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1. **OVERVIEW OF PURCHASING CARD PROGRAM**

1.1 **PURPOSE**

The Procurement Card program is designed to simplify the purchasing of goods and services costing up to $5,000.00 and furniture items available from Maryland Correctional Enterprises (formerly State Use Industries), or Sheltered Workshops. To take advantage of the program requires only that previously existing guidelines for purchases continue to be followed, that purchases further the business of the State and university, that purchases are authorized by the department head or his designee, that complete and accurate documentation of purchases be maintained and reconciled to the monthly statement, and that the purchases are made from suppliers that accept Visa.

As with all purchases it is appropriate to consider first those sources available under existing State of Maryland and UB contracts, however, the use of the card is by no means restricted to these contracts. With the exception of the limitations addressed in Section 3.5, use of the Purchasing Card for any other items appropriate to the legitimate needs of the University and meeting your Departmental guidelines is encouraged. Capital outlays for major projects are not authorized.

These are the policies and procedures for implementation of the Purchasing Card Program (CPC) for the University of Baltimore.

All purchases made with UB funds, including all purchases made with the Purchasing Card, must be in compliance with all state laws, USM Policies and Procedures and University of Baltimore policy and procedure. Nothing in this manual and/or procedures is intended to replace current UB Procurement Policy or Procedures.

**REMINDER: THE CARD IS NOT TO BE USED FOR PERSONAL PURCHASES, OR AS PERSONAL IDENTIFICATION, UNDER ANY CIRCUMSTANCES.**

Cardholders are required to adhere to all guidelines outlined in the CPC manual. Failure to comply may result in the suspension and/or termination of the card(s).

1.2 **BENEFITS**

The use of the Card will:

- Allow employees to obtain many goods and services much faster and easier;
- Significantly reduce paperwork and processing time in the employee's department, as well as in Accounts Payable and Purchasing;
- Provide cost savings through consolidated payment (one monthly payment to the State of Maryland by UB versus multiple supplier payments).
Important benefits for suppliers include:
- Receiving payment in three (3) business days.
- Elimination of after-sale invoicing and collection activities.
- No additional applications or paperwork necessary if they are already Visa merchants.

1.3 THE CREDIT CARD COMPANY
The Corporate Purchasing Card program is offered through a State of Maryland Contract with US Bank using a Visa card. (That contract is subject to a competitive vendor selection process and may, in the future, result in an award to a different vendor. All cardholders will be contacted immediately if any vendor or procedure changes occur.) The terms and conditions of a Master Agreement between the State of Maryland and US Bank govern the program. In most situations individual cardholders and departments will deal either with the University's Purchasing Card Program Administrator (PCPA), Blair Blankinship or his Deputy (DPCPA), Dee McGhin, in the Office of Procurement and Materials Management or directly with US Bank.

The responsibilities, processes and procedures in this manual are supplemental to the Corporate Purchasing Card Program Policy and Procedures issued by the State of Maryland Comptroller’s Office. The State Corporate Purchasing Card Program Policy and Procedures is available at http://compnet.comp.state.md.us/General_Accounting_Division/Static_Files/CPCM/cpc.pdf Please contact Blair Blankinship to get a copy of the State’s Purchasing Card Program Policy and Procedures manual.

2. WHERE TO GET HELP

2.1 US Bank

To report a lost/stolen card call 1-800-344-5696 immediately.

Commercial Clients
Cardholder Support
General Account Inquiries: *
800-344-5696/701-461-2010

Dispute Address & FAX:
Cardmember Service
P.O. Box 6335
Fargo, ND 58125-6335
Fax: 866-229-9625

The cardholder must call US Bank immediately upon discovering that the card has been lost or stolen. Help is available 24 hours a day. Also call the University’s PCPA on the first available business day during normal business hours at 410-837-5717.

