



2017

Collier County Purchasing Card Manual



Collier County
Administrative Services Department
Procurement Services Division
3327 Tamiami Trail East
Naples, FL 34112
Tel: (239) 252-8407

4/27/2017


Rev. 1.0

1. TITLE AND CITATION

This Manual shall be known and may be cited as the "Collier County Purchasing Card Manual" or "County P-Card Manual."

1.a. Authority

Approval of this Manual by the County Manager pursuant to the Collier County Procurement Ordinance No. 2017-08:

Approved: 
Leo E. Ochs, Jr., County Manager

Effective Date: April 28, 2017

Modifications to this Manual shall be effective when the revised document is approved in writing by the County Manager and a new effective date is assigned.

Standard Operating Procedures (SOP's), forms and ancillary documents for procurement process shall be effective with the approval of the Procurement Services Division Director.

2. PURPOSE

The purpose for this manual is to provide the steps necessary to execute the Collier County Purchasing Card system.

These steps are designed to not only ensure compliance with the adopted Procurement Ordinance, and Procurement Manual, but to also maximize the purchasing value of public funds, and maintain the integrity of the procurement process.

This manual applies to the procurement of all goods and services irrespective of the source of the funds. Nothing within this manual will prevent the County from complying with the terms and conditions of any grant, gift or bequest that is otherwise consistent with law.

The Procurement Services Division provides centralized procurement support and services to county departments and other offices, including appointed and elected officials who elect to utilize the Procurement Services Division under the Board of County Commissioners of Collier County.

The reader is reminded to consider all of the information in this Manual, as well as Standard Operating Procedures and forms, when undertaking procurement activities.

3. OVERVIEW

The Collier County Purchasing Card (P-Card) is an actual credit card used for legitimate public purchases and billed directly to Collier County for payment; it is a payment method designed to:

- Lower the transaction cost of obtaining small dollar goods
- Improve delivery times and efficiency for the cardholder
- Provide excellent controls through data management
- Improve supplier relationships
- Where the vendor is requiring the County to order by P-Card
- Provide revenue for the County through the rebate program
- Provides flexibility to the divisions

Cards are issued to County employees only, as authorized by the Procurement Services Director. Compliance with procedures is a requirement of having and using a card.

The Procurement Services Director shall be responsible for the overall management and operation of the County's P-Card program. The P-Card is a credit card officially assigned to specific employees under the purview of the Board of County Commissioners for the purpose of transacting purchases in accordance with the Procurement Ordinance, the Procurement Manual, and the P-Card Manual. The P-Card Program is not to circumvent procurement or procurement guidelines or procedures.

This manual is to be used in addition to the mandatory training required for Cardholders, Users and managers

The Procurement Services Division P-Card Administrator is available to assist with all aspects of card use and any questions you may have.

4. DEFINITIONS

Bank: SunTrust

XiBuy: Software to view and manage card transactions, within SAP

Transaction: A purchase made on the card with a supplier at one time.

Cardholder: A Collier County Employee who has authorization to use the County P-Card (Purchasing Card)

User: The fiscal person who processes the cardholder's transactions in XiBuy.

P-Card Administrator: The Procurement Services Division P-Card Administrator who oversees the program, card usage and performs transaction monitoring.

4.a. Who to Contact:

Website: <http://purchasing.colliergov.net/default.aspx>

P-Card Staff: call Procurement Services main number: 239-252-8407

SunTrust customer service and to report lost/stolen cards: 1-800-836-8562; please note the P-Card administrator should be notified, during regular business hours to communicate with the bank

Billing address and phone number for all P-Cards:

3327 Tamiami Trail E

Naples, FL 34112

239-252-8407

Inquiries from Other Banks

Do not respond to outside sources regarding Collier County information, such as text messages, emails or phone calls. Contact the P-Card Administrator.

5. OBTAINING A CARD

5.a. Who Can Get a P-Card

Collier County employees who have been identified and approved by their Division Director and the Procurement Services Division Director can acquire a P-Card. The Division Director should consider individuals who are responsible and organized and who are also:

- Frontline support personnel who actually acquire the merchandise or service
- Currently spending Collier County funds on a regular basis via other methods
- Submitting reimbursement requests on a regular basis for business spending

No personal credit is checked since the bill is paid directly by Collier County every month.

