is no purchase activity on a purchasing card for a particular billing cycle, an Expense Report will NOT be generated for the cardholder. A memo should be inserted in the prior month's envelope to notify the auditors that no charges were generated for a said month.*

## 20. **CARD SUSPENSION**

Non-compliance with the policies established governing card use, audit incidents and/or repeated requests for manual adjustments may result in card suspension.

**Suspension:** The cardholder's account will be suspended for a period of 3 to 6 months or as is determined by the Card Administrator after audit adjustments are completed.

**Cancellation:** The cardholder's account will be cancelled if there are two suspensions during a twelve-month period. Once the account is cancelled, the cardholder must wait one year before a new account is opened. Prior to the cardholder receiving a new account, the cardholder must retake the mandatory training.

## 21. **RETURNS/DEFECTIVE MERCHANDISE**

If an item needs to be returned the cardholder must arrange for return of the item back to the merchant. The merchant will issue a credit for the item(s) that are returned. The credit will appear on a subsequent purchasing card expense report, unless the return occurs within the same billing cycle as the original purchase.

Documentation of the return (such as the credit receipt) should be issued by the merchant. All documentation pertaining to returns must be kept on file by the cardholder for reconciliation to the charge card expense report.

## 22. DISPUTED ITEMS

If there is a charge that is not recognized by the cardholder, or if it appears to be incorrect, the cardholder should immediately seek to resolve the problem with the merchant. If no resolution can be made with the merchant, a Cardholders Dispute Form (Appendix D) should be completed and submitted to

JPMorgan Chase Corporate Products  
Disputes – Department B3  
P.O. Box 2015  
Elgin, IL 60121  
Or fax it to: **1-847-497-8298**

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

A hard copy dispute report should be requested by the cardholder from the Administrator. This report outlines the status (pending, settled in favor of customer, settled in favor of user, etc.) of each disputed item. Examples of disputed items:

- The merchandise arrives broken and the merchant refuses to replace it.
- The invoice is for more than your receipt and the merchant refuses to issue a credit
- Vendor refuses to provide a credit for merchandise returned
- Invalid charges i.e. a charge that is not recognized

Under no circumstances should a vendor be permitted to bill for goods before they are shipped (i.e. no backorders). Vendors who bill before shipping goods should be advised that the City will discontinue purchasing if this practice is followed.

## **23. CIRCUMSTANCES UNDER WHICH PURCHASING CARD MAY BE DECLINED**

Cardholder has exceeded the designed transaction or monthly credit limit.

Cardholder has attempted to use the card for a blocked merchant category.

Mastercard has a security concern because of a use pattern.

## **24. TAX EXEMPT STATUS**

It is the cardholder's responsibility as an agent of the City to ensure the proper use of the City's tax exempt registration number. Cardholders are responsible for assuring that no tax is charged on transactions.

## **25. PURCHASING CARD SECURITY**

Cardholders will be held personally liable for all unauthorized charges made against the purchasing card. The cardholder shall take security measures to prevent unauthorized use of his/her card including:

**Sharing the Card.** The only person entitled to use the purchasing card is the person whose name appears on the face of the card. Do not lend your card to another person for use.

**Storage of the Purchasing Card.** Keep your purchasing card in a secure location. Since you, as the cardholder, should be the only one using the card, it needs to be accessible only to you.

**Account Number.** Guard the purchasing card account number carefully. Do not post it at your desk or write it in any other place that is easily accessible by others.

**Interoffice Envelopes.** Do not send credit card documentation through the interoffice mail system.

## **26. LOST OR STOLEN CARD**

The cardholder should notify JPMorgan Chase **immediately** if a purchasing card is lost or stolen. Representatives are available 24-hours a day, 7 days a week at 800-316-6056.

When reporting a lost or stolen card, the cardholder should tell the representative the call is

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regarding a commercial card. The following information will be requested:

Each purchasing card's security code is set up as the first two digits of the fund (the zero has been dropped) followed by department and unit number assigned to that card. (e.g. 117000600). For your date of birth respond with: 01/01/2002.

**After reporting a lost or stolen card to JPMorgan Chase, the cardholder must also immediately phone and report a lost or stolen card to the Administrator.** The Administrator will also require that the information regarding the lost or stolen card be put in written form and e-mailed within 48 hours of being reported.