If you suspect fraudulent use of your card report this immediately to US Bank and the Procurement Office.
2.2 UB PROCUREMENT AND MATERIAL MANAGEMENT

Purchasing Card Program Administrator (PCPA): Blair Blankinship, Procurement Office, 3rd Floor, and 1107 Cathedral Street, Phone: 837-5714; Fax: 528-8033, E-mail: bblankinship@ubalt.edu

Purchasing Card Program Manager (sometimes referred to as the PCPA or DPCPA in this manual): Diana McGhin, Procurement Office, 410-837-5717, dmcghin@ubalt.edu

The PCPA & DPCPA will provide support and assistance to cardholders, process new card applications, process changes in cardholder information (name, mailing address, increase or decrease in limits, etc), review activity logs and evaluate the effectiveness and propriety of the program and cardholder transactions.

3. CARDHOLDER POLICIES AND PROCEDURES

Note: Most forms referred to in this guide are available to cardholders upon request in electronic format for ease of use.

3.1 CORPORATE PURCHASING CARD ASSIGNMENT GUIDELINES

The following guidelines will apply to the assignment of the Corporate Purchasing Cards:

- Limited to State of Maryland Employees. No volunteers, contractors, county or federal employees.
- Limited to employees who have not had personnel incidents which impact upon the use of the card;
- Limited to employees specifically approved by the appropriate University of Baltimore department heads and the Asst. V.P. for Administration, or his designee,
- Limited to employees who sign a Corporate Purchasing Card agreement and who will be subject to personnel discipline procedures in the event of abuse or failure to comply with established guidelines;
- Requires PCPA and agency fiscal officer (or designee) to approve the assignment of card;
- Monthly credit card limits should be consistent with the authorized monthly spending limits established by the agency. Credit limits should not be substantially greater than the cardholders’ pre-authorized monthly spending authority. The PCPA reserves the right to adjust monthly credit limits downward if the credit limit for a card is consistently above the peak monthly spending requirements for the cardholder.
- Cards no longer in use, or where no purchasing activity has been recorded for a 6-month period, must justify to the agency PCPA why they still need a card. Cards with no activity for 12 months will be purged from the system and invalidated.

The approving officer (agency head), or their designee, has designated Blair Blankinship, Director of Procurement and Materials Management, as the Purchasing Card Program Administrator.
(PCPA). The PCPA shall function as the agency's liaison to the card issuer bank and the Comptroller of Maryland.

The UB Comptroller, UB’s fiscal officer, is responsible for the fiscal oversight of the agency's Corporate Purchasing Card Program. The agency's fiscal officer, or individual designee of the agency's fiscal officer, will monitor the issuance of cards, ensure prompt reconciliation of periodic statements, and prepare statistics and reports necessary to manage and control all card activity.

The PCPA will request a card from the Contractor Bank for each approved cardholder based on the signed written approval of the agency fiscal officer or designee, or the agency head or designee. The card will be issued in the name of the employee with the name of the agency (UB) embossed on the card. All cardholder information must be reviewed and approved by the agency fiscal officer or designee prior to submitting the card request form to the PCPA for entry into the Bank card issuing process.

The cardholder, the cardholder’s supervisor or Department Head, the Reviewer, the agency fiscal officer or designee and the PCPA must complete and sign a State of Maryland Corporate Purchasing Card Cardholder Agreement Form (Exhibit A) indicating compliance with the program policy and guidelines. The Cardholder must also submit a Cardholder Information form (Exhibit B) and a PeopleSoft Finance Request for Access form (Exhibit C).

The individual who is to receive the Corporate Purchasing Cards from the bank must be independent of the agency PCPA duties. The agency PCPA must not be the one to submit corporate Purchasing Card applications and receive the cards in the mail from the card vendor. Normally the DPCPA (Dee McGhin) will enter the information to create the card/cardholder in the Bank’s automated system. The cards will be sent to one of the two Contract Specialists in UB’s Procurement and Materials Management Department.

3.2 OBTAINING A CARD

Individual Departments and Schools will establish criteria for recommending individuals that will have cardholder authority and responsibilities.