5.b. How to Apply

- **Fill out the application** found on the Procurement Services website.
 - **Use** your SAP ID number
 - **Preferred Name:** The name on your P-Card must match the name on your Driver's License.
 - **Spend Limits:** The default is set by your Director per monthly billing cycle (26th – 25th), and per single transaction purchase.
 - \$1,000 per transaction/\$5,000 Monthly
 - \$1,000 per transaction/\$10,000 Monthly
 - \$2,000 per transaction/\$10,000 Monthly
 - \$3,000 per transaction/\$10,000 Monthly
 - Other limits may be established by Procurement Services Director, based on Department or Division need
 - Limits may be increased or decreased according to the Spending Controls section of this manual and during Board of County Commissioners declared states of emergency
 - **Default GL Accounts for Purchases:** Choose a Default Facility/Department number from the pull down menu where charges will be expensed. Enter the 6 digit GL account that most closely represents what you will commonly purchase. Once you have used your card, you will have the ability to change the GL number for each transaction.
 - **Add** all Cost Centers which the cardholder purchases will be delegated
- Upon completing the application:**
- Email the completed and signed form to the P-Card Administrator.
 - The Procurement Services Director shall be authorized to assign cards and establish the card limits to employees for these purchases.

- The p-card will be sent to Procurement Services from the Bank, the P-Card will be given to the Cardholder during their initial training session.

5.c. Cardholder Agreement

A Cardholder Agreement is required from each cardholder before using the P-Card. As part of the application process, an applicant will be expected to read it in full. By submitting the application, the cardholder agrees to the terms and conditions of the Agreement. The Cardholder Agreement will be signed during the initial training session. The P-Card is issued to an individual employee, in their name, and is to be used exclusively by the named employee. The Cardholder is responsible for all charges on their P-Card, the card holder is not allowed to relinquish control of their card. The P-Card is Collier County property and the right to use the card may be cancelled at any time.

5.d. Required Training

Before a P-Card can be issued, training on Collier County policies and procedures and Cardholder training must be completed. Training on the XiBuy software system is a requirement for Users who process Cardholders' transactions. An annual refresher course must also be taken by the cardholder, and users.

Cardholders and Users must also read CMA 5808 *P-Card Policy* and this Purchasing Card Procedure Manual.

6. SECURITY / STORAGE OF THE CARD

The purchasing card has all the functionality of a credit card. The Cardholder must maintain the P-Card in a secure location at all times, preferably in their possession. The card should not be stored in a filing cabinet or desk unless it is under lock and key. If the card is ever lost or stolen, it must be reported to the P-Card Administrator immediately. If you notice the card is lost during business hours please contact the Purchasing Card Administrator. If after hours or weekends, call 1-800-836-8562 to report a lost or stolen card 24 hours a day 7 days a week and also notify the Purchasing Card Administrator the following business day.

7. USING THE CARD

7.a. Activation

After applying for the P-Card, it will arrive at Procurement Services in approximately 7-10 business days. The card will then be picked up by the Cardholder at their initial training session. The P-Card will not work until it is activated. To activate the P-Card, call the phone number on the sticker placed on the front of the card. You will be asked to enter an identification number. This is **the last four digits of your Collier County Employee ID number**. It does not matter what phone you call from. If you have any problem with activation please call the number printed on the back of the card or call the P-Card Program staff at 239-252-8407.

7.b. Types of Purchases

The Cardholder is responsible for making purchases that are in compliance with all Collier County policies in place at the time of purchase. The P-Card may be used for in-store purchases, telephone, internet (secure site only), or fax orders. You may not send your P-Card number through email as that is subject to sunshine laws. In general, examples are given below of allowed and restricted items.

If you are not sure that a purchase you are planning is an authorized use of the P-Card contact the P-Card Administrator **before** you proceed.