The written notification should include the following information:

- Cardholder name and account number
- Card was lost or stolen (state which is the case)
- Date and time the lost/stolen card was reported to JPMorgan Chase
- Location where the loss or theft occurred, if known
- The purchases that the cardholder had made prior to the loss or theft

In general, the City is liable for any charges made on the card up until the time it is reported lost or stolen. Therefore, it is very important that cardholders safeguard the card in the same manner they handle their own personal credit card.

## **27. TERMINATION/TRANSFER OF EMPLOYEE**

When a cardholder leaves City employment or employment within original issuing division, their card must be collected and returned to the Administrator.

If a cardholder is terminated the Department Head shall collect such cards and return to the Administrator within 2 business days of the termination.

Cardholders who intend to retire, resign, or otherwise leave the City should give return their card to the Administrator at least forty-five (45) days prior to their departure date.

If a monthly expense report is received and the employee is no longer available to complete the reconciliation the Department Head or Coordinator will be responsible for reconciling the expense report until all of the outstanding purchases have cleared.

All 'red' envelopes should be forwarded to Accounts Payable forty-five (45) days prior to the employee's departure for final audit.

## **28. CUSTOMER SERVICE AND KEY CONTACTS**

JPMorgan Chase customer service is available 24 hours a day, 7 days a week, 365 days a year. Lost or stolen cards should be reported immediately to 1-800-316-6056. Lost cards reported by telephone are blocked immediately.

### City Contacts:

Eileen Morris, Purchasing Manager  
Telephone (240) 314-8432  
E-mail [emorris@rockvillemd.gov](mailto:emorris@rockvillemd.gov); or

Tim Peifer, Financial Systems Manager  
Telephone (240) 314-8455  
E-mail [tpeifer@rockvillemd.gov](mailto:tpeifer@rockvillemd.gov).

**APPENDIX A**

**AGREEMENT TO ACCEPT JPMORGAN CHASE MASTERCARD PURCHASING CARD  
ISSUED BY CITY OF ROCKVILLE, MARYLAND**

I, \_\_\_\_\_, hereby acknowledge receipt of a City of Rockville/*JPMORGAN CHASE MasterCard* Government Purchasing Card ("Card"), number \_\_\_\_\_.

As Custodian of the Card, I agree to comply with the terms and conditions of this Agreement, including the City of Rockville/*JPMorgan Chase MasterCard* Purchasing Card Program (Policies and Procedures) attached to this Agreement and incorporated by reference.

I acknowledge receipt of said Agreement and Procedures and confirm that I have read and understand its terms and conditions.

I agree to limit use of the Card for City of Rockville approved purchases. I also agree *not* to charge personal items on the Card. I understand that City of Rockville *will* audit the use of this Card and report any discrepancies.

I further understand and agree that I will not use any information obtained from the Purchasing Card Program for my personal benefit, (i.e., credit reference) in any current or future financial transactions.

I further understand that improper use of this Card may result in disciplinary action, including, but not limited to, *termination* of employment.

I acknowledge and agree that City of Rockville may terminate my right to use this Card at any time for any reason. I acknowledge and agree to return the Card to City of Rockville immediately upon request or upon termination of employment.

**Cardholder:**    Signature \_\_\_\_\_  
                    Employee # \_\_\_\_\_  
                    Location \_\_\_\_\_ Phone Ext. \_\_\_\_\_

As the Supervisor for the above listed cardholder, you are responsible for the employee's use of the card as outlined in the Policies and Procedures Manual. Transactions need to be budgeted, reviewed, reconciled and audited to ensure proper use of the card. You are responsible to notify the Purchasing Card Administrator upon termination of the cardholder's employment or your own.

Your signature on the bottom of this contract verifies that you are aware of the above listed cardholder's participation in this program, that his/her use of the card is authorized and that you understand you will be held accountable for performing your duties related to the Purchasing Card as outlined above.

