



**MARANA AZ**  
ESTABLISHED 1977

# **Procurement Card Program Manual**

**August 1, 2017**

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# Introduction

The purpose of the Town of Marana Procurement Card Program is to streamline and simplify the purchasing and payment process for day-to-day expense transactions. The program is designed to shorten the approval process for smaller dollar transactions and reduce the paperwork of procurement procedures such as petty cash, check requests, and certain expense reimbursements. The goals of the program are to:

- Reduce the cost of processing small purchases
- Receive faster delivery of required merchandise
- Simplify the payment process
- Provide cardholders with increased access to information regarding their cards and card usage

This program manual will provide you with the particulars of the program, including general procedures, reconciliation and record keeping procedures, and customer service information. It is important to read the following information carefully, as you will be responsible for adhering to the Town-established policy and procedures.

If you have any additional questions, please contact your Program Administrators:

- Sherri Fields (520) 382-1949 [sfields@maranaaz.gov](mailto:sfields@maranaaz.gov)
- Starla Anderson (520) 382-1932 [sanderson@maranaaz.gov](mailto:sanderson@maranaaz.gov)

## General Procedures

### Card Issuance:

Pursuant to this Program, a procurement card (also known as a P-card) may be provided to an employee based on the employee's need to purchase materials for the Town of Marana. It is not an entitlement nor reflective of title or position. The card may be revoked at any time without the employee's permission.

As a cardholder, you will be asked to complete a cardholder agreement. By signing the agreement, you have agreed to adhere to the procedures established in this manual. Please refer to Appendix I for an example of the cardholder agreement. Most importantly, ***you are the only person entitled to use the card and the card is not to be used for personal use.*** As each Procurement Card is linked to a specific department and individual employee, the card cannot be transferred from one employee to another. If you are moving to another department, contact your Program Administrator for the necessary changes. You should be able to keep your card.

If your department requires a shared card, a department card can be issued. The department head will need to assign a cardholder. The cardholder will be responsible for signing the card in/out with the department employees, collecting receipts, and reconciling the card. Each employee that uses the department card is required to sign the cardholder agreement and adhere to the procedures established in this manual.

Upon receipt of your Procurement Card, you will need to activate the account by calling the toll-free number printed on the card. For verification purposes, you will be asked to provide your unique ID,

which is your 4 digit employee number. Although the card will be issued in your name, your personal credit history will not affect your ability to obtain a card. The Town is responsible for payment of all purchases.

Access to your card information will be available on the Wells Fargo Commercial Electronic Office (CEO) website. Access credentials will be provided with the issuance of the card.

### **Account Maintenance:**

If there is a need to change any information regarding your account, such as mailing address or expense accounting code, please contact your Program Administrator.

### **Card Usage:**

The Procurement Card can be used at any merchant that accepts Visa or MasterCard, except as the Town otherwise directs. It may be used for in-store purchases, as well as online, phone, or mail orders.

When using the card with merchants, please emphasize that an invoice must not be sent as this may result in a duplicate payment. For online, phone, and mail orders, please instruct the merchant to send a receipt only. This receipt must be retained for your records and submitted during reconciliation.

### **Vendors Not Accepting Procurement Cards:**

Not all of your suppliers will accept Procurement Cards. However, as card programs become more and more popular, vendors will often want to accommodate their customers by accepting cards as a method of payment. If you have a vendor who does not accept cards, please contact your Program Administrator. Your administrator will work with Wells Fargo to communicate our desire, and the benefits, of accepting Procurement Cards. Alternatively, you may advise the vendor to contact its local bank for details of becoming a card accepting merchant. It will be to our benefit, and the success of the program, if as many suppliers as possible are card accepting merchants.

### **Limitations and Restrictions:**

Your Program Administrator has assigned limits to your card. There may be a single transaction limit placed on your card, which means your card will be declined if you attempt to purchase more than this set amount at one time. Do not split a purchase to avoid the single transaction limit. If you believe the single transaction limit will inhibit optimum usage of the Program, please discuss this with your Program Administrator.

In addition to the single transaction limit, every cardholder has a total monthly dollar limit assigned to his/her account. If you believe your monthly limit to be insufficient for your requirements, please discuss this with your department head, who should contact your Program Administrator. Your limit is replenished once per month on the first of the month.

