

CITY OF LENEXA

PURCHASING CARD PROGRAM

CARDHOLDER MANUAL

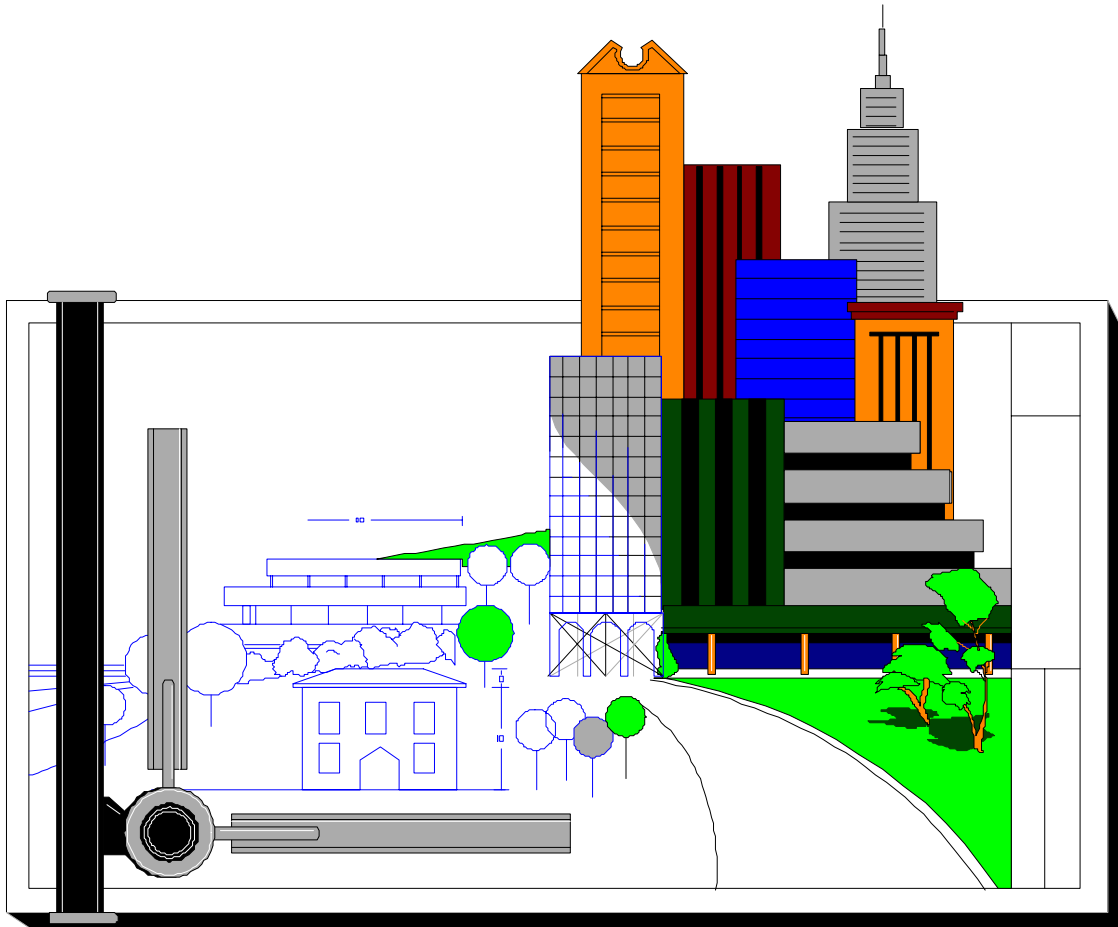


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1. INTRODUCTION

The City of Lenexa has implemented the Visa Purchasing Card Program as part of its continuing effort to improve service while reducing costs. Purchases under \$1,000 represent 80% of all purchase transactions for the City, but only 20% of total dollars. Typically, the same costly procedures are utilized for both large and small purchases.

Purchasing cards enable the City to streamline the purchasing and payment process for small purchases, resulting in significant savings to the City. This program is a tangible example of how the City is continually striving to achieve its goal of using technology to work smarter. As a Cardholder, you are an integral part of this program.

A number of unique controls have been developed for the Purchasing Card Program which do not exist in a traditional credit card environment. These controls help ensure that the card will be used only for official City purchases and within specific dollar limits. This Cardholder Manual has been developed to assist you in understanding both the Purchasing Card Program and your responsibilities as a Cardholder.

2. WHAT IS THE PURCHASING CARD?

The Purchasing Card is a Visa credit card issued by Bank of America. It provides an efficient and effective method for purchasing goods and services with a total value of less than \$1,000, per purchase. **THE CARD IS TO BE USED ONLY FOR OFFICIAL CITY PURCHASES.**

The Purchasing Card will enable you to purchase non-restricted commodities and services, either by telephone or in person, directly from the vendors.

