



Request for Proposal

Commercial Purchasing Card

Issue Date: July 26, 2013

**EAST BAY REGIONAL PARK DISTRICT ADMINISTRATION BUILDING
2950 PERALTA OAKS COURT
OAKLAND, CA 94605**

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I. Introduction

A. Statement of Purpose

The East Bay Regional Parks District is pleased to invite interested institutions to submit proposals for implementing a Purchase Card program for the District that will meet the District's needs, including the following:

- Availability of all commercial card features we currently use (listed in part IV),
- Additional cost savings,
- Increase use of purchase card,
- Increase employee efficiency and satisfaction,
- Increase processing efficiencies,
- Experience with government clients,
- Fraud prevention proactivity.

B. District Background

The East Bay Regional Park District was incorporated in 1934 as a California Special District and operates under Sections 5500-5595 of the Public Resource Code of the State of California. The purpose of the District is to acquire, develop, and maintain park, recreation and open space land within Alameda and Contra Costa Counties. The District is governed by a seven member Board of Directors, elected by voters in their respective wards and serving a four-year term. The District is a legally separate and fiscally independent entity from other government agencies.

The District is the largest regional park district in the nation, currently owning more than 113,000 acres of land in 65 parks and operating 1,200 miles of trails throughout the two counties. In 2008, the voters in Alameda and Contra Costa Counties approved the District's \$500 million bond measure for parkland acquisition and grants to local agencies. This was the largest local park bond measure passed in the U.S to date. The District maintains a triple-A bond rating.

The District's 2013 budget, operating plus capital, is approximately \$171 million. Our largest revenue source is property tax. The District's 2013 budget and 2012 Comprehensive Annual Financial Reports are both available on our website, www.ebparcs.org.



The District uses SunGard's IFAS ERP software and is in the process of testing the SunGard One Solution ERP system. The District's transition to One Solution is anticipated to be complete by January 2014.

C. PCard Background

The District currently uses the State of California's CAL-Card program, which has been in place for about ten years. The CAL-Card program is a "no cost" program with no annual fees or spending requirements.

The CAL-Card offers two incentive programs based on volume sales and prompt payment. The District's annual rebate is calculated based on these incentives programs and is payable within 50 days of the end of the quarter.

1. Volume Sales Rebate

Quarterly Volume Sales Incentive = Quarterly Volume Sales x .00570

2. Prompt Payment Rebate

*Prompt Pay 45 Days (maximum # of days) Rebate =
45 Days – # of days to pay (date of ACH or Check) × 0.0045 × invoice amount*

The CAL-Card program provides state approved training programs, training materials, and classroom and/or webcast presentations for cardholders, the billing office, and the program coordinator. A support system is available to all members of the program through toll-free numbers and direct email. Customer service personnel are accessible 24 hours a day, every day of the year.

Currently, the District processes Cal-Card monthly statements and transactions manually. Cardholders complete an excel purchase card summary sheet –either typing directly into the form, or hand-writing on a pre-printed copy. The hardcopy is submitted to the Accounts Payable staff, who manually reviews the information for adherence to procedures and for additional use tax owed. The information is then inputted into an Excel spreadsheet, which is uploaded into the District's SunGard IFAS financial system.

Requests for new cards, and changes to existing cardholder information are submitted on paper format, routed for approval, and manually inputted by the Accounts Payable Supervisor into the CAL-Card portal.

In the case of potential fraud, the bank notifies cardholders when it becomes aware that potential fraud has occurred. Often times the cardholder only becomes aware of fraudulent activity after the monthly statement has been received. The cardholder then contacts the bank to investigate the fraudulent activity at that time.



D. District Statistics

When preparing your proposal, please consider the following data:

P-Card Statistics

Current Number of Card Holders	514
PCard Annual Spending in 2012	\$2,877,138
Number of average monthly transactions in 2012	1,651
Number of annual Transactions in 2012	19,812
2012 Rebate provided by CAL-Card	\$17,387

AP Statistics

Annual spending for recurring payments (such as electricity, water, gas, etc.)	\$485,618
Number of vendors with 40+ payments annually	12
Number of AP checks issued in 2012	8,743