The Procurement Card Program also allows for Merchant Category blocking. If a particular Merchant Category is blocked (e.g., jewelry stores), and you attempt to use your card at such a merchant, your purchase will be declined. Management has made an effort to ensure that the vendors/suppliers used during the normal course of business are not restricted. If your card is refused at a merchant where you believe it should have been accepted, you should call Wells Fargo Business Purchasing Service Center at **1-800-932-0036** to determine the reason for refusal. Depending on the result of your inquiry, you may want to discuss the issue further with your department head. The department head is empowered

to advise the Program Administrator to modify the restrictions on your use of the Procurement Card.

Wells Fargo customer service assistance is available 24 hours/day, 7 days/week at **1-800-932-0036**. When calling, use one of the following options:

Option 1: Automated options - balance, available credit, and recent transaction information

Option 2: Cardholder options

Sub-option 1: Activate new card or customize PIN

Sub-option 2: Lost or stolen cards

Sub-option 3: Commercial Card Expense Reporting (CCER), including mobile

Sub-option 4: Fraud or Dispute Resolution

Sub-option 5: All other inquires

**IMPORTANT:** All requests for changes in limitations and restrictions must be made through your Program Administrator. Wells Fargo Bank will change existing cardholder restrictions only after a written request is received from the Program Administrator.

### **Lost or Stolen Cards:**

You are responsible for the security of your card and any purchases made on your account. If you believe you have lost your card or that it has been stolen, **IMMEDIATELY** report this information to Wells Fargo Business Purchasing Service Center (BPSC) at **1-800-932-0036**. Immediately after reporting to the BPSC, you must inform your Program Administrator. **It is extremely important to act promptly in the event of a lost or stolen card to avoid Town liability for fraudulent transactions.**

As with a personal charge card, you will no longer be able to use the account number after notifying the bank. A new card should be issued within 48 hours of notice to Wells Fargo Bank.

## **Authorized Purchases**

The Procurement Card Program is intended for maintenance, repair, operating and other low value purchases needed during the course of business. These purchases may include, but are not necessarily limited to:

- Office Supplies and Forms
- Books and Subscriptions
- Computer Supplies, i.e., software
- Planners and Calendars
- Hardware and Tools
- Uniform Rental/Cleaning
- Courier/Overnight Deliveries
- Professional Membership Dues
- Travel and Training Expenses

## **Unauthorized Purchases/Vendors**

- Items for personal use
- Items that require prior approval from IT, Budget, Procurement or any other designated

authority if prior approval not obtained

- Cash withdrawals
- Capital goods

As with any Town purchase, the card is not to be used for any product or service or with any merchant considered to be inappropriate for Town funds. Additionally, purchases with the card must adhere to the Travel and Training Administrative Directive, the Business Meals and Food Related Function Administrative Directive, and all other laws, rules, policies and directives regarding the expenditure of Town funds. If you have questions or concerns about the appropriateness of a purchase, contact your department head or the Program Administrator prior to making the purchase.

Failure to comply with the above requirements for authorized purchases under the Procurement Card Program may result in cancellation of your card privileges, and disciplinary action, up to and including termination of employment. Employees are personally financially responsible for unauthorized transactions.

## Reconciliation and Payment

Unlike personal credit cards, the Procurement Card Program is handled as corporate liability. Your personal credit history has not been taken into account when a card has been issued in your name. The Finance Department is responsible for paying the Program invoice. You are not responsible for direct payment under your account.

At the end of a statement period, you will be notified via email that it is time to review your card statement. You will access the Commercial Card Expense Reporting (CCER) system via the internet to review your statement. The statement will reflect the transaction date, posting date, supplier/merchant name, and the total amount of the purchase. You will have the ability to reconcile your account throughout the month as transactions are uploaded into Munis weekly.

### **Reconciliation of Purchases:**

It is your responsibility, immediately upon receipt of your statement, to check it to ensure all the transactions posted are legitimate transactions made by yourself. The reconciling process will occur in Munis including attaching receipt images. All of the available functions will be part of your initial training and can be referenced in the Munis Purchase Card Reconciliation User Guide. If everything is in order, you will release the statement as reviewed and ready for approval in Munis. Once your statement has been released, an email will be sent to your department head for his/her approval. Follow the Munis Purchase Card Reconciliation procedures for uploading or forwarding your receipts to your reconciler.