The Purchasing Card will be issued in your name and will contain the City of Lenexa's logo.

The Purchasing Card program brings many benefits to...

Cardholders - You will be able to obtain supplies and services directly from your vendors without using a purchase order. This streamlines the purchasing process and can help expedite receipt of your order.

The City of Lenexa - Built-in card features make the program easy to control and manage, and processing costs are reduced by eliminating the need for requisitions, purchase orders, invoices and checks for qualifying purchases.

Vendors – Generally, the Purchasing Card will be welcomed by any vendor who accepts Visa credit cards. By accepting the card for business purchases, the vendor will not need to send an invoice to the City of Lenexa, and the vendor will receive payment directly from Bank of America within 48 hours.

3. PARTIES INVOLVED

Card Issuer (Bank of America) – Issues Visa Purchasing Cards to the City; provides electronic transaction authorizations; and bills the City for all purchases made on the cards.

City of Lenexa – Arranges with Bank of America to have Purchasing Cards issued to approved employees and agrees to accept financial liability for the employees' use of the cards.

Management Team Member – Approves issuing a Purchasing Card to an employee; assigns a Department Liaison; designates default accounting codes for purchases on the Purchasing Card; and submits authorization information to the Purchasing Card Administrator.

Department Liaison - Designated by the Management Team member to be responsible for reviewing transactions of individual Cardholders to make sure transactions are for legitimate business purposes and are classified appropriately.

Purchasing Card Administrator - The Finance Division designee who administers the Purchasing Card Program and serves as the City's liaison with the Card Issuer.

Cardholder – A City employee who is authorized by the appropriate Management Team member to receive and use a Purchasing Card. Elected City officials are eligible to receive a Purchasing Card by virtue of their office.

Vendor - The merchant from whom a Cardholder makes a purchase.

4. CARDHOLDER ELIGIBILITY

To qualify for a Purchasing Card, an employee must:

- Receive approval from the appropriate Management Team member.
- Be assigned a Department Liaison selected by the Management Team member.
- Attend a brief orientation session conducted by Human Resources before receiving the card. (Procedures will be explained as part of the new-hire orientation.)
- Sign a Cardholder Agreement (Attachment 5), *and receive and sign the Purchasing Card* in the presence of the Human Resources Department representative.

5. CARDHOLDER RESPONSIBILITIES

The Cardholder must use the Purchasing Card for legitimate business purposes only. Misuse of the Purchasing Card will subject the Cardholder to disciplinary action, up to and including termination, in accordance with the City's Personnel Policies and Procedures. Specifically, the Cardholder must:

- Keep the Purchasing Card in a secure location at all times.
- Not allow other individuals to use the Purchasing Card.
- Notify the vendor that the transaction is tax exempt (except as explained in Section 19).
- Adhere to the purchase limits and restrictions set forth in this Manual and in the City's Purchasing Policy.
- Pursuant to the City's Travel Policy, **NOT** use the Purchasing Card for per diem purchases.
- Retain and reconcile all sales slips, register receipts, and/or Purchasing Card slips with Bank of America's Cardholder statement and provide the reconciliation to the Department Liaison for approval and allocation of transactions by 5:00 PM on the third business day of each month.
- Notify the Department Liaison whenever the default accounting code should be changed on an individual transaction. (See Attachment 1 for list of Accounting Codes.)
- Attempt to resolve disputes or billing errors directly with the vendor. If the dispute or billing error is not satisfactorily resolved, notify Bank of America by faxing a completed Statement of Disputed Item (Attachment 4) to the number indicated on the form.
- Ensure that an appropriate credit for a disputed item or a billing error appears on a subsequent Cardholder statement.
- **NOT ACCEPT CASH** in lieu of a credit to the Purchasing Card account.
- Immediately report a lost or stolen card to Bank of America at **1-800-538-8788** (24 hours a day, 365 days a year).
- Notify the Finance Department and the Department Liaison of a lost or stolen Purchasing Card at the first opportunity during normal business hours.
- Return the Purchasing Card to *Human Resources* upon separation from employment or upon transferring to another Department within the City.
- Contact the Department Liaison if a vendor does not (or will not) accept Visa.
- Create a folder in Outlook under Cabinet called "InfoSpan" for all Purchasing Card related e-mail.