II. *Schedule of Events*

Date:	Time:	Event:	Location or other:
Friday July 26, 2013	9:00am	Request for Proposal (RFP) Issued	
Friday August 9, 2013	5:00pm	Questions from respondents due	To dspaulding@ebparks.org
Thursday August 15, 2013	5:00pm	Notice indicating intent to bid due	To dspaulding@ebparks.org
Friday August 16, 2013		Answers to Questions	Via email to vendors submitting intent to bid
Monday August 26, 2013	12:00pm	Proposals Due	To dspaulding@ebparks.org
Friday August 30, 2013		Identification of Finalists	Via email
Friday September 6, 2013		Finalist Interviews/Presentations	2950 Peralta Oaks Court, Oakland CA
Wednesday September 11, 2013		Selection/Notification Date	
Tuesday September 24, 2013		Board Finance Committee review	2950 Peralta Oaks Court, Oakland CA
Tuesday October 1, 2013		Approval by Board of Directors	2950 Peralta Oaks Court, Oakland CA
Monday October 1, 2013		Begin Implementation	
Wednesday January 1, 2014		Implementation complete	



III. *Contract Term*

The District is seeking a three year contract with the Purchase Card provider, with the option of two extensions for three additional years each.

If the services to be performed hereunder by the proposer are not performed in an acceptable manner to the District, the District may cancel this contract for cause by providing written notice to the proposer, giving at least ninety (90) days' notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the District, and the District may rescind the cancellation if such action is in District's best interest.

Either party may terminate the contract without cause with a hundred twenty (120) days' written notice.

IV. *Required Services and Qualifications*

The purchase card system must minimally provide the same capabilities that are available through the existing CAL-Card system. Required services include:

- A. Operations and technology
 1. Customer Services
 - A secured, authorized support system that is available to all hierarchical levels of the program.
 - Card holder services available 24 hours a day, 7 days a week. Services include the reporting of lost or stolen cards, transaction authorization and verification, account inquiries, account maintenance, and card holder customer service.
 - Billing support services available from 8AM to 5PM, PST, excluding weekends.
 - Responses to product or system error and the resulting resolution plan within four business hours of an event.
 2. Transactional Data
 - Transactional data at the following levels: Cardholder, hierarchy or approval flow (available at different levels), business unit, division, and department.
 3. Card Limits and Restrictions
 - Flexible card limits and merchant category code restrictions.
 - Authority for the PCard Administrator to apply limits and restrictions.



- The ability to set limits on the cardholder and/or business unit such as on single, daily, and monthly/cycle dollar limits.
 - 4. Account Maintenance
 - Internet solutions for online, real time, account maintenance, and transaction administration.
 - Controls and restrictions on changes made by the PCard Administrator.
 - Security controls to ensure only authorized changes can be made.
- B. Reporting and Measurement
 1. Program Data Reports
 - Web-based program data reports with the ability to create ad-hoc reports on all Program data elements.
 - A variety of report frequencies including real time, daily, monthly (billing cycle and calendar), and annually (fiscal year and calendar).
 2. Report Types
 - Cardholder statement,
 - Division/Department/Business Unit statement,
 - Invoice,
 - Outstanding invoice status,
 - Supplier activity,
 - Fraud transactions tracking,
 - Disputed transactions tracking,
 - Lost or stolen cards, including card replacement notification to PCard Administrator,
 - Fraud notifications,
 - Statistical summary,
 - Declined transaction tracking,
 - Card activation tracking,
 - Cardholder maintenance/changes,
 - Questionable activity.
 3. Report Storage
 - Cardholders can view statements online,
 - PCard Administrator can view all statements,
 - Email notification indicating availability of statements,
 - Twelve rolling months or more statements stored online,
 - Print statement for records or bill payments,
 - Download statements for archives.
- C. Payments
 1. Payment System
 - Forms of accepted payment,
 - Ability to cross-reference Cardholder Statement with monthly invoice number,
 - Electronic invoices/payment process,
 - Invoice adjustments,
 - Invoice forms and reports.



D. Program/System Functionality

1. Program/System and Data

- Electronic review and manipulation of all captured transaction information.
- Ability to assign an account code based on the Vendor, Vendor category, Cardholder, or any combination of these fields.
- Account code should be sufficiently long to accommodate the district's account string (minimum of 64 digits).
- District ability to override the default code.

2. Sales Tax

- Accrue for and separate out sales tax and allow for an account code to be attached.