Department Head's Signature	Date
Department Head's Name (typed or printed)	
<b>Completed Form to be sent to Administrator. Form to be kept on file by Administrator/Human Resources Department.</b>	

**APPENDIX B**

**CITY OF ROCKVILLE PURCHASING CARD APPLICATION**

SEND APPLICATION TO: Purchasing Card Administrator, Purchasing Office

**This form must be submitted by the Department Head**

From : \_\_\_\_\_  
Department Head

**Individual Cardholder Information:**

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

Title \_\_\_\_\_

Department: \_\_\_\_\_

Social Security Number \_\_\_\_\_

Employee ID# \_\_\_\_\_

E-mail address \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

**THIS SECTION TO BE COMPLETED BY THE DEPARTMENT HEAD**

**ACCOUNTING CODE:** The account number most likely to be charged for charges incurred by the cardholder.

Fund/Department/Unit      - - - - -

**LIMITS:** The maximum dollar amount on a card per transaction is \$3,000. It is possible to set the limit per transaction lower than \$3,000. **Transaction limit amount (\$3,000 max.)** \$ \_\_\_\_\_

The maximum dollar amount on a card per cycle (30 day) is \$15,000. It is possible to set the limit per cycle lower than \$15,000.

**Cycle limit amount (\$15,000 max.)** \$ \_\_\_\_\_

**TRAVEL:** Authorized for Travel: \_\_\_\_\_ YES      \_\_\_\_\_ NO (If NO is selected, card can be opened for travel on an "as-needed" basis via an email request from Department Head to Card Administrator.)

\_\_\_\_\_  
Department Head Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

**Administrator Use Only**

MCC Group: CORPUR/CORPUR1 CORTRAV Verified \_\_\_\_\_ Date: \_\_\_\_\_



## P-CARD AUDIT CHECK LIST

- \_\_\_\_\_ Cardholder signature on ALL Expense Reports and dated within 10 days of Cycle End Date.
- \_\_\_\_\_ Supervisor (Recreation & Parks, IT and PW); Director (all other departments) or delegated authority signature on ALL Expense Reports and dated within 10 days of the Cycle End Date.
- \_\_\_\_\_ Receipts or Invoices for ALL charges (If items are purchased through the Internet an order confirmation does not provide detail of the items purchased, a packing slip MUST be included with the order confirmation).
- \_\_\_\_\_ Verify no Restricted Purchases. Check restricted list below, specifically at Cell Phones, Pagers, Furniture, Pay Pal, Entertainment and Professional Services.
  - Alcoholic beverages
  - Annual maintenance contracts
  - Automotive gasoline
  - Cash advances/money orders
  - Cellular phones, airtime, pagers
  - Computer Equipment\*
  - Construction and renovations
  - Entertainment
  - Gift cards
  - Meals, while on travel
  - **Office furniture**
  - Items carried in City stockroom. A listing of these items can be found at <http://i-rock/finance/index.html>
  - PAYPAL transactions
  - Contracted Services – 1099 vendors (unincorporated service providers). Any services that may be IRS Form 1099 reportable are NOT authorized. (A 1099 is a form which companies and governments are required to provide to the Internal Revenue Service (IRS) for each unincorporated vendor with whom they spent more than \$600 in a calendar year on 1099 related expenditures.)
- \*The purchase of any computer equipment, components, hardware, software and computer consulting services shall be through the use of a standard City purchase requisition, regardless of the cost – even if the cost is under \$3,000. (The purchase of such equipment is allowed only by the IT Department.)
- \_\_\_\_\_ No Food Purchases on P-Card during travel. Must comply with the Travel Policy and IRS regulations.
- \_\_\_\_\_ Verify signatures on receipts to ensure they are the cardholders (verify the signature to the signature on the Expense Report)
- \_\_\_\_\_ When a cardholder places a phone order (in which the cardholder is not present to sign the receipt) instruct the vendor to write, “per phone order” on the cardholder’s signature line. At no time should a third party sign a receipt for or on behalf of a cardholder
- \_\_\_\_\_ No tax for any purchases
- \_\_\_\_\_ No incidentals for hotel room charges
- \_\_\_\_\_ No Split Purchases