The Requestor should obtain a Cardholder Agreement form and Cardholder Information Form from http://www.ubalt.edu/about-ub/offices-and-services/procurement/purchasing-card-program.cfm (also see Appendix A). The cardholder must also review the State of Maryland Purchasing Card Program Policy and Procedures manual and the UB Purchasing Card Manual (this document, which is available at http://www.ubalt.edu/about-ub/offices-and-services/procurement/purchasing-card-program.cfm ). The requesting department or school must complete and sign the forms. The executed forms are then sent to the UB Comptroller and the PCPA for approval. If approved, the PCPA will enter the Cardholder information on-line into the bank’s automated system. US Bank will forward the card to a Contract Specialist in Procurement. The Contract Specialist will inform the Purchasing Card Program Manager (Dee McGhin) that the new card has arrived.
Before the cardholder receives the card, the Purchasing Card Program Manager will schedule training with the new cardholder. The Purchasing Card Program Manager will provide written instructions to the cardholder regarding the use of the card. Basic instructions regarding the use, record keeping, allowable purchases, and emergency numbers in case of lost/stolen cards will be discussed and the cardholder will formally acknowledge receipt of the card and instructions.

The name of the person receiving the Purchasing Card Program (CPC) cards for the agency (typically the Procurement Department Contract Specialist) must be provided to GAD contact (Gerard Mueller or Guy Brashears) by the DCPA’s supervisor (Blair Blankinship), the agency Fiscal Officer (UB comptroller) or agency head.

3.3 KEEPING YOUR CARD SECURE

Always keep your card in a secure place. Just as you would your personal credit card, treat it as if it were cash. Each cardholder is directly responsible for the physical security of the card. No one other than the designated cardholder is authorized to use it for any purpose.

- Purchasing Card data stored on computers and storage media must be secured using passwords and/or encryption.
- Keep your card in a secured place and check it frequently to ensure it is in your possession.
- Do not write down your credit card information or share it with anyone (except Representatives of the Procurement office)
- Clear your logins and passwords. This is especially important if you’ve been working on a public computer.
- Change passwords monthly.
- Only enter your credit card number on secure websites that you can be 100% sure are legitimate. To be sure a website is secure, look for a lock in the lower right corner of your internet browser.
- Be alert for phishing, a trick in which spam or pop-ups mimic legitimate banks or businesses to obtain your personal information, which they use to access your accounts.
- Only give personal information to vendors with whom you have an established trusting relationship and only on calls you have initiated. Do not give your password to vendors, even someone that says they are from US Bank. The bank will not ask for your passwords or SSN.
- Only use your Ubal.edu mail account for making purchases for the university
- Shred any documents with card information on it (that is not needed for your monthly reconciliation).
- Treat card as if it were your own personal card

Every effort should be made to secure all purchasing card account number information. This includes reports, statement packing slips, and receipts. Paper documents containing the purchasing card account number should be shredded or destroyed when the information is no longer needed. Furthermore, access to the card vendors' database should be limited to only select users. Transaction management is secured with access rights dictated and assigned by the agency to allow access only by authorized personnel. Typically, individual users of transaction management,
supervisors, and PCPA’s will have access to functionality restricted to their level in the billing hierarchy. Cardholder may be granted authority to view their transactions, disputed transactions, and make entries into the cardholder log of transactions.

Failure to keep the card and account number secure will result in suspension of the card until procedures are put in place by the Unit to ensure that the card will be kept secure.

4. HOW TO USE THE PURCHASING CARD

Please note that the cardholder is the only person authorized to make purchases using his/her card. Giving your card or card number to another person to make a purchase, using someone else's card, or making unauthorized purchases may result in disciplinary action (including, but not limited to, revocation of your card and/or termination of employment). The Cardholder is liable to the University and the State of Maryland for the proper use of the card.

If a vendor you frequently purchase from does not accept Visa, please notify the PCPA so that the vendor may be offered the opportunity to do so. All Visa merchants are required to offer the same pricing for Visa card purchases as for any other means. Make sure that the price offered the University is the same low price you would ordinarily receive. The card may NOT be used to circumvent the existing contracts that offer volume discounts, e.g. office supplies contract. MBE firms should be utilized when and where possible. You may go the web site for the Office of Minority Affairs (http://www.oma.state.md.us/mainframe.html) to check if a firm is a minority or to search for a certified MBE.

Cards no longer in use, or where no purchasing activity has been recorded for a 6-month period, must justify to the agency PCPA why they still need a card.