3. Data Interface

- Ability to download data from the system and the automatic creation of batch upload file containing accounting data to the District's internal accounting system.

E. Rebates

1. Rebates based on transaction averages, total spent and/or prompt payment.

F. Additional desired services

The District desires to transition to a more automated purchase card system. Ideally, cardholders would log onto a web portal to access and review their P-Card transactions and enter coding for those transactions online. Approvers would be able to approve the transactions online. Transactions and coding would then be uploaded to the financial system directly, and then reviewed and approved prior to payment being rendered to the vendor.

Some of the cardholders are “field staff” who work in remote areas. These cardholders have access to computers, but may not have access to internet. It is possible that the provided system will include a manual process for these remote sites.

The P-Card system must provide and restrict access for select cardholders to review and approve transactions online. The District would also like to have the option to attach and view receipts online with accessible transaction details. An additional desired feature would be the ability to add comments and notes to individual transactions.

V. *Service Capabilities*

Respondents must provide information, including responses to questions, regarding service capabilities as requested below.

Card Program:



1. How will a new P-Card benefit the District?
2. What card platform(s) does your program employ (e.g. MasterCard, Visa, Amex, or other)? Why? If more than one is used, which would you recommend for our program and why?
3. How many suppliers accept your corporate card?
4. Do any third-party partners perform other functions, such as systems support or customer service? If so, explain.
5. What billing cycles are available? Describe options for billing and payment, what flexibility is offered regarding billing cycles?
6. How will we receive billing statements?
7. What payment terms from “statement date”?
8. What options are available for East Bay Regional Parks to make payments (e.g. ACH, check)?
9. Does the program provide the option of customizing the card with the District’s logo? Describe what options are available for “co-branding” the corporate card with District’s name and logo.
10. Please explain your virtual card program and the associated process and benefits.

Program Controls:

1. What are the liabilities of the East Bay Regional Parks District and its employees in the event of fraud, abuse, or loss of a card?
2. Does your program screen transaction activity for fraud patterns and how does it respond to fraudulent activity?
3. Describe your new card issuance process.
4. Do you offer online card application capability? Describe.
5. How are cards replaced in an emergency situation?
6. Describe your card maintenance options.
7. Describe record retention lengths and its available options.
8. How is the approval process done?
9. Describe the card controls and usage restrictions supported by your program.
 - Company level restrictions,
 - Cardholder level restrictions,
 - Department level restrictions,
 - Dollar limits,
 - Vendor type restrictions.

Technical Capabilities:

1. What are the hardware and software requirements for using your card transaction reporting software?
2. What technical support is available for reporting?



3. Describe how your reporting package accomplishes the interface with our chart of accounts and financial system (currently IFAS and transitioning to One Solution).
4. Can you accommodate our accounting code structure? How customizable is reporting?

Information Reporting:

1. Provide a general description of the reporting packages you offer.
2. Describe the management reports you will provide.
3. Define the download capabilities, level of customization, and drill down capabilities available on online reporting and reports.
4. Please describe online account management for cardholders.
5. How quickly after a transaction has been conducted is information available?
6. How is use tax addressed?
7. Is there a way receipts can be attached? If so, how is it done?
8. Is historical information available? If so, how far back is the information available?

Customer Service:

1. Describe your customer service capabilities for administrators.
2. Describe your customer service capabilities for cardholders.
3. Please describe your escalation process for cardholder inquires.
4. Define the dispute resolution process.
5. Describe the procedure for suspending or cancelling cards.
6. Describe the process for reporting a card lost or stolen.

VI. Request for Proposal Instructions

A. Questions

During the question period proposers may submit written questions to the District related to this RFP. Requests for modifications and clarifications may be submitted by the question period specified in the Schedule of Events in Section II.

Please submit questions to:

Name: Deborah Spaulding

Email Address: dspaulding@ebparks.org

Answers to questions will be sent on the date listed in the Schedule of Events. All questions and answers will be provided via blind copy email at the listed date to all vendors who provided notification of intent to bid by date specified in Schedule of Events.



B. Submission of Proposal

Proposals shall be submitted electronically to the address below before the due date specified by the Schedule of Events.

Name: Deborah Spaulding

Email Address: *dspaulding@ebparks.org*

C. Format and Contents

This section describes the format and contents in which proposals are to be submitted.