### **Receipt Retention:**

**It is a requirement of the Program that you keep all receipts for goods and services purchased.** For orders placed via phone, internet, or mail, you must request a receipt, detailing merchandise price, sales/use tax, freight, etc. be included with the goods mailed/shipped. It is recommended you request the receipt be emailed to you, prior to the goods being shipped, to ensure you have a receipt for submission during statement reconciliation. (*Note: A merchant should not reject this request, as it is a Visa and MasterCard policy*). It is extremely important to request and retain purchase receipts, as this is the only original documentation.

As records will be audited from time to time, it is essential to adhere to the above record keeping requirements.

### ***Receipt Imaging***

Receipts can be uploaded through Munis to an image archive. You and your approver will be able to retrieve and view receipt images within Munis. Complete instructions will be included in the Munis Purchase Card Reconciliation User Guide.

### **Disputed or Fraudulent Charges:**

If there is a discrepancy on your statement, it is imperative that the issue is addressed immediately. Depending on the type of discrepancy, you will need to contact either the merchant or your Program Administrator to resolve the disputed transaction.

If you believe the merchant has charged you incorrectly or there is an outstanding quality or service issue, you must first contact the merchant and try to resolve the error or problem. If you are able to resolve the matter directly with the merchant, a credit adjustment from the merchant should be requested and will appear on your next statement.

If the merchant disagrees that an adjustment is necessary, immediately contact Wells Fargo to resolve the dispute. Wells Fargo Bank will request complete details of the dispute in writing in order to research the item in question. The details of the disputed transaction should be reported through the Wells Fargo Bank Dispute Form (refer to Appendix II) or on the dispute screen available in CCER.

Wells Fargo Bank must receive any charge dispute within **60 days** of the transaction posting date. Once all required information is received, Wells Fargo Bank will credit the Town's account for the amount of the disputed transaction. Although Wells Fargo Bank acts as the arbitrator in any dispute, you should never assume that a dispute will be resolved in your favor.

If the dispute is not resolved to your satisfaction, and you believe the merchant has unfairly treated you, please notify the Program Administrator with the relevant details.

Any fraudulent charge, i.e., a charge appearing which was not authorized by yourself, must be reported immediately to Wells Fargo. Prompt reporting of any such charge will help to prevent the Town from being held responsible and additional charges potentially being made to the account. In most cases, a signed Affidavit will not be required to initiate a fraud claim. Instead Wells Fargo will send an email to the cardholder containing a list of the unauthorized charge(s) for the customer to review and confirm. There may be rare circumstances that will require a physically signed Affidavit from the cardholder. In these instances, Wells Fargo will instruct the cardholder accordingly. An Affidavit form has been included in this manual to facilitate notification of any such transactions if desired (Appendix III).

## **Sales and Use Tax**

Merchants are required by tax authorities to include the applicable sales or use tax at the time of purchase. The amount of tax is dependent on a variety of factors including the state, county and city where the goods are purchased.

All merchandise not purchased for resale or not specifically exempt should include the applicable sales tax. Accounts Payable will determine if use tax is payable on merchandise purchased by reviewing the invoices provided by the reconcilers.

Questions regarding this policy and any other questions concerning tax issues should be directed to your Program Administrator.

## Frequently Asked Questions

- **What is the procedure when I pay for something with my Procurement Card?**

Essentially, the process is the same as when using your personal credit card. You must always ask for a receipt for your records, particularly for phone and mail orders.

- **Are there any restrictions associated with the use of my Card?**

Yes, in addition to our Town policies regarding expenditure of public monies and the type of products you can buy, and our preferred vendor list, other controls and limits may be placed on your card including:

- Monthly dollar limit
- Per transaction dollar limit
- Daily dollar limit
- “Blocked” merchant categories

Please contact your Program Administrator for your specific restrictions.

- **How will I know if I have exceeded my monthly limit?**

You can access your available balance at any time using the CCER Online system. Simply log on to the system and select Personal Profile from the “User Information Section.” Both your monthly credit limit and your current available balance are displayed on a real-time basis. Alternatively, you may also call the toll-free Wells Fargo Business Purchasing Service Center at 1-800-932-0036.