If any instance of sharing of credit card is detected during our monthly independent review, the card will be suspended until the car holder attests in writing that she/he will not allow others to use their card. A pattern of such misuse of the card will result in the loss of Corporate Purchasing Card privileges.

4.1 MAKING PURCHASES

4.1.1 Follow the same internal procedures you have always used specific to UB and your department to obtain authorization to make the purchase.

4.1.2 Be certain that the total amount (including all shipping, handling, postage, freight, etc.) will not exceed your card's single purchase limit or any other limits that your department may have set.

4.1.3 Take reasonable steps to determine that the price quoted is the best you can obtain.
4.1.4 Advise vendor that UB is tax exempt - the University’s tax exempt number is printed on the face of the card (note that all State agencies have the same tax exempt number).

4.1.5 Obtain a detailed receipt at the time of purchase clearly identifying each item purchased. If you are unable to get a receipt then a purchase requisition or memo to the file should be provided as backup for the statement and log.

4.1.6 Record the purchase on the P-Card Activity Log, and keep all receipts with the Log in a secure place. If the item ordered is a sensitive item, be sure to include the serial number on the log and a transfer form to show the purchase in the correct PeopleSoft Account.

4.1.7 Seek out certified Minority firms to utilize. (Web site for Minority Directory http://www.oma.state.md.us/mainframe.html)

4.2. Receiving – Acknowledgement of Receipt

4.2.1. When goods or services ordered with the P-Card are received, a UB employee must verify that the items actually received are in accordance with what was ordered. The person that performs this Receiving role must document the receipt by signing the packing slip, invoice or other similar documentation. Preferably, they should write, in bold lettering, Received on __date__ by __name__ and sign. They should give the signed packing slip, receipt, work order or other documentation to the cardholder, who will keep it in the activity log.

4.2.2. The Receiver must verify that the goods or services received match the packing slip or work order, and sign the packing slip, receipt, work order or other documentation provided by the vendor. If a packing slip, receipt, work order or similar documentation was not provided by the vendor, the Receiver should record the date, vendor name, description and quantity (or number of hours of service) received.

4.2.3. Receiving must be acknowledged by a separate individual (not the cardholder or Reviewer), thereby separating the procurement card process into 3 parts, ordering, receiving and monthly review.

4.3. The cardholder statement is for your information and audit purposes only. Payment is the responsibility of UB and the State of Maryland. Use of the purchasing card will in no way affect or change your personal credit history.

4.4. “Gifts with Purchase” – From time to time merchants will offer incentives to get cardholders to make purchases, or gain a competitive advantage over their competitors. One such
scheme is to offer a “free gift” with a purchase. There is no free lunch; the State would prefer that the merchant lower its prices and not offer such promotions. Note well that the gift goes to the purchaser, that is, the University, not the cardholder. Since the purchase is made with UB funds, the “gift” item becomes UB property.

5. DOCUMENTATION

The cardholder is responsible for ensuring that purchases are properly documented. Documentation is required for each purchase and credit.

A receipt showing the price of the item purchased is required for each transaction. Acceptable documentation includes the itemized Purchasing Card Log entry and at least one of the following:

- Itemized sales slip, or
- Itemized Packing Slip, or
- Itemized cash register receipt, or
- Itemized repair order

The documentation must itemize or list each item purchased.

A monthly statement from the card vendor (US Bank) will be mailed to the cardholder. The monthly cycle typically ends on the 25th of each month. Payments to the card vendor (US Bank) will be made directly by the State. The Statement is for reconciliation and record keeping purposes.

Every transaction must be recorded on a Cardholder Activity Log Sheet. Each cardholder must maintain an “Activity Log” for recording each purchase and/or credit made with each Purchasing Card. The Activity Log must be substantially the same (include the same information and signatures) as the sample in Appendix E. Every transaction must be recorded on a Cardholder Activity Log Sheet which contains the transaction date, merchant name, description of item purchased including quantity, the PeopleSoft Account code, PeopleSoft Department number, and total price (or amount of a credit). That information will be used to reconcile the monthly charges against the Corporate Purchasing Card statement at the end of each month.