6. DEPARTMENT LIAISON RESPONSIBILITIES

Each Management Team member will designate one or more Department Liaisons for his/her department or division. The Department Liaison will receive training from the Finance Department before any employee in the Department may be issued a Purchasing Card. Each employee who receives a Purchasing Card will be assigned a Department Liaison by the Management Team. The Department Liaison must:

- Review vendor receipts attached to the Bank of America Cardholder statements.
- Review any travel related transactions, verifying that charges are not for per diem items.
- Retain all Cardholder charge slips and receipts for audit by internal and external auditors for a period of 3 months, and then send to Finance for review and storage.
- Review (and update as needed) all Cardholder transactions on the monthly Department report distributed by the Purchasing Card Administrator. This should be done by 12:00 noon on the fifth business day of each month.
- Request that the Purchasing Card Administrator change default accounting codes for individual transactions by updating the codes on the monthly Department reports submitted to the Purchasing Card Administrator. (See Attachment 1 for list of Accounting Codes)
- Attempt to resolve any transaction disputes not resolved between the Cardholder and a vendor and/or Bank of America.
- Notify the Purchasing Card Administrator within five business days of any unresolved disputes, noting the reason for dispute.
- Notify the Purchasing Card Administrator of lost or stolen cards.
- Instruct the Purchasing Card Administrator to cancel a Cardholder's card, subject to prior authorization by the Management Team member.
- Notify the Purchasing Card Administrator of a Cardholder request to set up a vendor account with Bank of America.
- Assist Cardholders with erroneous declines and emergency transactions.

7. FINANCE DEPARTMENT RESPONSIBILITIES

Finance will assign one or more Purchasing Card Administrators to be responsible for the overall Purchasing Card Program. The Purchasing Card Administrator shall:

- Serve as the City's liaison with Bank of America.
- Administer the InfoSpan Software provided by Bank of America.
- Review Department-approved Purchasing Card applications/authorizations for completeness.
- Submit completed applications to Bank of America and receive Purchasing Cards issued by Bank of America.
- Conduct and/or supervise training of Department Liaisons before releasing Purchasing Cards.
- Handle disputed charges/discrepancies not resolved by the Cardholder or the Department Liaison.
- Implement change of default accounting codes upon request by Department Liaisons, subject to prior approval by the Management Team member.
- Secure and destroy revoked Purchasing Cards and submit revocation information to Bank of America.
- Receive and review Bank of America billing statements.
- Distribute monthly reports to Department Liaisons and notify them of cut-off dates for approvals and default code changes.
- Process electronic payment of Bank of America bills.
- Reconcile Bank of America's bill to Bank of America's electronic file and to the transaction totals posted to the City's accounting system.
- Review Purchasing Card usage data to monitor for appropriate use.
- Ensure that lost or stolen cards are blocked by Bank of America.
- Forward vendor set-up requests to Bank of America.
- Assist the Department Liaisons with erroneous declines and emergency transactions.

8. HUMAN RESOURCE DEPARTMENT RESPONSIBILITIES

- Process required paperwork from New Hire information to authorize purchasing card.
- Send electronic New Card Order to Finance Department.
- Briefly explain the Purchasing Card program to New Hire, pass out card, **obtain** and **observe** signature on both Attachment 5 **and** the card itself.
- Collect card from employee upon separation or termination of Purchasing Card authorization.
- Maintain paperwork for card authorizations in employee files.
- Notify Finance Department immediately of any fraudulent use or lost/stolen cards.

9. PURCHASING CARD MAINTENANCE AND CLOSURE

All contact with Bank of America for card set-up, maintenance and closure (except for reporting lost or stolen cards) will be handled by the Finance Division. The Purchasing Card Administrator is required to close an account if a Cardholder: (a) transfers to a different department; (b) moves to a new job in which a Purchasing Card is not required; (c) terminates employment; or (d) for any of the following reasons, which will also subject Cardholder to disciplinary action in accordance with City of Lenexa Personnel Policies and Procedures relating to disciplinary action and termination:

- The Purchasing Card is used for personal or unauthorized purposes.
- The Purchasing Card is used to purchase any substance, material, or service that violates a policy, law or regulation pertaining to the City of Lenexa and its employees.
- The Cardholder allows the card to be used by another individual.
- The Cardholder splits a purchase to circumvent the limitations of the Purchasing Card or otherwise violates the City purchasing policy.
- The Cardholder uses another Cardholder's card to circumvent the purchase limit assigned to either Cardholder or the limitations of the Purchasing Card.
- The Cardholder fails to provide the Department Liaison with required receipts.
- The Cardholder fails to provide, when requested, information about any specific purchase.

A request for closing a Cardholder account will be submitted to Bank of America by the Purchasing Card Administrator, *and the Cardholder must return the Purchasing Card immediately to Human Resources.*

10. PURCHASING CARD USE/RESTRICTIONS

The Purchasing Card works just like your personal credit card, except the City of Lenexa pays all charges in full. **The Purchasing Card is not a debit card.** The card is to be used only for purchasing items with a total cost under the assigned transaction limit. The City's expenditure limits for each Purchasing Card issued are set at a specific amount per transaction, with maximum monthly spending also set at a specific amount. The City may adjust these limits to meet special needs. The City requires that certain types of purchases be blocked from Purchasing Card use. Among these are entertainment and cash transactions. Such transactions, if attempted, will be blocked at the point-of-sale level and may subject the Cardholder to disciplinary action.