**APPENDIX D**

You may file this claim with a Chargeback specialist by calling 1-888-297-0768

**Non Travel Related Disputes**

Date \_\_\_\_\_

**Cardholder Information**      **Account Number** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_      **Phone**( ) \_\_\_\_\_ - \_\_\_\_\_  
**Transaction Information**      **Name(s)** \_\_\_\_\_      **Fax #** ( ) \_\_\_\_\_ - \_\_\_\_\_  
Merchant Name \_\_\_\_\_ Phone # (if known) ( ) \_\_\_\_\_ - \_\_\_\_\_  
Merchant Location (if available) \_\_\_\_\_  
23 Digit Reference # \_\_\_\_\_  
Transaction Date \_\_\_/\_\_\_/\_\_\_      Transaction Amount \$ \_\_\_\_\_      **Disputed Amount** \$ \_\_\_\_\_

I am initiating this dispute on behalf of the customer

Name \_\_\_\_\_ Relationship to cardholder \_\_\_\_\_  
Signature: \_\_\_\_\_

***PLEASE CHECK THE APPROPRIATE DISPUTE AND COMPLETE THE CORRESPONDING INFORMATION***

- The charge is mine, however I need a copy**
- I don't recognize this sale**
- I never authorized this transaction**  
*\*\* Cardholder Signature required (unless this form is generated from the cardholder's email address):* \_\_\_\_\_
- I participated in only one transaction, the second one is unauthorized**  
*\*\* Cardholder Signature required (unless this form is generated from the cardholder's email address):* \_\_\_\_\_
- I paid for this transaction by other means**  
*\*\* Must provide copy of the front & back of canceled check, other credit card statement showing the second charge, cash receipt, etc. as supporting documentation*
- I was billed a different amount than my receipt shows**  
*\*\* Must provide a copy of the receipt showing the amount that should be billed*

***For the following inquiries, please answer the questions below***

0. **An attempt to resolve this dispute with the merchant must be made. Please describe your attempt(s):** \_\_\_\_\_  
\_\_\_\_\_
1. **On what date(s) did you contact the merchant to resolve this concern?** \_\_\_/\_\_\_/\_\_\_ - \_\_\_/\_\_\_/\_\_\_
- I was billed for merchandise, service, or cash I haven't received**
2. Describe the item(s) not received, including dollar amount of each item \_\_\_\_\_
3. Date merchandise/services were to be provided \_\_\_/\_\_\_/\_\_\_
4. Ship To address (if different) \_\_\_\_\_  
*\*\* If the transaction was made face-to-face, proof must be supplied showing merchandise was to be shipped*
- I am disputing the Quality of Merchandise /Services received**
5. List item(s) defective/not as ordered, including dollar amount of each item \_\_\_\_\_
6. Describe why item(s) defective/ not as described, or incompatible: \_\_\_\_\_  
\_\_\_\_\_  
*\*\* Must supply proof of what was ordered versus what was received, if made over the phone, written correspondence will be sufficient*
7. Date merchandise was returned, or attempted to return. \_\_\_/\_\_\_/\_\_\_ *\*\*Must attach proof of return, if applicable*
- I am disputing a card-activated call**
8. Please describe your reason for dispute, including dollar amount you're disputing \_\_\_\_\_

**I am being billed for a service I canceled**

9. On what date did you contact the merchant to cancel the transaction: \_\_\_/\_\_\_/\_\_\_  
10. If you canceled over the phone, do you recall whom you spoke to? \_\_\_ If yes, their name: \_\_\_\_\_  
**\*\* If a recurring transaction, only the transaction(s) after the cancellation date may be disputed**

**I returned the merchandise and have not received credit**

11. Reason for return: \_\_\_\_\_  
12. Date of return or credit voucher date \_\_\_/\_\_\_/\_\_\_  
**\*\* Must provide proof of return or copy of credit receipt, if applicable**  
13. If your merchandise was accepted for return, did you receive an in-store credit slip? \_\_\_  
**\*\* If in-store credit voucher was received, original must be sent via certified mail to JPMorgan Chase**  
14. Does the merchant display a policy for returns? \_\_\_\_\_ If so, please describe that policy: \_\_\_\_\_  
15. If the merchandise was shipped/mailed back to merchant, to what address was it sent to? \_\_\_\_\_  
16. Is there a postal/UPS receipt? \_\_\_ **\*\* If yes, must provide copy as supporting documentation**

**Please include additional comments that are pertinent to your dispute:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*\* Supporting documentation may be faxed to 1(888)297-0785 / (847) 488-7985 or Mailed to** **JPMorgan Chase**  
**PO Box 2015**  
**Elgin, IL 60121-2015**  
**Attn: Dispute Department**

