

COUNTY OF LAKE



Cal-Card Program

Policies and Procedures Manual

**Prepared by
Purchasing Division and
Auditor-Controller's Office**

Adopted by Board of Supervisors

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COUNTY OF LAKE CAL-CARD PROGRAM POLICIES AND PROCEDURES

General

The County of Lake has entered into a Master Service Agreement with U.S. Bank I.M.P.A.C. Government Services to provide purchasing cards (credit cards) to designated County employees. These cards are purposely designed to appear different than regular VISA cards by having the County of Lake seal and the words, "For Official Use Only" printed on the card. The words, "County of Lake" and the name of the designated employee (cardholder) are embossed on the card. Therefore, these cards are different than the gasoline credit cards which are issued to the County of Lake and which may be used by any County employee. Use of the CAL-Card credit card is **restricted to the specifically designated employee (cardholder) only**.

The CAL-Card Program has the following authorization controls: the Cardholder's single purchase limit, the Cardholder's 30-day limit, the Approving Official's 30-day limit, and the types of merchants from which the Cardholder may make a purchase. When the Cardholder uses the card, the system checks these controls and limits before the purchase is authorized. Each Cardholder may have different spending limits and types of authorized merchants. A list of all available merchant categories is included in this manual. However, each Cardholder will be authorized to procure goods and services only at those types of merchants so designated.

The CAL-Card Program has specific roles which will be filled by the following County employees:

- Agency Program Coordinator who is the Purchasing Agent.
- Approving Official who is either the Department Head or the Purchasing Agent if Department Head is the Cardholder.
- Cardholder who is a designated County employee approved by the Board of Supervisors.
- Billing Office which is the Auditor-Controller's Office.
- Dispute Office which is also the Auditor-Controller's Office.

The CAL-Card Program has produced booklets or pamphlets providing the general program guidelines for each of these positions. The County of Lake's CAL-Card Program adopts by reference the regulations found in the following publications: "Cardholder Guide", "Approving Official Guide", "Designated Billing Office Guide", and "Agency Program Coordinator Guide." This manual summarizes and emphasizes general program procedures found in the published guides and provides regulations specific to the County of Lake's program. Failure to follow all policies and procedures will result in the immediate termination of the Cardholder's purchasing authorization.

Agency Program Coordinator Responsibilities

Overall coordination and administration of CAL-Card Program including:

- Administer contract with U.S Bank.
- Provide training to Cardholders, Approving Officials, and the Billing Office.

- Issue Cal-Cards upon the following:
 - Receipt of Form CofLCALCardRqst_1/00 [Sample 1].
 - Approval of the Board of Supervisors.
 - Receipt of Form CofLCALCardAck_1/00 [Sample 2].
- Establish Cardholder spending limits and authorized merchants.
- Enforce Cardholder and Approving Official compliance with CAL-Card policies and procedures by terminating Cardholder purchasing authorization upon violation of the policies or procedures.

Cardholder Responsibilities

- Sign Acknowledgement of Receipt of CAL-Card [Sample 2].
- Use card for **official County purchases only**.
- Do not use CAL-Card for those purchases or transactions specifically excluded by this policy as set forth on page 4 of this policy.
- Accept full financial responsibility for all expenses charged to this CAL-Card account in violation of this policy.
- Purchase goods and services only for which there are sufficient fund and budgetary appropriations.
- Comply with all applicable regulations found in the County of Lake Travel Policy and Purchasing Ordinance.
- Obtain detailed receipts of ALL transactions charged, including telephone and Internet purchases.
- Stay within spending limits.
- Maintain a log of purchases made over the telephone or via the Internet. Said log should include, at a minimum, the transaction date, item description, merchant name, and amount charged, including tax and shipping.
- Do not split purchases to circumvent purchasing regulations.
- Do not split purchases to circumvent card limits.
- Secure the CAL-Card at all times. **If card is lost or stolen, immediately notify:**
 - **I.M.P.A.C. Customer Service at (800) 227-6736.**
 - Program Coordinator (Purchasing Agent) and Approving Official.
- Return card to the Purchasing Division immediately upon separation from County employment or change in position.