When traveling, any personal charges to hotel rooms should be settled at time of checkout with the employee's personal credit card or cash. Personal charges include room service charges, personal phone calls and other personal incidental charges.

11. PURCHASING CARD/ACCOUNT NUMBER SECURITY AND STORAGE

Cardholders should always treat the Purchasing Card with at least the same level of care as personal credit cards. The card should be maintained in a secure location, and the card account number should be carefully guarded. The only person entitled to use the card is the person whose name appears on the face of the card. The card may not be loaned to another person for any reason.

The Department Liaison assigned to each Cardholder will maintain the Cardholder's vendor receipts, packing slips and charge slips for a period of time necessary to insure that the merchandise or service is satisfactory. After the

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initial retention period, the receipts will be forwarded to Finance and will be stored off-site for audit purposes. The Purchasing Card Administrator will maintain all other documentation concerning the Purchasing Card program. This documentation includes, but is not limited to, Cardholder Agreements, agency billing statements, account reconciliation statements, InfoSpan programs, and copies of transmittals to and correspondence with Bank of America.

12. CARDHOLDER LIABILITY

The Purchasing Card is a corporate charge card and will not affect the Cardholder's personal credit when used appropriately. It is the Cardholder's responsibility to ensure that the card is used within applicable policies and procedures. Failure to comply with program guidelines may result in permanent revocation of the card; notification of improper use to management; and disciplinary action.

13. LOST, MISPLACED OR STOLEN PURCHASING CARDS

Report any lost or stolen Purchasing Card immediately to Bank of America by calling its toll-free number: **1-800-538-8788**. A Bank of America representative will be available to assist you 24 hours a day, 365 days a year. You must also notify your Department Liaison of the lost or stolen card at the first opportunity during normal business hours. When reporting a lost or stolen card, the representative will ask you if you want a new card issued and ask you where you wish it sent. If you are traveling, and need the card immediately, you may have it sent overnight to your hotel; otherwise, request that it be sent to City Hall for delivery to the Human Resources Department.

14. COMPLETING A PURCHASING CARD TRANSACTION

Follow these general guidelines when using either the Purchasing Card or the account number to make a purchase:

- Determine if the intended purchase is within spending and vendor guidelines.
- For an in-person transaction, provide the vendor with the Purchasing Card.
- For a telephone transaction, provide the vendor with the account number and the expiration date shown on the card.
- Make it very clear to the vendor that the transaction is tax-exempt. (The tax exemption ordinance number is located on front of card.) You may be required by the vendor to fill out other forms to substantiate the City's tax-exempt status depending on the vendor's requirements.
- Retain a copy of the charge slip, sale receipt and/or packing slip and reconcile it to the Bank of America Cardholder statement.
- If the order is placed by telephone or fax, provide the Department Liaison with a copy of the order blank or a description of the order.
- Notify the Department Liaison of the need for an alternate accounting code for a particular purchase.
- Phone calls are to be charged on the City telephone cards, **NOT** Purchasing Card.

15. ERRONEOUS DECLINES

Occasionally, a vendor may receive a decline message when processing your Purchasing Card transaction. If you do not know the reason for the decline, contact Bank of America at **1-800-538-8788** for an explanation. If the decline was in error, the Cardholder should immediately contact the Purchasing Card Administrator for assistance. If the purchase is being made outside of normal business hours, the Cardholder must find an alternate payment method or terminate the purchase and contact the Purchasing Card Administrator during normal business hours.

16. EMERGENCY TRANSACTIONS

Emergency transactions over \$1,000 may not be handled with the Purchasing Card. For any transaction which does not meet the spending controls assigned to the card, the Cardholder must follow normal purchasing policies and procedures.

17. CREDITS

The vendor should issue a credit to the Cardholder's account for any item that the vendor agrees to accept for return. This credit will appear on a subsequent statement. **UNDER NO CIRCUMSTANCES SHOULD YOU ACCEPT CASH IN LIEU OF A CREDIT TO THE PURCHASING CARD ACCOUNT.**

18. DISPUTES & BILLING ERRORS

You should always attempt to resolve any disputes or billing errors directly with the vendor. If appropriate, the vendor will issue a credit to the card account. If an agreement cannot be reached with the vendor, you should contact Bank of America at **1-800-538-8788**. Bank of America may ask you to mail or fax a Statement of Disputed Item (Attachment 4) to document the dispute.

Nearly all issues will be resolved using this process. However, if you are unable to obtain an acceptable resolution, you must contact the Department Liaison for assistance. The total amount billed by Bank of America will be charged to the individual department account, and a credit for the disputed transaction will be posted to department account when a credit appears on the Bank of America billing.