A pattern of missing documentation will result in the loss of Corporate Purchasing Card privileges.

The files (P-Card logs, bank statements and receipts) will be retained for four years or until audited, by Procurement.

The original Cardholder Agreements and Cardholder Applications need to be retained by the agency's PCPA (Procurement) for the period of time the cards are open. Once the cards are closed, the Cardholder Agreements and Cardholder Applications should be retained by the agency's PCPA for an additional four (4) years or until audited.

6. RECONCILIATION

6.1. CARDHOLDER RECONCILIATION
After receiving the statement from the bank, the cardholder must match the activity log and the documentation for every purchase or credit to the items listed on the statement. Insure that documentation is sufficient to allow for the proper recording of expenditures in the Comptroller’s Statewide Accounting and Reporting System. If documentation is missing, reasonable attempts should be made to obtain a copy of the appropriate documentation from the vendor referenced on the bank statement. When the documentation is received, it should be reviewed and certified as received or reported as a disputed item to the bank.

**A pattern of missing documentation will result in the loss of Purchasing Card privileges.**

The cardholder should then add a description to the transaction file in PeopleSoft. The cardholder may also change the Account and/or Department on the transaction from the default information to the correct Account or Department. The Cardholder should then change the approval flag from Initial to Verified. Refer to PeopleSoft Procedures for more information.

### 6.2. REVIEWER RECONCILIATION

**6.2.1.** The reviewer is conducting a 3 way match of each transaction. Reviewer examines what was ordered, what was received and what appears on the paper credit card statement and activity log. Specifically, the reviewer is responsible to review the activity log, the paper statement, the receipts and the receiving documents to ensure each transaction:

i. is accounted for,

ii. is for the benefit of UB,

iii. complies with UB Procurement Policies and

iv. is reasonable and accurately recorded.

The reviewer shall validate the items ordered and the appropriateness of each purchase for the department. The reviewer should request a justification for any purchase which is not readily apparent. Upon completion, the reviewer signs the activity log and forwards the log, paper statement, receipts and receiving documents (entire packet) to the Procurement department. Questionable or suspect purchases should be reported to the Director of Procurement, Blair Blankinship or the University’s Comptroller, Abu Kamal.

**6.2.2.** The Procurement department review each packet, signs the activity log and maintain the logs in a secure space for not less than four years. Any discrepancy in the activity log or associated documentation or any questionable purchase will be referred back to the cardholder and reviewer for further explanation or justification.

**6.2.3.** The cardholder's immediate manager or designee as assigned by the Department Head, who has the experience and position to determine if purchases are reasonable and necessary, must certify the accuracy and completeness of the Activity Log by signing and dating the log. THIS REVIEW MUST INCLUDE THE REASONABLENESS OF THE UNIT PRICE OF THE ITEM PURCHASED. The signature of the immediate manager or designee verifies that the applicable receipts/invoices and bank statement are attached to the Activity Log, and the accuracy of the monthly detail, including whether or not the transactions are
When completed, the statement, the properly authorized log, and documentation for every purchase and/or credit will be forwarded to the cardholder’s Reviewer for review and signature. The Reviewer, who should be the cardholders supervisor or business manager, must:

- Certify that the cardholder(s) is under their supervision, or that they are the unit’s business manager.
- Certify that they have delegated the authority to purchase supplies and services on behalf of the University of Baltimore, using the State of Maryland Corporate Purchasing Card, provided that the amount of any single purchase does not exceed $5000.00, that no employee travel costs and/or capital outlay cost are authorized, that no personal purchases will be made with the card, and that cash advances are strictly prohibited.
- Certify that they have reviewed the cardholders credit card statement and verified that the charges made are appropriate charges for the unit, that the charges are for the benefit of the University of Baltimore and are not personal purchases. Verify, to the best of their knowledge and belief, that all purchases have been made in accordance with applicable laws and regulations, including, but not limited to, the State of Maryland Corporate Purchasing Card Program Policy and Procedures, the UB Purchasing Card User's Guide, and the UB Purchasing Policies and Procedures.
- Certify their understanding and agreement that failure to follow established procedures may result in disciplinary actions against the Reviewer, including loss of leave time, suspension and/or termination of employment, fine, and/or criminal prosecution.
- The signed log and documentation should be sent to Procurement within ten days after the closing date each month.