7.c. Use of the P-Card for Purchases

The P-Card shall be used for the purpose of transacting small and/or strategic, contract, travel related, and other purchases per the Procurement Ordinance and Manual serving a valid public purpose, with the following restrictions.

Restricted Items

- ATM cash withdrawals
- Personal Purchases or any purchase not for a public purpose
- Gasoline, fuel or oil (contact Fleet at 252-4171)
- Tips (except for Taxi Cabs, Shuttles, Limos)
- Food for Travel (see CMA 5310 - reimbursement by per diem) – Tourism is exempt from this restriction by Resolution 2006-40
- Alcohol/Liquor in any form.
- Gift Cards
- Advance payments for services (See Advanced Payments Section)

P-Card purchases are also controlled by the use of Merchant Category Codes (MCC). Procurement Services controls the right to restrict access to certain MCC codes (i.e. ATMs, pawn shops, liquor stores, gas stations, rental car agencies etc.). Please note that not all MCC codes are blocked and the Cardholder is responsible for Restricted Items.

7.d. Split Transactions

Cardholder cannot exceed the single transaction limit assigned to the P-Card. Purchases may not be split in two or more orders or receipts in order to stay within the single transaction purchase limit, Multiple Cardholders cannot unite to split their purchases in order to purchase items above their limits. ***Purchases may not be split to stay within the single transaction limit or in an effort to circumvent Policy.***

7.e. Spending Controls

Each P-Card has been assigned an individual limit as well as a monthly transaction limit. The limit is set by your Director. If a larger amount is requested, an approval email must be sent from your Director to the P-Card administrator, providing a brief reason why the increase is needed, the amount of the charge, and documentation per Procurement Policy must be attached with the request to the P-Card Administrator. (See also *Changing Spend Limits* section of this document.)

Your use of the P-Card is subject to a continuing audit process. Any violation of policy and/or procedures governing the use of the P-Card shall be justification for the suspension or revocation of the employee's privilege to use the P-Card and can result in disciplinary action. The Division Director of any cardholder is responsible for fiscal oversight, management and reviewing all transactions. Each individual staff member should ensure that the use the P-Card is in an ethical and responsible manner and in full compliance with all policies.

7.f. Sales Tax Exemption

Inform the vendor that Collier County purchases are exempt from Florida state sales tax for items bought in or shipped to the state. The tax-exempt number is printed on the card. It is the cardholder's responsibility to identify the transaction, at the time the purchase is made, as exempt from state sales tax. The Collier County tax-exempt certificate can be found on the Procurement Services Division Intranet site. If the cardholder is charged tax, the cardholder must attempt to have the Sales Tax credited. Our Tax Forgiveness Policy only covers purchases which total \$300 or less.

Provide the vendor with the County's tax exemption number. The Cardholder is responsible to review the receipt prior to leaving the store/internet site and to obtain a credit for Florida sales tax incorrectly applied. Failure to obtain a credit for Florida sales tax when required may result in reimbursement to the County by the cardholder for taxes paid. Cardholders with a history of violating this requirement are subject to loss of P-Card and disciplinary action, even if credits are subsequently obtained.

If the tax cannot be credited, the Cardholder could be held responsible for the tax portion of the transaction.

7.g. Receiving/Shipping Instructions

The primary use of the P-card is for Small Purchases (Purchases \$3,000 or less) as defined in the Procurement Ordinance and Procurement Manual.

Although the County General Terms and Conditions require shipping to be FOB Destination, it is understood that the vast majority of small dollar purchases are generally made with suppliers where freight will be added to the final total.

The Ordinance contains language which allows for the addressing of freight and delivery charges not in compliance with FOB destination terms contained in the County general Terms and Conditions.

When items are being shipped, the Cardholder must have the product shipped to their facility and include:

**Attention [Name]
Division [Name]
Division address (including current address and suite numbers)
Ask the supplier to clearly mark that it is a P-Card transaction**

If the Cardholder has not received the purchased items in an appropriate amount of time, the Cardholder should contact their receiving personnel or contact the vendor.

8. CARDHOLDER RESPONSIBILITIES

Although the P-Card is issued in your name, it is the property of Collier County and is to be used only for purchases with a valid public purpose for Collier County.