Approving Official Responsibilities

- Review all purchases listed on *Cardholder Statement of Account* [Sample 3] for validity, proper documentation, and compliance with applicable County policies.
- Compare Cardholders' *Statement of Account* with *Approving Official Summary* (form R090) [Sample 5].
- Submit the cardholder's *Statement of Account* to the Billing Office (Auditor-Controller's Office) **within 5 business days**.
- Retain the *Approving Official Summary* in your office files.
- Forward *Cardholder Statement of Questioned Item* [Sample 4] and supporting documentation to Billing Office.
- Follow all CAL-Card guidelines for disputed transactions.

Payment Processing Procedures

Cardholder Tasks

- Review *Cardholder Statement of Account* [Sample 3] for accuracy immediately upon receipt. **If a *Statement* is not received within 10 calendar days of the cycle date, the Cardholder must call the County's Purchasing Agent or I.M.P.A.C. Customer Service at 800-227-6736 to request a duplicate.**
 - Attach ALL detailed invoices for charges on *Statement of Account*.
 - Sign, date, and submit to Approving Official **within 3 business days** of receipt of *Statement of Account*.
 - For charges not approved for payment, first try to resolve the problem with the merchant. If the merchant refuses to issue a credit voucher, complete a *Cardholder Statement of Questioned Item* form, and submit it to the Auditor's Office along with supporting documentation, within **15 calendar days** of the date of the *Statement* on which the transaction first appeared. Send a copy of the *Cardholder Statement of Questioned Item* with supporting documentation to the Purchasing Agent.
 - Track disputes and notify the Billing Office when the dispute is resolved by either becoming payable or cleared by a credit.

Department Head Tasks

(May be delegated to another employee who is authorized to sign payment requisitions, such as Administrative Manager, Fiscal Officer, or Office Manager.)

- For each transaction listed on the *Cardholder Statement of Account* **which is approved for payment**, write a description of the charge and enter the accounting codes (i.e. fund, budget unit, general ledger, object code) on the respective lines.
- Sign *Statement of Account* underneath Cardholder's signature. This will serve as the official payment approval and request so the Auditor will process payment for these charges without requiring an additional payment requisition document, such as a confirming requisition or a various claim.
- If the Department Head is also the Approving Official, submit documents to the Auditor's Office **within 5 business days**. If the Department Head is the Cardholder rather than the Approving Official, forward documents to the Purchasing Agent (Approving Official) **within 3 business days** of receipt of *Statement of Account*.

Billing Office Tasks

- Review and verify all proper documentation has been completed, signed, and received (*Cardholder Statement of Account* and supporting documentation).
- Verify proper budgetary account coding and sufficient fund and budgetary appropriations.
- Compare and verify with R060 *Financial Summary* [Sample 6]
- Send copies of any completed *Cardholder Statement of Questioned Item* forms to I.M.P.A.C. along with the payment.
- Complete Notification of Invoice Adjustment form as necessary [Sample 7]
- Process payment to U.S. Bank I.M.P.A.C. Government Services.
- Review and follow-up on pending Cardholder disputes to ensure timely resolution.

Specifically Excluded Purchases

In addition to the transactions prohibited by the CAL-Card Program as listed in the “Cardholder Guide,” the County of Lake CAL-Card may not be used for any of the following goods or services.

- Services listed on a hotel/motel bill but which are for the benefit of the employee, such as:
 - Personal telephone calls
 - Movies
 - Room service charges
- Services not allowed by the County of Lake Travel Policy such as :
 - Alcoholic beverages
 - Gratuities
 - MEALS OF ANY KIND
- Special or contractual services as defined by the Purchasing Ordinance.
- Services which can be provided by another County department.
- Services which require approval of another County department (e.g. contract approval by County Counsel).
- Services which are provided on County premises.

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