19. SALES TAX

In-state vendors: The City of Lenexa is exempt from sales tax for all direct purchases of personal property or services made within the State of Kansas, pursuant to K.S.A. 79-3606(b). Make sure you inform your vendor of this exemption before executing a purchase transaction.

Out-of-state vendors: The City is not exempt from sales tax for transactions involving out-of-state purchases. However, if the out-of-state vendor ships the merchandise to Kansas the transaction is exempt.

20. AUDIT ASSISTANCE

The Cardholder's Department Liaison and the Purchasing Card Administrator will perform periodic audits of the Cardholder's compliance with the Purchasing Card program and with the City's purchasing policy. The Cardholder must facilitate this process by responding in a timely and complete fashion to any request for information and documentation from the Department Liaison and/or the Purchasing Card Administrator.

21. CUSTOMER SERVICE

Bank of America Customer Service is available 24 hours a day, 365 days a year at **1-800-538-8788** for:

- Reporting a lost or stolen card.
- Disputes or billing errors.
- Account information.

For all other questions or issues, please contact the Department Liaison.

22. TRAVEL

It is the responsibility of the cardholder and/or department liaison to reconcile the travel authorization at the end of the trip. Please forward a completed copy to Finance. Do not send copies of receipts received. Pursuant to the City's Travel Policy, **DO NOT** use the Purchasing Card for per diem purchases. If cardholder is on a business trip and card is lost or stolen, notify Bank of America immediately at **1-800-538-8788**. You may request the card be delivered overnight to your hotel, if necessary.

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ATTACHMENT 1

Accounting Codes

Account #	Title	Account #	Title
5106	Fees Paid to Temp Agency	5270	Financial Advisor
5124	Education/Training	5272	Bond Registration
5200	Advertising/Publications	5274	Ownership Certificate
5202	Collection Costs	5300	Oper/Maint (Bldg & Grnds)
5204	Consultant/Professional	5302	Iron, Steel & Non-Ferrous
5206	Payment to Other Agencies	5304	Merchandise for Resale
5208	Court & Recording Fees	5306	Minor Equipment
5210	Damage & Tort Claims	5308	Miscellaneous Commodities
5212	Data Processing	5310	Motor Vehicle Main Supply
5214	Dues, Membership, Subscriptns.	5312	Motor Vehicle Oper. Supply
5216	Insurance (General)	5314	Office Supplies
5218	Insurance/Tort Liability	5316	Misc. Operation Supplies
5219	Settlement Costs	5317	Computer Repair Parts
5220	Interdepartmental Service	5318	Scientific/Medical Supply
5222	Laundry/Sanitation Serv.	5320	Street Maintenance Supply
5224	Lump Sum Appropriations	5322	Uniforms, Food, Etc.
5226	Misc. Contract Work	5400	Automotive Equipment
5228	Photographing, Blueprint	5402	Furniture & Fixtures
5230	Postage, Shipping	5404	Heavy Motorized Equipment
5232	Printing, Binding	5406	Office Equipment
5234	Rents, Leases (Land/Bldg)	5408	Shop Equipment
5236	Rents, Leases (Equip/Veh)	5410	Other Capital Equipment
5238	Rep/Maint-Bldgs & Street	5412	Library Books, Films
5240	Rep/Maint-Vehicle & Equip	5415	Audio & Video Equipment
5242	Street Maint. Contracts	5420	Computer Equipment
5244	Sustenance/Care of Person	5425	Software
5246	Taxes	5438	Sidewalks
5247	Repair/Maint-Art	5440	Utility Relocation
5248	Telephone, Telegraph, TV	5442	Street Lights
5250	Training, Seminar, Conf.	5444	Traffic Signals
5252	Meetings	5446	Pavement Markings
5254	Utility Service	5448	Landscape Irrigation
5256	Electric Service	5450	Land
5257	Gas Service	5452	Right of Way
5258	Water Service	5454	Buildings
5260	Bond Counsel	5456	Streets
5262	Bond Rating	5458	Storm Drainage
5264	Legal Fees (In-House)	5460	Sanitary Sewer Collection
5266	Engineering Cost	5462	Utility System/Structures
5268	Construction Inspection	5464	Land Improvements

ATTACHMENT 2

Instructions for Purchasing Card Monthly Reconciliation Using Outlook

1. If the cardholder has used their City Purchasing Card during the previous 30-day period, the cardholder will receive an e-mail from "InfoSpan" around the 29th of the month with the description of "Cardholder Statement" and an attached Excel spreadsheet titled "chstatm.xls".