It is the responsibility of the Cardholder to ensure all purchases made with their P-Card are approved through their Division and are authorized business purchases. Since the P-Card is a method of payment, just like a PO, the purchase must meet the same standards as are required for a PO, following CMA5808, the Procurement Ordinance and Standard Operating Procedures. Purchases must be:

- Accompanied by itemized receipts and other backup documentation

- Best Value

New Cardholders will receive training prior to issuance of the P-Card. The training will cover the P-Card's proper use and restrictions. The Cardholder signs a "P-Card Acknowledgement Form" prior to the distribution of any new card, or as requested by the staff in Procurement Services. This signifies the Cardholder understands and accepts all responsibilities associated with the P-Card.

Purchase items that are immediately available. The card cannot be used for advanced orders-prepaid goods or services or deposits, with the exception of conference and hotel registration while on County business or for deposits required by vendors for registrations or reservations in the normal course of business. Items purchased by telephone or Internet (site must be secured) must be immediately available; advanced orders are not permitted. Back orders are not permitted, and if an order, previously thought to be available, cannot be delivered shipped within ten (10) business days, the order (or part thereof) must be cancelled and resubmitted when the product is available for immediate delivery. The Cardholder cannot exceed the standard single transaction limit assigned to the P-Card. It is acknowledged that Procurement Services cannot control the number of charges processed by a vendor on any given order; however, and multiple shipments from drop shippers or multiple purchases from a vendor for separate work orders, repairs, projects and the like may not necessarily be considered split transactions where there was no intent to evade policy. Should higher limits be required for a one-time purchase or travel arrangements, Cardholders may request a temporary credit line increase from Procurement Services, with approval from their division director

Obtain the total cost of the order from the vendor before the order may be placed. All shipping is to be FOB destination which is in compliance with County General terms and Conditions. The Cardholder shall confirm with the vendor that an itemized receipt must be provided. Any questions regarding vendor denial of a Collier County P-Card should be directed to the P-Card Administrator.

Protect your card number. It should not appear on shipping documents, emails or attachments in the XiBuy system. Redact the P-Card account number from any documentation.

9. ADVANCE PAYMENTS

In general, Collier County pays for commodities and services after they have been received. You are not allowed to pay in advance unless your transaction meets specific conditions established in Florida State Statutes, and you obtain the appropriate approvals. See Florida Statutes section 28.235 and 215.422(14).

9.a. Criteria for Payment in Advance

To make payment advance using the P-Card:

1. Your transaction must meet the following criteria:
 - a. Advance payment will result in a savings to Collier County.
 - b. The goods or services are essential to the operation of the agency and are available only if advance payment is made.
2. Your transaction must comply with all other guidelines for P-Card use.
3. Obtain prior approval from the P-Card Administrator.

9.b. Other Services or Commodities

To pay in advance for other goods and services, the transaction must meet the criteria described above AND must be approved in advance by the P-Card Administrator. The

request for advance payment approval must explain that the payment meets the above criteria and must include a statement that the Division has complied with applicable procurement requirements (followed the requirements of Chapter 287, F.S.). Be sure to comply with all other applicable guidelines for the use of the P-Card.

Notes:

- Cardholders are NOT authorized to sign contracts or agreements and must forward any agreement suggested by the vendor to Procurement Services for review and signing.

9.c. Itemized Receipts

Obtain an **itemized** receipt for all purchases. The itemized receipt must include the quantity, a description of the item(s), the unit cost and the extended price. **Review the itemized receipt immediately.** If there is tax or a questionable charge on the receipt, immediately work with the vendor and attempt to reach a resolution. If the vendor refuses to acknowledge the error or if resolution cannot be reached, complete the P-Card Dispute Form and forward it to Procurement Services. Procurement Services will coordinate the dispute action with the bank.

- **Valid Public Purpose.** Justification must be provided for all purchases. Document why the purchase was made and what it was for.