JPMorgan Chase USE ONLY **Circle applicable reason code** 32 41 53 55 56 57 60 59 (RS1 RS2 RS3 RS4 RS5)

**"I certify that the facts were obtained from my discussion with the cardholder and are accurate to the best of my knowledge"**

Chargeback representative \_\_\_\_\_ Date \_\_\_\_\_

**Recap of representatives attempt to resolve dispute with merchant directly:** \_\_\_\_\_

*Check applicable regulation for appropriate timeframes and member message fields*

Call Taken By/Ext. \_\_\_\_\_ / \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor \_\_\_\_\_

Best Time to call \_\_\_\_\_ Number we may reach customer back at \_\_\_\_\_

**You may file this claim with a Chargeback specialist by calling 1-888-297-0768**

## APPENDIX E

### NEW CARD INITIAL LOG ON TO JPMORGAN CHASE

JPMORGAN CHASE URL: <https://sdol.mastercard.com/jpmorganchase>.

USER ID: CREDIT CARD #

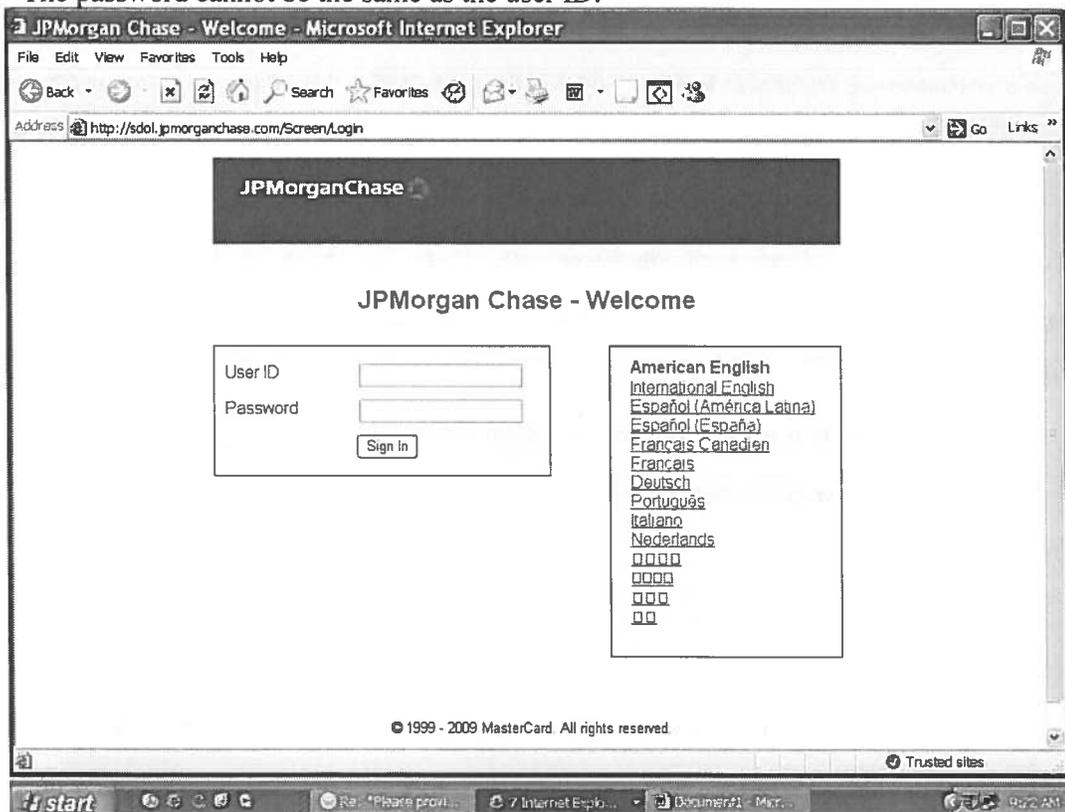
PASSWORD: SDOL2007(last 4 digits of credit card #)

CLICK: Sign In

You will be prompted to change your initial User ID. You will also be prompted to change your password to something that only you will know.

#### **Password Requirements:**

- 8-20 characters; two of which must be numeric characters.
- Passwords are case sensitive.
- Passwords cannot contain spaces.
- Old passwords cannot be reused.
- The password cannot be the same as the user ID.