2. Double-click on the attached spreadsheet to open, and the following window will appear:

The screenshot shows a Microsoft Excel window titled "Microsoft Excel - chstatm.xls". The spreadsheet contains a form with the following fields:

Company	CITY OF LENEXA KS	
Card Product	Purchasing	
Cardholder ID	453749821-0000171937	
Last Name	SHERRY	
First Name	JUDY	
Account Number	1937	
E-mail Address	jsherry@ci.lenexa.ks.us	
Period	06/28/2000	To 07/27/2000
Sent Date	08/21/2000	
Must be returned by	08/21/2000	

Below the form, there is a message box with the following text:

Message (Click in the message box and use the keyboard arrows to scroll)
The attached statement covers the following period:
06/28/2000 To 07/27/2000
Please review. If you make any changes, return the statement by the specified Return Date.

At the bottom of the form, there are three buttons: "Help", "Start", and "Transactions".

The return date is listed in the very last text field. Double-click on the middle selection button at the bottom of the screen "Start". If you receive a dialog box that the spreadsheet contains macros, BE SURE to click the "Enable Macros" button.

You may receive a dialog box as shown below. Set the "Do not show again" checkbox and click O.K.

The screenshot shows a Microsoft Excel dialog box with the following text:

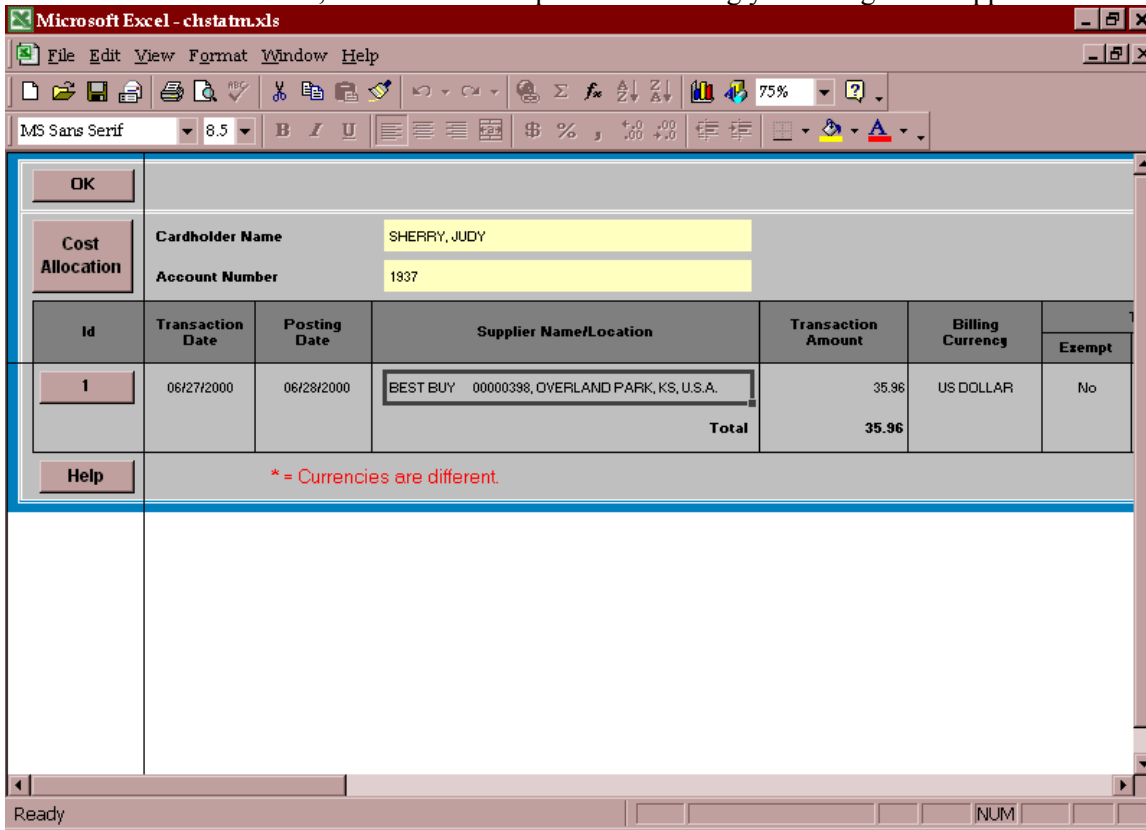
Visual Basic macro modules are now edited in the Visual Basic Editor, not the workbook. To see your modules, click Visual Basic Editor (Tools menu, Macro command). In the Project window, look in the Modules folder. Modules are still saved in the workbook.

Do not show this dialog again.