Section 1- Cover Page

- Name of the proposing vendor.
- Principle business address from where the relationship will be managed.
- Name and contact information for the preparer of the proposal including email address to which responses should be sent.
- Name and contact information for the relationship team who would be assigned to the District’s account in the event that your vendor is awarded the contract.

Section 2- Transmittal letter

- Address the vendor’s interest and commitment, if selected, to provide services to the District.
- Reasons the vendor should be selected.
- Possible conflicts of interest.

Section 3- Table of Contents

Section 4- Vendor and Staff Profile

- Information about the relationship team, including name, level, role, responsibility, experience and length of tenure with your firm.

Section 5- Scope of Services

- Type of services offered.
- Affirmations that the institution can meet the “required service qualifications” listed in part IV, or indication of areas in which the vendor cannot comply.
- How services will benefit the District.
- Implementation requirements and timelines for each type of service.
- Describe the support provided during enrollment and implementation, including customer assistance, technical assistance, user manuals, instructional and/or educational material, on-site visits, and other assistance.



- Solutions, workflows, and implementation outline for proposed commercial payment solutions.
- Reporting of measurements and milestones (deliverables).

Section 6- Service capability responses from section V.

Section 7- Detailed conversion and implementation plan including timeframes and scheduling. Clearly identify the responsible party for each step, and including tasks and roles that are fulfilled by Park District staff.

- Pre-conversion lead time,
- Prerequisites,
- One-time training for administrator and staff,
- On-going roles and responsibilities,
- On-going training.

Section 8- Pricing and Rebate Schedule, including service associated costs

- On-going costs,
- Set-up charges,
- Training costs,
- Rebate schedule.

Section 9- Business/Corporate references

- The Vendor should supply a minimum of three business/corporate references including contact names and phone numbers.
- References should be current clients who are comparable in size and financial needs to the District. The clients should also be working with the same relationship team that is going to be working with us.
- In order to ensure current expertise, services described by corporate references are required to be ongoing or have been completed within the 36 months preceding the issue date of this RFP.
- All references are required to have at least two years of experience with the proposed service.

Section 10- Sample Contract

VII. Evaluation Criteria

This RFP seeks financial institutions to provide a commercial purchasing card for the East Bay Regional Park District. Selection will be based on the evaluation factors listed below.

- Availability of required services,
- Responsiveness to the needs and operational requirements of the East Bay Regional Park District,
- Compliance with RFP requirements,



- Strength & stability of provider,
- Experience with government clients,
- Conversion plan,
- Strength of customer service & relationship team,
- Pricing and Rebate,
- Other factors,

VIII. Final Comments

The District reserves the right to reject any or all bids, and select the best bid based upon District evaluation.

By requesting proposals, the District is in no way obligated to award a contract or pay expenses of the proposing Service Providers in connection with the preparation or submission of a proposal. If the selected Service Provider fails to enter into a subsequent contract within 30 days of Board approval of contract, the selection could be invalidated.

The District acknowledges the time and effort the responding Service Providers and their staff have committed to preparing their proposals, and expresses appreciation.

A. Undue Influence

The respondent must declare and warrant that no undue influence or pressure (including coercion, confidential financial arrangement, or financial inducement) is used against or in concert with any officer or employee of the District in connection with the award of the contract, which will be executed as a result of this RFP. No officer or employee of the District will receive compensation, directly or indirectly, from the respondent, or from any officer, employee or agent of the vendor, in connection with the award of the contract which will be executed as a result of this RFP.

Violation of this section shall be a material breach of the contract entitling the District to any and all remedies by law or in equity. Respondent confirms agreement to this section with submission of the proposal.

IX. Appendices

A. Current P-Card Procedures





Procedure 8.7 Overview of Purchase Cards

EFFECTIVE	January 1, 2012, revised January 1, 2013
RELATED POLICIES	Policy 8.0, Expenditure Policy
RELATED PROCEDURES	8.1, Purchasing Methods 8.2, Purchasing Order Approval Limits 8.8, Obtaining New/Replacing/Terminating Purchase Cards 8.9, Disputing Purchase Card Charges
SUMMARY STATEMENT	<p>The Finance Department is responsible for ensuring that all expenditures of the East Bay Regional Park District are properly executed and managed. For efficiency and control reasons, the Finance Department prefers the use of electronic payment methods (e.g., Purchase Cards) whenever possible. The Finance Department is responsible for obtaining, monitoring, supervising, and evaluating the use of the Purchase Cards (P-cards).</p> <p>P-cards authorize vendors to deliver supplies and services to the District, and legally obligate the District to pay for these items. Therefore, they are to be used prudently and protected just like cash. District P-cards are to be used for District expenses only. Abuse of the P-card can result in disciplinary action, including revocation of the P-card, and up to and including employee termination.</p>