## APPENDIX F

### SMART DATA ONLINE (SDOL) SUMMARY

**JP MORGAN CHASE URL:** <https://sdol.mastercard.com/jpmorganchase>.

#### Initial log-in

1. Enter your:

**User ID:** 16-digit card #, no dashes, no spaces and your

**Temporary password:** SDOL2007xxxx (xxxx= last 4 digits of your credit card number)

You will be prompted to change your password at the initial log-in as well as create 3 security questions. Once this is complete your account home page will appear.

#### **Password Requirements:**

- 8-20 characters; two of which must be numeric characters.
- Passwords are case sensitive.
- Passwords cannot contain spaces.
- Old passwords cannot be reused.
- The password cannot be the same as the user ID.

#### After initial log-in

1. Enter your chosen **user id** and **password**.
2. Answer the security question.

### VIEWING TRANSACTIONS

The **Financial Tab** allows you to query any subset or all of your transaction data based on a date range that you select. Transactions will be available for you to view within SDOL approx. 48 hours after the purchase, enabling you to view and reallocate throughout the month before the end of the cycle date. The Cycle Date is generally 25<sup>th</sup> of the month unless the 25<sup>th</sup> falls on a weekend or holiday then it finds the next/preceding business day. (See Cycle/Interface Dates form.)

1. Click on the **Financial** tab on the menu item across the top of the screen.
2. Then select the **Account Summary** sub menu.
3. Select the **Billing Cycle** (or date range) and any other **Optional Filters** for the transactions you'd like to view.

4. After you select the criteria, press **View** to see your transactions.

## RECONCILING TRANSACTIONS

### Charging to only one account

1. Click the **Expand All** button which expands each transaction and allows you to allocate.
  - a) Enter a description for the transaction in the **Expense Description** field. Be sure to enter sufficient information to identify what you have purchased. If ordering off a contract, reference the contract number in the description field.
2. Click the **Edit Account Codes** button and you will be allowed to edit the account fields.
  - a) Click the down arrow in the **Expense Account** field and a drop down menu will open up of 4-digit expense accounts for you to choose from.
  - b) Next, enter the correct account string and object number. The fund, department and unit number fields assigned to your card will be populated. Select the correct object number.
  - c) Go to the next transaction and repeat
3. When you have finished allocating all the transactions **on each page**, or anytime you want to stop and save your work, click the **Apply** button which can be found at the top and bottom of your list of transactions. You can still make changes after clicking the **Apply** button, but after you make your changes you will again need to click **Apply**.
  - a) If you enter in information that you don't want saved, just click **Discard** and it will erase everything you've done since the last save (last click of **Apply**).
4. **CHECK THE CARDHOLDER REVIEWED BOX AFTER YOU HAVE COMPLETED THE TRANSACTIONS**– This will "LOCK" your transaction so no further edits will be able to be made. You are now done reconciling your expenses.

## SPLITTING TRANSACTIONS

### Splitting Transactions – Allocating to more than one account

1. For the transaction that you need to split among more than one cost center, click the **Split Transaction** icon.
2. Select the number of splits you need to create. Then click **Create**.
3. Enter the dollar value and a description of the expense on each "split" line. Then click **Add Split** and then **Apply**.

4. Your split has been saved and you should now return to the allocation page by clicking **Back to the Transaction Summary screen** near the top of the screen.
5. Next, enter the correct account string and object number. The fund, department and unit number fields assigned to your card will be populated. Select the correct object number.

### **PRINTING REPORTS**

Once all your transactions are completed you are ready to run your **EXPENSE REPORT WITH TAX**. At the top of your screen click the **Reports** tab.

1. Next, click **Run Reports**. Select the report you'd like to print from the drop down menu, select the **Report Format** (either screen version or PDF print version), and then select the **Billing Cycle** (or date range) for the statement you'd like to view.
2. Then click **Run**. Depending on the report format you selected above, the report will appear on your screen to view or print.
3. Sign the report and deliver to your Supervisor for review and signature. Remember to:
  - a) Attached an itemized receipt for each transition, in the same order as listed on the report.
  - b) Tape small receipts on letter size paper.
  - c) Submit the report and receipts to your Supervisor/Department Head for signature within the 10 day required timeline.