OK

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3. Click the "Start" button, and a formatted spreadsheet listing your charges will appear as follows:



Each line item purchase will be numbered and can be selected by single-clicking on the number in the left-hand column. The detail screen below will appear:

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Cost Allocation

Transaction Date: 06/27/2000 Posting Date: 06/28/2000
 Supplier Name/Location: BEST BUY 00000398, OVERLAND PARK, KS, U.S.A.
 Transaction Amount: 35.96 Billing Currency: US DOLLAR
 Tax: Source Currency: US DOLLAR
 Net Amount: 35.96

Id	G/L Sub-account	Cost Center	Allocated Percent	Allocated Amount
1	5415	141000	100.00	35.96
2			0.00	0.00
3			0.00	0.00
Value			Total	100.00%
				35.96

Buttons: Help, Add, Delete, Cancel, OK

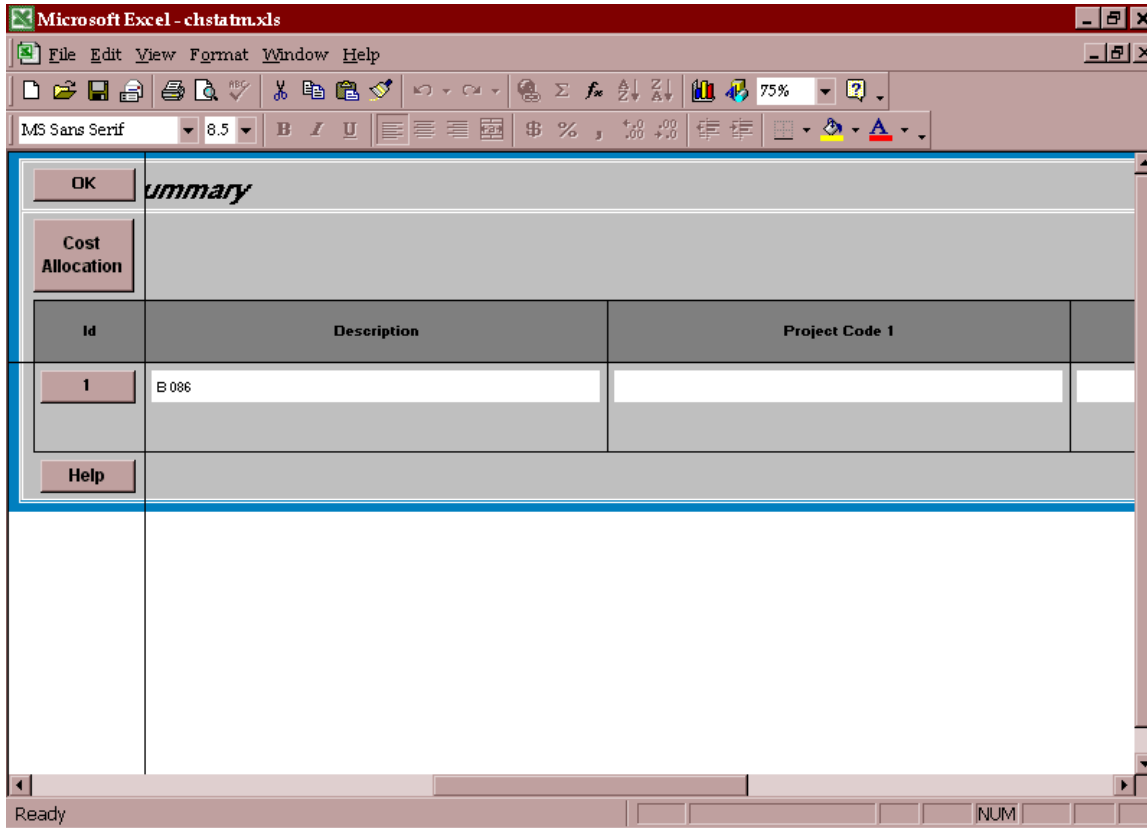
Status bar: Ready, Sum=135.96, NUM

4. If an expense code needs to be modified, select the drop-down arrow beside the number and pick the correct code. The expense code's column heading is "G/L Sub-account". The column "Cost Center" is the default department or activity number that you are assigned to. If the purchase should be charged to another cost center (activity number), modify this entry using the drop-down listing. To add allocation breakdowns, click the "Add" button and another line will appear where additional expense codes and activity numbers can be added. Enter the correct amount in the "Allocated Amount" column for each line item. The correct percentage will be automatically calculated. The total percentage should always equal "100 %". Continue to add additional breakdowns as needed, by selecting the "Add" button. When completed, select O.K. and you will return to the original screen.

5. By moving the slide bar at the bottom of the spreadsheet to the left, the columns "Description" and "Project Code 1" will be displayed. The Description column should have the Vendor Number for our Financial System entered as a 4-character entry in the format "X XXX" with the first character being an alpha letter, followed by a space and then followed by three (3) numeric digits. If the Vendor Number is not known, contact Finance to have a number assigned.

The "Project Code 1" column should be filled in for applicable capital projects and/or grants.