PROCEDURES:

OVERVIEW OF CARD USE

At the time that a new P-card is assigned to an employee, the employee receives information explaining:

- the maximum single-purchase amount for the P-card,
- monthly maximum for the P-card,
- permitted use of the card, and
- P-card statement processing submission deadlines.

Cards are encoded with authorized dollar limits and permitted merchant types. Attempts to purchase items that exceed the single-item or monthly dollar limit, or from an unauthorized merchant will be declined.

P-card holders are required to sign the “Acknowledgement of Purchase Card Receipt and Notification of Purchase Card Program Requirements.” Included in the Acknowledgement form is the statement that P-card privileges can be suspended if cardholder’s monthly statements are not submitted by the required deadline four times in a twelve-month period.

The following single-transaction and monthly-limit tiers are available. The cardholder’s supervisor will assign the tier based upon normal required usage, manager will approve, and AGM will confirm.

General Employee P-card Limits

PURCHASE CARD APPROVAL LIMITS

Tiers	Single Item Limit	Monthly Limit
I	\$500	\$1,000
II	\$1,000	\$2,000
III	\$2,000	\$5,000
IV	\$2,000	\$15,000
V	\$2,000	\$25,000

Single purchases over \$2,000 are not allowed, as purchases over \$2,000 require a Purchase Order. In the rare case where an exception to the standard tiers is required for a particular employee, their manager is required to contact the Assistant Finance Officer for approval.

USING A PURCHASE CARD

The following items / purchases require pre-approval and can be transacted via Purchase Card only if specific guidelines are met. Pre-approval can be obtained in an email from the approving manager and attached to Purchase Card Form.

- Computer Hardware & Software (including hand-held data devices) – Information Services Manager pre-approval is required.
- Maintenance Services / Emergency Repairs - Maintenance Management staff pre-approval is required. (Repairs may also have insurance or contract requirements.)
- Radios & Cell Phones – Communications Manager pre-approval is needed.



- HR Paid Training – HR pre-approval is required.
- Department-Paid Training - Manager pre-approval required.
- Services above \$1,000 –completed contract required in advance of transaction (if contract is required).
- Purchases using funds from a department other than your home department – other department Manager pre-approval required.
- Memberships - pre-approval from Assistant General Manager required.
- Sponsorships or donations – pre-approval from General Manager required.
- Purchasing safety glasses – pre-approval from Risk Manager is required.

P-card generally may not be used to purchase vehicle fuel. Exceptions are for rental cars, or in the case of an emergency. If emergency fuel is purchased via P-card, it should be charged to Fleet budget and Fleet Manager approval obtained via email prior to submission to the Finance Department for processing.

The following activities are PROHIBITED and may not be transacted using a P-card:

- Use of card for personal expenses
- Obtaining cash advances.
- Splitting of purchases to circumvent the dollar limitation.
- Purchasing pesticides and herbicides.
- Purchasing uniforms that are provided via MOU agreement.
- Use of card by anyone except P-card holder.
- Delivery of items to other-than-Park-District address.

The consequences of engaging in prohibited transaction are:

- first occurrence--Finance email to P-card holder and approving official with reminder of procedures,
- second occurrence - potential 30 day suspension of P-card with notice to P-card holder, approving official and next level manager,
- third occurrence—potential cancellation of P-card privileges with notice to P-card holder, approving official, next level manager and AGM.

Continual misuse of the P-Card can result in disciplinary action.

If an approving official approves P-card statements which contain prohibited transactions three times, their status as approving official potentially will be suspended for 90 days, with notice to approving official, next level manager, and AGM. AGM will be requested to name interim substitute approver.

In cases where a fraud investigation is undertaken which includes, or



is in connection with P-card misuse, the P-card may be suspended until the investigation is completed.

Intentional use of the P-card for other than official District business will be considered an act of fraud against East Bay Regional Park District. Confirmation of commitment of an act of fraud will result in immediate cancellation of the employee's P-card and disciplinary action under applicable MOU and District administrative procedures, up to and including termination.