The Reviewer should also review the statement information in PeopleSoft to ensure that it has been entered accurately, and that changes to Account numbers and/or Department numbers is accurate. After the statement has been checked, the reviewer should change the approval flag from Verified to Department Approved.

6.3. If the card is lost or stolen, or if the cardholder leaves employment within the Department/Unit for any reason (including retirement) the Reviewer must immediately notify US Bank and the Purchasing Card Program Administrator.

6.4. The log will then be sent to the PCPA (Dee McGhin, Procurement and Material Management) for review. The reconciled activity logs, receipts or other supporting documentation and statements will be retained for four years.

6.5. Agency Certification
Each agency's PCPA (Blair Blankinship) or ONE other designee (Dee McGhin) will provide a certification via email to the GAD CPC Program Coordinator (Gerard Mueller or Guy Brashears) for the entire agency. The certification will be due 45 days after the close of the cycle and will include the following language.
“Notification for the Corporate Purchasing Card cycle ending [date]

Agency representative for the University of Baltimore.

To the best of my knowledge all CPC transactions shown on the Monthly Cardholder Statements and posted in R*STARS for the period indicated above are in compliance with the policies stated in the Comptroller’s Corporate Purchasing Card Manual http://compnet.comp.state.md.us/gad/agencyinfo/forms.asp.

I am not aware of any fraudulent use of cards assigned to this agency.”

- Any exceptions to this process are to be reported separately, in writing (email), to the GAD Corporate Purchasing Card Coordinator.
- If a certification is not received after 5 days of the due date, an email notice will be sent to the PCPA on file with GAD. IF A SECOND CERTIFICATION IS MISSED, THAT AGENCY’S CPC PROGRAM WILL BE IMMEDIATELY SUSPENDED UNTIL THE CERTIFICATIONS ARE RECEIVED. The Program will not be reinstated until the agency provides all outstanding certifications.

7. DISPUTED TRANSACTIONS

Disputed transactions fall into two broad categories - those resulting from a supplier's refusal to take back a defective or improperly shipped item and those related to discrepancies between the cardholder's records and the monthly VISA statement. All disputes can be covered by the twelve items listed on the Cardholder Statement of Disputed Item Form (Exhibit E). These are:

1. Unauthorized transactions
2. Alteration of amount from that shown on the sales draft.
3. Merchandise not received (order still valid).
4. Defective or Wrong Merchandise.
5. Recurring charges after Cancellation.
6. Recurring charges already paid by other means.
7. Credit appears as charge.
8. Credit From Merchant Not Received.
9. Hotel Reservation Cancelled (This is not applicable to UB)
10. Double or Multiple Charges
11. Do Not Recall Transaction
12. Other

When a cardholder discovers an incorrect amount has been charged for goods and/or services received, or a questionable purchase or transaction appears on the monthly cardholder bank statement, the cardholder must immediately seek to resolve the problem with the vendor. If no resolution can be made with the vendor, a Cardholder Statement of Disputed Item Form should be completed and forwarded to the PCPA (Dee McGhin) for handling. It is important to note that the
form should be forwarded to the card vendor as soon as the discrepancy occurs, but not later than sixty (60) days after the appearance of the item on the cardholder bank statement.

7.1. DISPUTE WITH SUPPLIER

If you have a problem involving a dispute with a supplier (such as defective items or you claiming that an item was not ordered and the supplier claiming that it was), every effort should be made to resolve the problem directly with the supplier. If you are unable to obtain satisfaction from the supplier, complete the Statement of Disputed Item Form (Exhibit D) and forward it to the PCPA. Be sure to describe the problem and the efforts you have made in attempting to resolve it. The PCPA will review the form and submit it to US Bank.

