



CREDIT CARD PROGRAM

Instructions and Procedures

Effective July 1, 2015

TABLE OF CONTENTS

<i>CITY OF PITTSBURG PROCEDURES FOR USE OF CREDIT CARD.....</i>	<i>3</i>
<i>PURPOSE.....</i>	<i>3</i>
<i>GENERAL INFORMATION.....</i>	<i>3</i>
<i>CARD RESTRICTIONS.....</i>	<i>4</i>
<i>PROCEDURE.....</i>	<i>5</i>
<i>TELEPHONE, MAIL ORDER, AND INTERNET PROCEDURES.....</i>	<i>5</i>
<i>TRAVEL.....</i>	<i>6</i>
<i>PROCEDURES AFTER PURCHASE.....</i>	<i>6</i>
<i>LOST OR STOLEN CARDS.....</i>	<i>7</i>
<i>CHANGES TO CARDHOLDER INFORMATION.....</i>	<i>7</i>

CITY OF PITTSBURG

PROCEDURES FOR USE OF CREDIT CARD

PURPOSE

To provide instructions on the proper use of the City of Pittsburg issued credit cards for purchase of supplies, materials, and equipment. Additionally to provide guidance on the not to exceed limits established by the Department Heads.

GENERAL INFORMATION

1. The **VISA** card you receive will have "City of Pittsburg" or "Department Name" and your name embossed on the card. Authorization to use this card is restricted to you individually and/or a delegated City employee as authorized by your Department Head or designee. No member of your staff, your family, your supervisor, or anyone else may use this card without prior approval. It has been specially designed and should be kept separate from your personal credit cards to avoid confusion. The card is to be used for **OFFICIAL** City business and **MAY NOT BE USED FOR PERSONAL PURCHASES**. A "legitimate, official" use of a card is defined as using said card to procure goods or services authorized and necessary for ordinary purposes in connection with the operations and activities of the City of Pittsburg.
2. Prior to receiving a credit card, you must sign a "Certification and Receipt of Credit Card". By signing this form, you acknowledge 1) receipt of the card, 2) your purchasing limits, and 3) understanding of the rules/guidelines of the credit card program. The City's Standard limits are \$1,000 per transaction, and \$3,000 per month. However, your Department Head or designee may establish lower/higher limits. If an emergency arises which necessitates exceeding the maximum single purchase limit established for your credit card, you must contact your Department Head or designee. The Department Head or designee must contact the Finance Department in order to raise the limit. In most cases, limits can be raised by phone in a matter of minutes. The limit ranges are set as follows depending on need:
 - i. Maximum of \$250.00 to \$2,500.00 per transaction.
 - ii. Maximum of \$500.00 to \$5,000.00 per 30 day period per card.
3. The credit card is a supplement to the procurement process. As with other procurement methods, the following conditions must be met using the credit card:
 - a. Each single purchase may be comprised of multiple items, but the total including tax and shipping cannot exceed the single purchase dollar limit on your credit card.
 - b. If a purchase will exceed the limit established by your Department or the City, a purchase requisition must be submitted.
 - c. The least expensive item that meets your basic needs should be sought.
 - d. Cardholders must ensure that sufficient funds are available in your budget prior to making any purchases. The Department Head or designee and/or Finance Department can assist you in verifying funds are available.

4. The issuance of a credit card in your name does not allow the credit card company to do any credit check on your personal credit. They may ask for the last four numbers of your social security number and birth date, but they will not request any other personal information from you, nor should any personal information be furnished. They have not been furnished with your full social security number, just the last four for initial authorization and to confirm your identification.
5. Use of the credit card is not intended to replace effective procurement planning which enables volume discounts.
6. Purchases must not be split to circumvent procurement regulations.
7. If a purchase made with your credit card is questioned, you must be able to explain the nature of the purchase. If you cannot substantiate the purchase was necessary and for official use, your department will address this situation in accordance with City policy.
8. Questions regarding your CAL Card VISA credit card account should be directed to the credit card company at **1-800-344-5696**. (Examples: account balance, lost/stolen card, reason for decline of a transaction, or no monthly statement. In the latter case, verify with your Department Head or designee or the Finance Department that you should have received a statement).
9. Questions regarding your AMEX credit card account should be directed to the credit card company at **1-800-528-2122**. (Examples: account balance, lost/stolen card, reason for decline of a transaction, or no monthly statement. In the latter case, verify with your Department Head or designee or the Finance Department that you should have received a statement).
10. The Finance Director may revoke any City issued credit card charging privileges for any elected official or City employee who fails to timely submit properly coded and approved credit card monthly statements to the Finance Department's accounts payable office. Reinstatement of card privileges following revocation requires the City Managers approval.