- **What should I do if a supplier does not accept the Wells Fargo Bank Procurement Card?**

Please contact your Program Administrator and provide him/her with the supplier’s name, address, and phone number.

- **How will I know if the Town is getting billed correctly for the purchases I have made?**

You will receive a cardholder activity statement online listing all the purchases made and credits received in the previous statement period. This statement is for your review only and allows you to reconcile your purchases. You must review the statement in a timely manner, as any disputed or fraudulent transactions must be reported to Wells Fargo Bank in a timely manner.

- **How will my monthly Procurement Card bills be paid?**

You are not responsible for the payment of your Procurement Card bills, unless you make unauthorized purchases on the card. The online statement you receive is for your review only. Accounts Payable will make one payment to Wells Fargo Bank covering Procurement Card expenses for all Town employees using the card.

- **Who may I talk to if I have questions?**

Our current Program Administrators are Sherri Fields and Starla Anderson. The Program



Administrator should be contacted for any questions you have regarding limits, usage, and other issues.

Only the Program Administrator has the authority to change any existing information or restrictions to a cardholder's account.

- **What should I do if I have a problem associated with something I bought with my Procurement Card?**

Please refer to the "Disputed or Fraudulent Charges" section of this guide for complete details. It is extremely important that you address these items immediately.

- **Once I receive the card, can I begin using it immediately?**

Once you receive your card, you will be instructed to call Wells Fargo Bank's toll-free number and provide certain information (e.g., employee ID or other meaningful data) to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud.

- **What should I do if my card is lost or stolen?**

It is extremely important to call Wells Fargo Bank's Business Purchasing Service Center at 1-800-932-0036 **immediately** in the event your card is lost or stolen. You must also notify your Program Administrator.

- **Can another employee utilize my card for purchases?**

Each *Wells Fargo* Procurement Card will be embossed with the individual employee's name. The employee is responsible for the proper use of his/her card. *At no time should another individual use your Procurement Card.*

- **Can the Procurement Card be used outside the United States?**

Yes, the *Wells Fargo* Procurement Card is accepted worldwide. Purchases can be made in any currency and billed in U.S. Dollars.

- **What should I do if I need to change my monthly or single purchase limits?**

Please contact your Program Administrator.

# APPENDIX I

## Cardholder User Agreement

Your signature verifies that you understand and agree to comply with the procedures and requirements listed below.

You are being entrusted with a Town of Marana procurement credit card, issued by Wells Fargo Bank. The card is provided to you based on your need to purchase materials for the Town of Marana. It is not an entitlement nor reflective of title or position. The card may be revoked at any time without your permission. Your signature below indicates that you have read and will comply with the terms of this agreement.

1. I understand that I will be making financial commitments on behalf of the Town of Marana and will strive to obtain the best value for the Town.
2. I have read and will follow the Procurement Card Program Manual. Failure to do so could be considered as misappropriation of Town funds. Failure to comply with this Agreement may result in either revocation of my use privileges or other disciplinary action, up to and including termination.
3. I understand that under no circumstances will I use the Procurement Card to make personal purchases, either for myself or for others. Using the card for personal charges could be considered misappropriation of Town funds and could result in disciplinary action, up to and including termination of employment.
4. I agree that should I violate the terms of this Agreement and use the Procurement Card for personal use, the Town shall have the right to deduct any amounts owed, including but not limited to charges incurred from collection agencies, internal administration costs, court costs, etc., from my paycheck or final paycheck.
5. The Procurement Card is issued in my name. I will not allow any other person to use the card. I am considered responsible for any and all charges against the card. (Exception: if the card is issued in the Department's name, all users agree to be responsible while in possession of the card and will adhere to this policy).
6. The Procurement Card is Town property. As such, I understand that I may be periodically required to comply with internal control procedures designed to protect Town assets. This may include being asked to produce the card to validate its existence and account number.
7. If the card is lost or stolen, I will immediately notify Wells Fargo Bank by telephone at 1-800-932-0036 and the Program Administrator.
8. I will receive an online statement, which will report all purchasing activity during the statement period. Since I am responsible for all charges (but not for payment) on the card, I will reconcile the statement each period, make any coding changes to the expenses if needed, and resolve any discrepancies by either contacting the merchant or Wells Fargo Bank myself.
9. I agree to surrender the Procurement Card immediately upon termination of employment, whether for retirement, voluntary, or involuntary reasons.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Procurement Card Account Number (Last 4 digits)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# APPENDIX II - Dispute Form

Double click form to open



Business Purchasing Service Center

## Dispute Form

Cardholder Name:

Account Number:

Transaction Date:

Transaction Amount: \$

Merchant Name:

Please return this completed and signed Dispute Form to the Business Purchasing Service Center by fax at 866-831-4452 or email at [BPSCdispute@wellsfargo.com](mailto:BPSCdispute@wellsfargo.com). All disputes must be received within 60 days from the posting date of the charge.