Forward all paperwork, including the itemized receipt to the designated fiscal representative (User) for final review, reconciliation and approval. This will include a capital asset form if applicable. Please ensure through your supervisor, manager or director that capital funds are available **PRIOR** to making a capital purchase. Credits to the P-Card must be issued should a cardholder return an item. Cash refunds or store credits are not permitted.

9.d. Lost/Incomplete Receipts

If a receipt is lost, the Cardholder must contact the vendor to obtain a duplicate itemized receipt. **Receipts which are not itemized and pricing which cannot be verified could result in repayment by the Cardholder.** The Procurement Services Director has the authority to approve payment of a P-Card transaction without the itemized receipt and will be dealt with on an individual basis, along with a detailed explanation from the User's Director.

For lost or incomplete receipts, Cardholder must first contact the Vendor to request a replacement invoice. Second, the Cardholder should see if the Vendor's website has itemized price listings to support the charges. This documentation must be sent to Procurement Services for review and may be approved by the Procurement Services Director, along with a detailed explanation from the User's Director. If the documentation is unsubstantiated, the Cardholder could be held responsible for the purchase.

10. SUPERVISOR/MANAGER RESPONSIBILITIES

It is the responsibility of the manager or supervisor to ensure all purchases made by the Cardholder with their purchasing card are approved business related expenditures, for a public purpose, and that all purchases are made in conjunction with all Procurement and P-Card policies.

11. DIVISION DIRECTOR RESPONSIBILITIES

Ensure there is a division plan to comply with the P-Card Policy that provides for fiscal oversight, management and review of all transactions including, but not limited to:

- Approving Purchases for Budget and Financial Accountability: The division will provide budget review and oversight for all charges made as a result of the use of the P-Card.
- Reviewing All Transactions for Policy Compliance: Documentation will be reviewed for policy compliance and effective procurement practices immediately following a purchase, and within two (2) business days of receipt.

Processing Transactions Efficiently in the County's Financial System of Record (SAP): Receipts will be collected, reviewed and processed for payment as soon as possible and within five (5) business days of receipt of notification from the Bank of the charges.

- The division-authorized cost center authority shall review, reconcile and approve all transaction documentation. Any errors, sales tax issues or questionable purchases must be resolved before payment submission to the Finance, Accounts Payable. The transaction approval and submission certifies that all transactions are legitimate expenditures of County funds.

Determine who should have a P-Card. The P-Card Request Form is used to apply for a P-Card. The request form must be completed in its entirety and approved by the Operation Director and the Procurement Services Director.

- Determine the monthly spending limit for each cardholder.
- Review and approve the P-Card Request Form for new card applications, or any changes to existing cardholder information.
- If an employee leaves BCC employ, is transferred to another Collier County division, or no longer needs use of the card, the division is required to notify the P-Card Administrator immediately. For terminated employees or employees no longer requiring a card, the Division must collect the P-Card, cut it in half, and forward the P-Card to Procurement Services. The account will be closed upon notification and the P-Card will be destroyed upon receipt. This would also apply to employees that are suspended, on disability or other out of the office for prolonged periods of time.
- If the employee is transferred or promoted to another Collier County division, upon notification of the transfer, the P-Card will be cancelled. A new P-Card Request Form signed by the new Director will be required for the employee to be issued a P-Card for their new Division.

If the P-Card cannot be collected from the terminated employee, the division shall notify the P-Card Administrator who will treat the card as a "lost or stolen" and close the account.

To ensure progressive corrective steps are in place for noncompliance, the issuance of P-Cards within a department is a privilege and Directors must make every reasonable effort to ensure purchases and the use of funds: are used in an appropriate manner; are consistent with the County's policies and ethics rules; and that transactions are accurately and timely recorded in the County's financial system of record.

Assets: The Director (or designee) is responsible to provide to Finance via the Capital Asset Transaction Form with any asset-related transaction information made with a P-Card in accordance with CMA #5809 Managing Personal Property and Consumable Supplies.

When assets are purchased with the P-Card, a copy of the asset form shall be attached to the record in SAP XiBuy.