CARD RESTRICTIONS

The credit cards are for City business only and not for personal use or for any prohibited use. The credit card can be used to purchase supplies, materials, and equipment that do not exceed the single transaction limit. Hotels, seminars, conferences and other travel costs including meals should be handled in accordance with City policy and preapproved (see Travel section below).

The following Merchant Category Codes are excluded from the CAL-Card program:

- Wire Transfer, Money Orders
- Air phone
- Direct Marketing Insurance Services
- Financial Institutions: Cash Advances
- Non-Financial Institutions: Foreign currency, Money Order, Travelers Checks

- Security Brokers/Dealers
- Overpayments
- Savings Bonds
- Timeshares
- Betting, Casino Gaming chips, Off-Track Betting
- Political Organizations
- Religious Organizations
- Court Costs, Alimony, Child Support
- Fines, Bail and Bond Payments
- Tax Payments
- Government Loan Payments
- Automated Referral Service
- Purchase of communication equipment such as pagers and cell phones.

Additionally, City policy excludes card use for the following expenses:

- Personal purchases
- Cash Advances
- Telephone calls or monthly services
- All items under contract
- Alcoholic beverages
- Purchase of in-room movies during hotel/motel stays while on City business
- Tips in excess of 15%, unless mandated by the establishment based upon party size.

CREDIT CARD USE PROCEDURES

You will be notified by your department when your credit card has been received. An appointment for credit card training will be established at that time by your department. You may use the credit card at any merchant who accepts VISA card for payment of purchases (**Costco and Sam's Club may not accept VISA**). Upon selecting your purchases, present your card to the merchant. The merchant will complete a sales draft, which includes the following information:

- Credit card number, your name as it reads on the card and expiration date
- Date and amount of purchase
- Brief description of item(s) being purchased (**NOTE:** Hand written receipts with "miscellaneous" as a description are not acceptable)
- Merchant name, address and date

The merchant will obtain authorization for the transaction via either a telephone call or direct telecommunication link to the VISA. An authorization number will be given if the purchase is not restricted and within the cardholder's limits.

Before you sign the sales draft, verify that the amount is correct and that the sales tax has been added. You must obtain an itemized copy of the sales draft.

Write a brief explanation for the purchase on the back of the receipt. Include the account

number to be charged (if it is known at the time). Maintain your receipts in a folder specifically designated for Cal Card purchases. You should have a receipt, confirmation, or copy of an order for every **item** that is charged on your Cal Card VISA. When it comes time to reconcile your monthly statement, all the information needed should already be in the folder.

TELEPHONE, MAIL ORDER, INTERNET PROCEDURES

If you are authorized by your Department Head or designee to make telephone orders with your credit card, you must obtain a detailed confirmation of your order from the vendor. Request that the company email or fax you a copy of your order specifying the name and address of the business, items purchased pricing, tax, and shipping. When you receive your order, attach the packing slip to the back of the order confirmation, and include that with your reconciled statement receipts. (The total amount listed on the confirmation versus the credit card statement may differ slightly if there are shipping charges. If shipping charges are not noted on your copy, please hand write them on the copy).

If you place an order through the mail, maintain a copy of your order form. Attach the order form and sales receipt (packing slip), if available, to the statement in which the charge appears. When placing a telephone or mail order, you will be asked to provide your name, card number, the expiration date on the card, and an address. (The address is where your statement is mailed.) For shipping instructions, include "City of Pittsburg" as part of the address, to the attention of your name. Vendors must put your name on all paperwork. This guarantees a timely receipt of merchandise shipped to Purchasing.