Cardholder General Responsibilities

- Secures the P-card and P-card number.
- Uses the P-card appropriately.
- Complies with the District Purchasing Policies and Procedures and the P-card program requirements.
- Contacts U.S. Bank by calling 1-800-344-5696 under the following circumstances (see Procedure 8.8 and 8.9 regarding instructions for contacting the bank):
 - Immediately if card is lost or stolen (Procedure 8.8).
 - Disputing charges (Procedure 8.9).

Cardholder Processing Responsibilities

- Retains original P-card itemized invoice / receipt until the transaction is shown on the monthly billing statement.
- Reviews monthly billing statement for accuracy.
- If statement includes disputed items, refers to Procedure 8.9, Purchase Card Disputes, for instructions.
- Completes P-card Coding Sheet, located at P:\Finance\Forms\Purchase Card Forms with the required information including the date, amount, accounting code, description for each transaction, and total amount.
- Assembles packet, signs coding sheet in ink, and staples statement packet in this order:
 - First - P-card Coding Sheet.
 - Second - billing statement.
 - Third - original receipts or invoices.
- If any of the receipts or invoices are lost and a duplicate copy cannot be obtained from the supplier, attaches a No Receipt Certification Form, located at P:\Finance\Forms\Purchase Card Forms to the billing statement.
- Forwards completed packet to Approver in a timely manner to meet the submission deadline, the 15th of each month.

Approver Responsibilities

- Ensures that statements and documentation are received from all cardholders with current month activity. (Information regarding transactions is emailed to approvers monthly.)
- Reviews statement packet to ensure:
 - all purchases were appropriate / pre-approved.



- required documents attached .
- descriptions are accurate.
- accounting codes are correct.
- card holder has signed in ink.
- Signs coding sheet in ink to indicate review was completed.
- Sends completed statement packet, no later than the 15th of each month, to Finance - Accounts Payable.

Note: P-Card statements received in Finance after the monthly deadline will be tracked and recorded. If an employee submits statement late four times in one year, the employee's P-Card will be suspended for one month.

Accounts Payable Staff Responsibilities

- Tracks and records late P-Cards (received after the 15th of each month) and provides information to Assistant Finance Officer.
- Audits packets to ensure all required documentation is included and accurate.
- Reviews for sales tax charges and adds use tax as required.
- Processes the statement for payment.
- Accumulates and analyzes purchase card usage data.

Assistant Finance Officer Responsibilities

- Compiles information quarterly about P-card holders not in compliance with statement submission deadlines.
- Provides memo to P-card holders and supervisor when statement is late once in 12 months. Produces memo and email to P-card holder and supervisor the second time submission is late in 12 months. Produces e-mail to P-card holder, supervisor and AGM the third time submission is late.
- Suspends P-card privileges for 30 days after the fourth time statement submission is late in 12 months.



Procedure 8.8 Obtaining New / Replacing / Terminating Purchase Cards

EFFECTIVE	January 1, 2012
RELATED POLICIES	Policy 8.0, Expenditure Policy
RELATED PROCEDURES	8.7, Overview of Purchase Cards 8.9, Disputing Purchase Card Charges
SUMMARY STATEMENT	<p>The Finance Department is responsible for ensuring that all expenditures of the East Bay Regional Park District are properly executed and managed. For efficiency and control reasons, the Finance Department prefers the use of electronic payment methods (e.g., Purchase Cards) whenever possible. The Finance Department is responsible for obtaining, monitoring, supervising and evaluating the use of Purchase Cards (P-cards).</p> <p>P-cards authorize vendors to deliver supplies and services to the District, and legally obligate the District to pay for these items. Therefore, they are to be used prudently and protected just like cash. District P-cards are to be used for District expenses only. Abuse of the P-card can result in disciplinary action, including revocation of the P-card, and up to and including employee termination.</p>
PROCEDURES:	
<i>OBTAINING A NEW PURCHASE CARD</i>	<p><u><i>The Supervisor of a New Employee</i></u></p> <ul style="list-style-type: none">• Complete a Request for Purchase Card form attached and also located at P:\Finance\Forms\Purchase Card Forms.• Determines which tier is appropriate for the P-card holder (see Procedure 8.7 section on Employee P-card Limits).• Obtains approval from Manager.• Obtains approval from Division AGM.• Submits the approved form to Accounts Payable Supervisor. <p><u><i>Accounts Payable Supervisor - Finance Department</i></u></p> <ul style="list-style-type: none">• Verifies Request for Purchase Card form is complete and includes authorizations.• Submits the information to U.S. Bank.• Receives card from bank.• Meets with cardholder to provide program instruction prior to



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providing the new card for use.