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6. After all necessary fields have been changed and the charges have been reviewed, click the OK button at the top left corner of the spreadsheet and you will be returned to the Cardholder Statement view. If you are not returned to the different view and your machine is not responding, click the "Save" diskette icon on the tool bar and you may receive a dialog box to overwrite with the new format. Click "yes" and you should be returned to the Cardholder Statement view.

Note that the middle button wording will now read "Return". Select the return button and the information will be sent back to the Purchasing Card server for updating the database.

File your charges e-mail in an "InfoSpan" folder for your own reference; a master copy is retained on the server indefinitely.

NOTE: If a dialog box is received asking if you want to save or convert the Excel 5.0 format to the current format, respond by clicking the "Yes" button.

ATTACHMENT 3

EXAMPLE OF LABELS:

<p>Purchasing Card Receipts</p> <p>Employee: _____</p> <p>Department: _____</p> <p>Period Ending: _____</p> <p>_____ of _____</p> <p>G/data/everyone/ac71.01envelopelables.doc</p>

The above label is to be used on the outside, upper left hand corner of a 6x9 envelope, one envelope for each employee's receipts. All employee 6x9 envelopes shall then be placed inside a 10x13 envelope, identified with the following label in the upper left hand corner.

<p>Purchasing Card Receipts</p> <p>Department: _____</p> <p>Period Ending: _____</p> <p>_____ of _____</p> <p>G/data/everyone/ac71.01envelopelables-1.doc</p>
--

These labels are available for you to print from word document files in G/Data/Everyone (see file name on bottom right corner of label). Open file, click merge on toolbar, merge to printer (from drop-down box), click merge, and print on Avery 8163 Ink Jet Labels if printing on Ink Jet Printer, or Avery 5263 Laser Labels if printing on Laser printer.

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ATTACHMENT 4

Authorized by: _____

Cardholder Signature: _____

Bank of America

Phone 1-888-449-2273

Fax 1-888-678-6046

Attn: Commercial Card Svcs

Cardholder Statement of Disputed Item

Business Name: _____

Cardholder Name: _____

Cardholder Account Number: _____

Statement Date	Transaction Date	Merchant Name/Description
Amount	Posting Date	Reference Number

Check the description most appropriate to your dispute. If you have any questions, contact Bank of America at 1-800-538-8788.

- _____ 1. **Alteration of Amount:**
The amount of the sales draft has been altered from \$ _____ to \$ _____ .
(Please include copy of sales draft)
- _____ 2. **Unauthorized Mail or Phone Order:**
I certify the charge listed above was not authorized by me or any person authorized by me to use this account. I have not ordered merchandise by phone or mail, or received goods and services as represented above.
- _____ 3. **Cardholder Dispute:**
I did participate in the above transaction; however, I dispute the entire charge, or a portion, in the amount of \$ _____ because: _____

- _____ 4. **Credit Not Received:**
The merchant has issued me a credit slip for the transaction listed above; however, the credit has not posted to my account. The date on the voucher is between 30 and 90 days old. (Please include a copy of the credit voucher.)
- _____ 5. **Imprinting of Multiple Slips:**
The above transaction represents multiple billing to my account. I only authorized one charge from this merchant for \$ _____. I am still in possession of my card.
- _____ 6. **Merchandise Not Received:**
My account has been charged for the above transaction, but I have not received this merchandise. I have contacted the merchant.
- _____ 7. **Merchandise Not Received:**
My account has been charged for the above transaction, but I have since contacted this merchant and canceled the order. I will refuse delivery should the merchandise still be sent.
- _____ 8. **Merchandise Returned:**
My account has been charged for the transaction listed above, but the merchandise has been returned. (Attach a description of the circumstances. Please include postal receipt if applicable.)
- _____ 9. **Inadequate Description/Unrecognized Charge:**
I do not recognize this charge. Please supply a copy of the sales draft for my review.
- _____ 10. **I am no longer disputing this charge.**

ATTACHMENT 5

Cardholder Agreement

By signing this Cardholder Agreement, the undersigned Cardholder specifically acknowledges receipt of the Purchasing Card Program Cardholder Manual, and further acknowledges and agrees that:

- The Purchasing Card is to be used only for legitimate business purposes.
- The Purchasing Card must be used in accordance with the provisions of the Purchasing Card Program Cardholder Manual and the City's purchasing policy.
- Any Cardholder who uses the Purchasing Card inappropriately will be required to reimburse the City of Lenexa for all costs associated with such improper use.
- Violation of any applicable policy or procedure may result in revocation of use privileges and/or disciplinary action, up to and including termination of employment.

Purchasing Card Account Number: _____

Received by: _____
(Print Cardholder Name)

Cardholder Signature: _____

Date: _____

Witness:

Signature

Title of HR Representative

Card Re-issue Dt: _____
Card Re-issue Dt: _____

Initials: _____
Initials: _____