If you are authorized by your Department Head or designee to make internet purchases with your credit card, you must obtain a detailed confirmation of your order from the vendor. Make sure you print out an itemized receipt of your order specifying the name and address of the business, items purchased pricing, tax, and shipping. When you receive your order, attach the packing slip to the back of the order confirmation, and include that with your reconciled statement receipts. (The total amount listed on the confirmation versus the credit card statement may differ slightly if there are shipping charges. If shipping charges are not noted on your copy, please hand write them on the copy).

PROCEDURES FOR TRAVEL RELATED EXPENDITURES

Please refer to City of Pittsburg's Finance Travel Policy, Employee Travel and Expense for complete guidelines on business travel.

Itemized receipts are required for all business travel expenses incurred using the credit card. Itemized receipts include a list of each cost incurred, item by item including tax and tip. In addition to the itemized receipt, all travel expenses shall include the following information: the amount of the expenditure, the date and place of the expenditure, the business purpose of the expenditure, and the business relationship to the person you are with, as well as the individual's names, including your own.

Payments related to an organization to pay for specific costs related to a trip – usually registration fees, lodging and airfare can be made using the credit card or by direct vendor payment from the City through accounts payable. Credit cards may also be used for travel expenses such as meals not provided by the conference or seminar you are attending (meal

expenses including gratuity must not exceed the Maximum Federal Rate), parking expenses, and fuel for a rental vehicle.

PROCEDURES AFTER PURCHASE

The credit card billing cycle for the City of Pittsburg consists of approximately thirty (30) days starting 23rd of the month and ending at midnight on the 22nd day of the following month. At the close of each billing cycle (in approximately five (5) working days), you will receive a Statement of Account. The statement will itemize each transaction which was charged to your credit card account. Upon receipt of the statement, complete all of the steps below:

- Review the statement for accuracy
- Verify the account code to be charged for each item purchased
- Attach all sales receipts or confirmations of mail/telephone orders to the statement with a description of the purpose of the item.
- Sign the statement and forward to your Department Head or designee within five (5) working days of receipt for approval but no later than the 10th of each month.

If you have returned an item purchased, attach the credit voucher to the statement on which the credit appears. If the item purchased is returned after the statement cut-off date (the 22nd of the month), the credit will appear on the following month. Note on the statement that a credit will appear for the item next month.

If an error or questionable item appears on your statement, contact the issuing Bank immediately, and then follow up with notification to your Department Head or designee and the Finance Department. Many errors can be resolved with a phone call to the vendor. If the error is not resolved, follow the directions as provided by the Bank. Highlight the questioned item on the statement. The City will not pay for these items until they have been resolved. Cardholders must still submit statements to their Department Heads or designees within five (5) days, even if there is a disputed charge.

If you will be unavailable to review your Statement of Account within the five (5) day period, please forward all paperwork including receipts to your Department Head or designee to process in your absence. Upon your return, you will still be required to sign the original Statement of Account.

LOST OR STOLEN CARDS

CAL-CARD VISA **Immediately** notify U. S. Bank and your Approving Official. The **24-hour** telephone number for U. S. Bank is **1-800-344-5696**.

AMEX – **Immediately** notify AMEX and your Approving Official. The **24-hour** telephone number for AMEX is **1-800-528-2122**.

They will ask what purchases you made prior to losing the card. Notify your Department Head or designee and the Finance Department of the date the card was lost or stolen and the date it was reported to the BankCard Center. A new card (with a new number) will be mailed within three (3) business days from the time you reported the loss or theft to the BankCard Center. Finance will forward your new card immediately upon the receipt of your new card.

IT IS IMPORTANT THAT YOU NOTIFY U. S. BANK, YOUR DEPARTMENT HEAD OR DESIGNEE AND THE FINANCE DEPARTMENT OF THE LOSS OR THEFT OF A CARD, IMMEDIATELY.

CHANGES TO CARDHOLDER INFORMATION

Any changes to a cardholder's account should be immediately reported to your Department Head or designee who will forward the information to Finance in writing and/or by email.

When leaving the City you must return your card to your Department Head or designee, the Finance Department or Human Resources.

If transferring to a new department, notify your new Department Head or Cal Card designee and the Finance Department immediately. The Department Head or designee will determine if there is a need for the card in your new position and notify the Finance Department.

If you have any questions on the appropriate use of your credit card, please contact your Department Head or designee or the Finance Department.