12. USER RESPONSIBILITIES

Approval of a transaction is done by a User through the program called XiBuy within SAP. The User attaches the itemized invoices provided by the Cardholder and enters the proper account string and G/L code for the purchase. The User will also add any additional required information such as insurances, contract numbers, approved travel requests, and valid public purpose. The transactions will be spot checked by the P-Card Administrator and reviewed through Clerk's Finance.

The User will review each transaction to assure:

- Accuracy
- Appropriate documentation exists (see *Supporting Documentation* section)
- Compliance with the guidelines of usage and Collier County policies and procedures
- Appropriate accounting distribution (Cost Center and G/L)
- Appropriateness of valid business purpose
- Documentation submitted by the Cardholder supports the transaction
- Segregation of duties will include that no Cardholder processes their own transaction, there should be multiple Users for available for each card holder

12.a. User Leave

It is the User's responsibility to ensure that the back-up User is notified when the User will be on annual leave or absent for another reason.

All transactions must be reviewed by the User within five (5) business days of the purchase. (See also Violation Record section of this document)

13. RECORD KEEPING & HIGHLIGHTS

13.a. Cycle

The P-Card has a 30 or 31 day cycle that does NOT coincide with an actual month. The cycle runs from the 26th through the 25th of any month. The next business day after the 25th is when the monthly card limit renews. Transactions must be approved within five (5) business days, or within three (3) days after Cardholder travel.

13.b. Monthly Processing

Each cycle (26th – 25th of any month) that the cardholder had transaction(s)

- Make sure each transaction has supporting documentation
- Scan all receipts/documentation and attach to the transaction in XiBuy
- Confirm the G/L and account string on all transactions
- Ensure budget is available for transactions. Transactions will not be reflected in the
- SAP Budget to Actual report until posted by Finance

13.c. Supporting Documentation

Supporting documentation from the Cardholder should be presented to the User for review immediately after use of the P-Card but no later than three (3) days after purchase to allow the User ample time to enter the necessary data and documentation on the transaction in XiBuy.

Supporting documentation can consist of any one of the following:

- Itemized receipt
- Invoice from the merchant
- Screen print from an Internet order
- Conference registration form

At a minimum, the supporting documentation must contain:

- Date of purchase
- Amount of each item, number purchased, freight charges and tax if applicable
- If surcharge is charged, must be itemized
- Merchant name
- Description of items purchased
- Signed authorized travel request if applicable
- Contract number if purchased off a current contract, or a note specifying purchase was a non-bid item.
- If it is not readily apparent from the documentation, a valid public purpose for the goods or service must also be included.

Note: Food purchases which fall under an approved Resolution require additional documentation. List the complete valid business purpose.

13.d. Justification

A Cardholder must provide a justification for each purchase on each P-Card transaction to their User. To write your justification, consider the following three questions: What is it for? Why is it required? Is it for a public purpose?

Do not try to justify the purchase by simply restating the transaction. For example, you cannot say “paid invoice XYZ” or “shipped documents by FedEx.” Why was the transaction generated? Why was it necessary to ship by FedEx?

Using the FedEx example, here’s how to apply the three questions:

- **Is it allowable?** Yes, the division has a business need to ship official documents in order to carry out its statutory responsibilities.
- **Is it necessary?** Yes, the division is required to track these documents in order to carry out its statutory responsibilities.
- **Is it reasonable?** Yes, the documents require tracking. FedEx provides tracking at a reasonable cost.

An acceptable justification for this transaction might be: “Shipped business documents related to required division activities. Tracking is necessary.”

Most divisions have authority to operate offices. So, the purchase of general office supplies can be justified as simply as “Items required for office operations,” or other words to that effect.

The less obvious the connection between the purchasing requirements, the more detailed the justification should be. Let’s say you needed to purchase an AM/FM weather radio. This is not something normally associated with every day operations. What is the business purpose for the radio? It might be justified based on the safety and security requirements, but the justification needs to specifically state the business purpose.

13.e. Car Rental / Fuel Purchase

Contact the Fleet Management Division for assistance. These types of purchases are not authorized on the P-Card, unless specifically covered by the Tourism resolution 2006-40.