- Obtains P-cardholder's signature on "Acknowledgement of Receipt of Purchase Card..." document.
- Retains signed document on file.

Cardholder

- Meets with Accounts Payable Supervisor to receive card and become familiar with the program requirements.
- Signs Acknowledgement of Receipt of Purchase Card form at the time P-card is received.

REPORTING AND REPLACING A LOST OR STOLEN PURCHASE CARD

The Cardholder

- Immediately contacts U.S. Bank customer service at 1-800-344-5696 to report the missing P-card and request a replacement.
- Contacts his or her supervisor to report missing P-card.

Supervisor of the Cardholder

- Notifies Accounts Payable Supervisor by telephone and follows up with a written notification.

Accounts Payable Supervisor - Finance Department

- Notifies the employee when the replacement P-card is available, usually within two working days of bank notification.

REPLACING A WORN-OUT OR DEFECTIVE CARD

The Cardholder

- Contacts his or her supervisor to report replaced P-card.
- Contacts Accounts Payable Supervisor to request replacement card.

Accounts Payable Supervisor - Finance Department

- Contacts U.S. Bank customer service at 1-800-344-5696 to request a replacement P-card.
- Notifies the employee when the replacement P-card is available, usually within two working days of bank notification.

TERMINATING CARDHOLDER

Supervisor of the Cardholder

- Notifies Accounts Payable Supervisor by telephone as soon as P-card or employment termination / separation is known, and



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follows up with an email notification.

- Obtains Cardholder's P-card prior to last day of work.
- Sends P-card to the AP Supervisor to be destroyed within one week of termination.

Accounts Payable Supervisor

- Contacts U.S. Bank to immediately close the account, no later than last day of employee's work.

TRANSFERRING A CARDHOLDER TO A NEW LOCATION & SUPERVISOR

New Supervisor

- Notifies Accounts Payable Supervisor regarding change in employee's location and approver.
- Completes the Request for Purchase Card form and submits form to Accounts Payable Supervisor.

Employee

- Keeps current P-card during the transfer process.

Accounts Payable Supervisor - Finance Department

- Contacts U.S. Bank Customer Service to request new mailing address for statement.
- Contacts bank to change P-card limits and to change name of P-card Approver.



Procedure 8.9 Disputing Purchase Card Charges

EFFECTIVE January 1, 2012

RELATED POLICIES Policy 8.0, Expenditure Policy

RELATED PROCEDURES 8.7, Overview of Purchase Cards
8.8, Obtaining New / Replacing / Terminating Purchase Cards

SUMMARY STATEMENT The Finance Department is responsible for ensuring that all expenditures of the East Bay Regional Park District are properly executed and managed. For efficiency and control reasons, the Finance Department prefers the use of electronic payment methods (e.g., Purchase Cards) whenever possible. The Finance Department is responsible for obtaining, monitoring, supervising and evaluating the use of Purchase Cards (P-cards).

P-cards authorize vendors to deliver supplies and services to the District, and legally obligate the District to pay for these items. Therefore, they are to be used prudently and protected just like cash. District P-cards are to be used for District expenses only. Abuse of the P-card can result in disciplinary action, including revocation of the card, and up to and including employee termination.

PROCEDURES:

Cardholder

- Contacts U.S. Bank customer service at 1-800-344-5696 concerning any questionable items or disputed transactions on the monthly bank statement *within five days of receipt of the statement*. Common dispute issues can be found in the following section.
- Provides a complete explanation on the monthly statement.
- Completes Cardholder Statement of Questioned Item (CSQI).
- Sends the CSQI directly to the bank as per instructions on the form.
- Crosses the item in question transaction off the bank statement and notes that a completed CSQI from has been submitted.
- Includes CSQI along with the statement to Finance.
- If items purchased with the purchase card are found to be defective, returns the item(s) to the supplier for replacement or to receive credit on the purchase which shall be applied as a credit on the purchase card account.