Please check the statement that best describes your dispute (select only one option). Please attach any supporting documentation such as credit receipts, copies of other payment method, or merchant correspondence.

**Prior to filing with Wells Fargo you must contact the merchant in an attempt to resolve your dispute.**

- Duplicate Transaction: A single transaction has posted more than once.
- Cancelled Transaction: I cancelled the transaction.
- Incorrect Amount: A transaction for \$ posted on my statement as \$ I have enclosed my receipt which shows the correct charge amount.
- Merchandise/Service Not Received: I did not receive the service or merchandise requested.
- Defective/Not as Described: The service or merchandise received did not match the description; or the merchandise is defective/damaged.
- Paid by Other Means: I have already paid this transaction by (please attach copy of other payment):
  - Check  Cash  Other Credit Card  Money order
- Credit Not Posted: The merchant did not process a credit transaction receipt. (Please attach receipt copy.)
- Returned Merchandise: I have returned the merchandise to the merchant and I have not received a credit.
- Unrecognized Transaction: I do not recognize the transaction.

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email address: \_\_\_\_\_ Phone number: \_\_\_\_\_

If claiming an unauthorized transaction your account must be closed. Please call 800-932-0036 for immediate assistance in initiating a fraud claim.

# APPENDIX III – Affidavit of Fraud

Double click form to open



## Affidavit of Commercial Card Fraud

Please return this Affidavit to the Business Purchasing Service Center by fax at 866-831-4452 or e-mail at [BPSCdispute@wellsfargo.com](mailto:BPSCdispute@wellsfargo.com)

Name of Claimant: \_\_\_\_\_ Wells Fargo Closed Card Number (Last 8 digits): \_\_\_\_\_ Case Reference # (if known) \_\_\_\_\_

|   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> <b>Unauthorized</b><br>Although my card is in my possession I did not make, authorize or allow anyone to use my card. (upon request you may be required to mail in your closed card) | <input type="checkbox"/> <b>Card Stolen</b><br>My card was stolen on _____ I notified the Police. Police Report #: _____ The card was stolen at the time of the transactions | <input type="checkbox"/> <b>Card Missing</b><br>My card was discovered missing on _____ The card was lost at the time of the transactions. | <input type="checkbox"/> <b>Card Not Received</b><br>I did not receive the Commercial Card with an expiration date of _____ |
|---|--|--|---|

Please include the following information for each fraudulent/unauthorized transaction:

- Merchant Name – The merchant name where the transaction(s) occurred, found on your statement.
- Transaction date – The date the transaction(s) posted to your account found on your statement.
- Amount – The dollar amount for the transaction(s).
- If you have more than 10 transactions to list, please provide a separate sheet with all transactions.

| Merchant Name | Transaction Date | Amount |
|---------------|------------------|--------|
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |
|               |                  | \$     |

- Check here if you have included items on a separate sheet or attached additional information.
- By signing this Affidavit, you are making the following declarations:
- I did not receive any benefit or value from the proceeds of the transaction(s) listed above.
  - I have not arranged with the person(s) who fraudulently used the account listed above to be reimbursed for any portion of the proceeds of the purchase(s).
  - I will cooperate in any investigation, promptly disclose any information requested by the Bank, and if necessary, prosecute the wrongdoer.
  - I will testify to the truth of these statements in any case which may result from this affidavit.
  - All information I have provided in this document is true.

I declare under the penalty of perjury that the above stated is true.

Signature of Card Holder \_\_\_\_\_ Date \_\_\_\_\_

Signature of Other Authorized User \_\_\_\_\_ Date \_\_\_\_\_

Executed at (City, County, and State) \_\_\_\_\_