13.f. Travel

You must obtain prior approval by completing a Travel Request Form and seeking any additional approvals that may be necessary **prior to any charges**. See CMA 5310 Business Travel for more information.

13.g. Airline Tickets – Luggage Fees

The cost of taking luggage on a business trip may be paid using the P-Card. A copy of the receipt, sometimes an “excess baggage ticket” must be attached to the P-Card transaction.

13.h. Avoiding Scams

The best way to avoid falling for a scam is to ALWAYS follow the steps of the P-Card process.

- Never authorize a vendor to send supplies before you have completed the appropriate steps of the purchase process.
- Never give your P-Card number over the phone unless you initiated the call.
- If someone calls you about the “renewal of a previous order,” tell them we do not do “order renewals”.
- Do not authorize any purchase from a caller soliciting business over the phone.
- When ordering online, make sure that the web address begins with “https”. The “s” indicates a secure site.

13.i. Auditing

Statements and supporting documentation will be audited on a regular basis.

Cardholders found to be in violation of Collier County policies and procedures will be notified along with their supervisor. The disposition of the P-Card and the cardholder will be in accordance with the *Violations Record* section of this document.

13.j. Credits

Acquiring a credit from the merchant is the Cardholder’s responsibility. **The Cardholder is NOT authorized to receive a cash payment for returned purchases.** Additionally, we cannot accept store credit for purchases made via P-Card. If the merchant is uncooperative in giving a credit, the Cardholder has the right to dispute the transaction with the bank within sixty (60) days of the end of the cycle in which the transaction occurred. See also: Disputes. Any vendor rebates as attributed to purchase activity, needs to be directed to the Procurement Services division for proper disposition.

13.k. Surcharges

Visa and MasterCard settled a lawsuit which allows any U.S. merchant to impose a surcharge, if desired, for all buyers paying via cards. What this means, is that our vendors may pass along a surcharge fee to offset the fee charged by Visa to them.

Cardholders are responsible for asking the vendors, when they are getting quotes or ordering supplies/parts, whether or not they will be assessing the surcharge fee on our purchase card orders. This will make a difference when needing quotes to ensure best value. The vendor is not obligated to charge this surcharge fee; however the vendor has

every legal right to do so. We simply need to know if they are and at what rate they will impose the surcharge. (Rates charged are flexible).

13.l. Lost or Stolen Cards

Collier County has liability for a lost or stolen P-Card up until the time it is reported to the bank. Therefore the Cardholder has the responsibility to report the P-Card lost or stolen the moment they realize their P-Card is gone or that the number has been compromised. If the Cardholder realizes the P-Card is lost or stolen during normal business hours, please contact the P-Card Administrator to cancel the P-Card and have a new P-Card issued.

If the Cardholder notices the P-Card is missing or compromised on a weekend, in the evening or a holiday, they must call SunTrust at 1-800-836-8562 to report. The Bank is available 24 hours per day. When normal business hours resume, the Cardholder must report the action taken to their supervisor and the P-Card Administrator.

13.m. Changing Spend Limits or other Data

Send an email to the P-Card Administrator to let the P-Card staff know about

- Name change
- Default account change
 - o All P-Cards are assigned a department G/L code. This is the account where charges will be accrued.
- Monthly Limit change request –Director must be copied on request to the P-Card Administrator.

Single Transaction limits and Monthly limits can be changed to reflect the requirements of the job to be performed by the Cardholder. Director approval is required to increase limits. Limit requests are subject to the approval of the Procurement Services Division Director.

13.n. Disputes

The first step in resolving a dispute is for the Cardholder to contact the supplier. If the supplier is uncooperative in resolving the matter, a Cardholder can initiate a dispute with SunTrust Bank. Be aware the Cardholder only has sixty **(60) days** after the cycle end date in which the transaction occurred to file a dispute.

Please fill out the Dispute Form for the transaction in question, and forward the form to the P-Card Administrator. The Dispute will be reviewed and if the dispute is legitimate the form will be forwarded to the Bank.