7.2. DISPUTE OF STATEMENT ITEM

Any item that appears on the monthly Visa statement from US Bank may be disputed, provided the disputed transaction is reported to US Bank using the Statement of Disputed Item Form within 30 days of the disputed statement's closing date. It is recommended that such items be reported immediately upon receipt of the statement in question. Complete the form and forward it to the PCPA.

The card vendor will issue a credit when the disputed form is received. If the resolution of the dispute results in a credit, it will be posted to the cardholder account. If the card vendor finds in favor of the merchant, the cardholder account will be charged at that time.

The cardholder should post the credit to the Activity Log and verify that the credit appears on the subsequent monthly bank statement.

7.3. RESOLUTION

During US Bank's investigation they will issue a credit to the Purchasing Card account in question for the disputed amount. When the investigation is complete you will be notified of the resolution. If you are not satisfied with this resolution, please contact the PCPA immediately.

8. RETURNS, DAMAGED GOODS, CREDITS

If goods purchased with the Purchasing Card need to be returned the cardholder should work directly with the supplier (vendor). Here are some tips:

8.1. Always retain boxes, containers, special packaging, etc. until you are certain you are going to keep the goods. Some items, such as software or fragile pieces, cannot be returned without the original packaging materials.

8.2. Read all enclosed instructions carefully. Often a phone number and their instructions are included on the packing slip and/or receipt.
8.3. Many suppliers require you to obtain a "Return Authorization Number" before they will accept a return. If you neglect to get this number when it is required the package may be refused and/or no credit issued to your account.

8.4. In some cases there may be a restocking fee (usually a percentage of the purchase price). If the supplier is completely responsible for the error or problem you should not have to pay this, or any other fee. However, if they are not fully responsible you may have to pay it. You may use the Purchasing Card to pay this fee as long as it does not exceed any of the limits.

8.5. Lastly, make sure in reviewing your monthly statement that a credit was issued for the returned item(s). If return is not authorized or if it is not properly credited, refer to Section 6, Disputed Transactions, for instructions for resolving the problem.

9. SALES TAX EXEMPTION
The University, as an agency of the State of Maryland, is generally exempt from State sales tax. The University's tax exempt number, 30002563 (same for all State of Maryland agencies) is printed on the face of the card. Most in-state and out-of-state suppliers honor this exemption. If required by the vendor a copy of the University's tax exempt certificate (Appendix B) may be provided. Please contact the PCPA at 837-5714 or the DPCPA at 837?5717, if you need additional help regarding sales taxes.

10. LIMITATIONS SPECIFIC TO YOUR CARD
All Purchasing Cards have a $5000.00 Single Purchase Limit unless a lower limit has been imposed by your Department/School. As with current purchasing regulations, splitting purchases to meet this limit is prohibited. Departments/Schools may set additional restrictions relating to monthly dollar limits and daily and monthly limits on the number of transactions.

10.1. LIMITATIONS ON ALL CARDS
There is also a Merchant Category Code (MCC) restriction built into the program by the State Comptroller's Office that specifically restricts certain types of purchases. This restriction will be automatically invoked during the purchase authorization process. If a Department/School wishes to place additional restrictions by MCC, contact the DPCPA for assistance.

a. CASH ADVANCES AND MONEY ORDERS ARE STRICTLY PROHIBITED!

b. Corporate Purchasing Cards shall only be used for authorized purposes:

c. The CPC (card) cannot be used for airline, trains or other travel charges. (Rental car and hotel/motel transactions are allowed by the state - cardholders should check with their PCPA’s to verify that these transactions are allowed by their agency).

10.2. The following restrictions apply to the following Merchant Category Code Groups (MCC):

a. Service Providers - MCC #6010 through #7033 - Total Group Restriction (Financial Institutions, Securities Brokers, Timeshares, etc.).
b. Personal Service Providers - MCC #7221 through #7299 (Except #7296 –Clothing, Costume and Uniform Rental). Restrictions on Photographic Studios, Beauty and Barber Shop, Shoe Repair-Shine Shops, Funeral Services and Crematories, Dating and Escort Services, etc.). Cardholder questions regarding specific types of transactions should be addressed to the agency PCPA.