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- If the supplier refuses to replace the defective item, then the purchase of this item will be considered to be a dispute and must be noted on the CSQI form.
- Reviews the following month's P-card statement to ensure U.S. Bank has provided a credit in the amount that was previously disputed.
- If credit is not provided in the following month, continues to work to resolve dispute until it is corrected.

AP Supervisor

- Expenses the disputed item to the responsible department's budget in the 5000 object code, for tracking purposes.
- Removes the expense from the department's budget when the credit is received.

COMMON DISPUTE REASONS

UNAUTHORIZED MAIL/PHONE ORDER

This reason should be used for telephone or mail order transactions. If a sales slip is signed or imprinted with the cardholder's card this reason does not apply.

DUPLICATE PROCESSING

This reason is used when a transaction has been billed multiple times to an account. The amounts must be the same. The cardholder should provide the transaction details or the original billing, such as dollar amounts, transaction date, etc. The bank statement on which the billings occur and a copy of the original sales slip should be referenced.

MERCHANDISE NOT RECEIVED

This reason is used when the goods were paid by other means. The cardholder should attempt to resolve the dispute with the supplier. The cardholder should detail this attempt and provide the date of expected delivery. If the goods were paid for by another means, a copy of the payment (copy of the front and back of a check or other payment document) should be provided in addition to a copy of the Statement of Account. In the event merchandise was canceled, full details should be provided, such as why the transaction was canceled and date of cancellation.

MERCHANDISE RETURNED

In the event merchandise was returned and a credit has not yet been posted, the cardholder should describe the reason for returning the merchandise and the date the item was returned. A copy of the reference number on the monthly statement or other official receipt proving the merchandise was returned should be available.



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CREDIT NOT RECEIVED

This reason may be used when the cardholder has received a credit voucher or written refund acknowledgement from the supplier, but the credit has not been posted to the cardholder's account within 30 days from the date on the voucher or acknowledgement. The cardholder acknowledges participation in the transaction but the goods were returned. The cardholder should state the amount of credit (s)he is expecting and provide a copy of the Statement of Account (SOA) and credit voucher or acknowledgement letter.

ALTERATION OF AMOUNT

This reason is used when the cardholder participated in the transaction and indicates that the amount was altered without permission. The cardholder must acknowledge the amount before alteration and a copy of the cardholder's copy of the receipt must be provided to support this reason. The amount of the credit would be the difference between the amount before alteration and after alteration. The sale receipt copy should be available.

INADEQUATE DESCRIPTION OR UNRECOGNIZED CHARGE

In the event the cardholder does not recognize the transaction description, the cardholder should request the bank supply a copy of the sales draft due to the inadequate description of an unrecognized charge. This should be requested by the cardholder only after reviewing their supporting documentation and ensuring that a supplier description or location error has not occurred. A copy of a sales draft will generally be received within 30 days. In the event the supplier's processing bank cannot provide a copy within the allotted time frame, the cardholder's account will be credited until such time as a valid draft is received.

COPY REQUEST

This reason should be used when the cardholder recognizes the charge, but requires a copy of the sales draft for their records. The cardholder is encouraged to keep all other supporting documentation, such as catalog information, magazine ad, shipping documents, etc. as evidence of their purchase.

NOT AS DESCRIBED

This reason is used when the cardholder claims goods were not received as described. The written document of what was to be received must be different than what was actually received. It is important that the sales draft specifically describe what was purchased.

CARDHOLDER DISPUTE

This reason should be considered only after reviewing other specific dispute reasons. This reason requires that the cardholder attempt a resolution with the supplier. A complete description of the problem and the attempted resolution should be provided on the Cardholder's



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Statement of Questioned Item form. Additionally, a copy of the sales slip and a copy of the Cardholder's Statement of account on which the transaction appears should be forwarded with the Cardholder's Statement of Questioned Item form.

OTHER DISPUTE REASONS

In the event the reasons discussed here and identified on the Cardholder's Statement of Questioned Item form do not fit the cardholder's dispute circumstances, the cardholder should submit a Cardholder's Statement of Questioned Item form with the transaction detail, a copy of the applicable Statement of Account and a detailed letter of the circumstances of the dispute. Reference should be made to any contact with the supplier, names, telephone numbers, etc. that would be helpful in research of the dispute.