13.o. Misuse, Abuse, or Fraud

The bank's security section reviews Cardholder transactions for variations from the Cardholder's "spending pattern." For example, if you have never spent more than \$500 at a time and then, one day you make a purchase for \$2,000, the Bank may follow up to determine whether the transaction is legitimate. Another event that may result in a security check is when the Bank receives a transaction with the Cardholder's card number but an incorrect expiration date.

The Bank will NOT contact you directly. When the Bank sees activity on your card that has the appearance of possible fraud, the Bank contacts the P-Card Administrator and provides your name. The P-Card Administrator will contact the Cardholder.

Guard the P-Card account number carefully! Do not post it at your desk or write it in your day planner. Your P-Card number should not appear on any packing slips or emails. The P-Card should not be disclosed to anyone other than an authorized supplier.

13.p. Rejections

Transactions may get rejected or “declined” from time to time for a variety of reasons. The most common reason is that the merchant has entered in the wrong credit card number or expiration date. Verify these with the merchant as a first step to resolve a decline. All declines appear immediately online through SunTrust. The Cardholder can call the P-Card Administrator to assist in determining the reason for decline.

13.q. Online Payment

Cardholders are authorized to make purchases through the Internet as long as the website order page is secure (as indicated by “https” or a closed lock or unbroken key graphic). If you want to purchase from an online vendor but are not confident of the security of the site, you will usually have the option of placing the order by phone or by placing the order online and then providing the P-Card number by phone after the order has been received. You should place the call, as anyone could “receive” the order and then call you back for the P-Card number.

As with other purchases, the Cardholder is ultimately responsible for purchases made with his or her P-Card and is therefore responsible to determine whether a website is the most appropriate method to use to make a given purchase.

13.r. PayPal

Procurement Services allows the use of PayPal when it is the only option available as long as the following conditions are met:

- The Cardholder prints screens to document where the payment was initiated and the details of the transaction.
- The Cardholder provides these screen prints, along with all receipts, confirmations and emails to the User.
- Receipts document the purchase with as much detail as is available.
- The PayPal vendor ID is entered on the transaction.

13.s. Card Expiration

P-Cards have four (4) digits to indicate expiration. The P-Card is always valid through the end of the month indicated. If your P-Card were to expire 01/13, it would remain valid until January 31, 2013 at midnight. Replacement P-Cards are automatically sent to the P-Card Administrator who will contact you for pick-up.

13.t. Name Change

If your name has changed:

- Complete and sign a new Cardholder Agreement Form and obtain your Director’s signature.
- Submit the form to the P-Card Administrator.

13.u. Termination of Employment or Closing of P-Card

When a Cardholder leaves Collier County employment for any reason, they must turn their P-Card in to their supervisor or designee. The supervisor or designee should then

immediately notify P-Card Administrator, cut the card in half and send the card through interoffice mail to Procurement Services.

If a Cardholder is put on leave for any disciplinary action or for an extended leave of absence, please notify the P-Card Administrator and the P-Card can be temporarily suspended, then reactivated upon notification of their return. This is primarily for leaves of absences over two weeks.

P-Cards can also be closed at the request of a Director/Supervisor or if an employee changes. Destroy the P-Card onsite by cutting in half, send it through inter division office mail to Procurement Services AND notify the P-Card Administrator so the P-Card can be cancelled through SunTrust Bank.

The Procurement Services Division Director reserves the right to cancel any P-Card at any time.

14. Reserved Rights

The P-Card Program is a Procurement Services Division program under control and custody of the Procurement Services Division Director. It is a program designed to address small dollar high volume purchasing transactions in a cost effective and expedient way.

The Procurement Services Division Director reserves the right to issue or cancel P-Cards at any time, to raise or decrease spending limits, to trigger audits and investigations, to ban transactions with particular vendors or merchant types, to ban transactions utilizing specific Point of Sale (POS) devices, and to report to the County Manager any misconduct or failure to follow established policies.

The Procurement Services Division Director has authorization to periodically solicit for P-Card banking services, and related management tools, to provide the required level of program oversight and management of the P-Card program.

The Procurement Services Division Director has authorization to direct card use towards particular merchants and markets for strategic purchasing reasons, where significant savings, oversight and rebate can be achieved.