c. Amusement and Entertainment - MCC #7832 through # 7997 and #7999. Restrictions on Motion Picture Theaters, Bowling Alleys, Video Game Clubs, Betting, Golf, Recreation Services, etc.
d. Fines - Fines and Tickets may not be paid with the CPC Card
e. Split Purchases – Splitting a purchase is specifically barred in COMAR. You may not split a purchase using the purchasing card.
f. Miscellaneous - Specific restriction by Merchant Category Code as follows: **No purchases for these groups and/or items are permitted.**
   - Drinking Places (Alcoholic Beverages) MCC #5813
   - Eating Places (Restaurants) MCC #5812
   - Fast Food Restaurants MCC #5814
   - Package Goods Stores (Beer, Wine, & Liquor) MCC #5921

Contracted Services - 1099 vendors (Unincorporated service providers) are not blocked, but are excluded by regulation. Any services that may be IRS Form 1099

10.3. **OTHER ITEMS EXCLUDED BY POLICY, BUT NOT MCC CODE**

It is difficult to code the card so finitely that it precludes specific items. Therefore, although some vendors may accept the card for certain purchases (i.e. office supplies are acceptable; however, that store may also carry computers, furniture, etc.), purchasing of the following items are specifically prohibited:

You may not use your UB VISA Purchasing Card to make the following kinds of purchases. If you need to purchase any of the items or services listed below, please prepare a Purchase Requisition.

- Airline Tickets
- Alcoholic Beverages
- Amusement and Entertainment
- Cash Advances
- Computers, except with prior written permission of the PCPA
- Donations
- Drinking Places (Alcoholic Beverages)
- Eating Places (Restaurants)
- Entertainment (for example, Ski Tickets, Tours, Theatre, etc.)
- Fast Food Restaurants
- Gift cards, gift certificates or other cash like or cash equivalent items.
- Guns, explosives and ammunition
- Fines or tickets
- Furniture (except furniture purchased from MCE)
• Holiday Items (Decorations for Offices, Cards)
• Hotel or Motel
• Insurance Premiums
• Lodging or Housing Leases
• Long-term contracts
• Major Appliances, except with prior written permission of the PCPA
• Money Orders
• Package Goods Stores (Beer, Wine, & Liquor)
• Personal Purchases--(Flowers, Gifts for Retirement/Holiday Parties, etc)
• Sales Tax---The University is tax exempt-The exemption number is on the front of your procurement card.
• Restaurant
• Travel
• Tuition for Employees
• Vehicle Rental/Lease
• Transportation – Air Travel, Bus, Taxi, Train, etc.

You are not permitted to artificially split or divide a purchase with a value greater than $5,000 into multiple transactions.

Purchases of food and catering should be approved by the Dean, Director of Department Head, and have the prior approval of the Director of Procurement.

**No purchases for these groups and/or items are allowed under the Purchasing Card Program.**

**NOTE: DO NOT SIGN ANY VENDOR CONTRACT AGREEMENT WHEN USING THIS CARD UNLESS APPROVED IN ADVANCE BY THE OFFICE OF PROCUREMENT AND SUPPLY**

11. **RENEWAL**

The PCPA will insure that all cards are re-issued prior to their scheduled expiration dates. The Department/School is encouraged to review the previous year's card usage prior to this time. Additional records regarding usage can be made available by the PCPA. The Department/School may terminate card usage at any time.

12. **SURRENDER OF CARD**

Your card remains the property of US Bank or the successful contractor and must be surrendered immediately upon termination of employment or upon request for any reason by an authorized person (such as your supervisor or the DPCPA). The card must be cut into a minimum of two pieces when surrendering it. Surrendered cards are to be forwarded to the PCPA.

13. **CHANGING CARD LIMITS & UPDATING CARDHOLDER OR RECONCILER INFORMATION**
Card limits and other information such as address, phone, name of the Reconciler, etc., may be changed by the appropriate departmentally authorized person. Complete a Cardholder Information form, and send the form to Procurement for authorization and action.

14. CORPORATE PURCHASING CARD ABUSE

14.1 If an employee abuses the Corporate Purchasing Card privilege or the provision of the Corporate Purchasing Card agreement, the card may be forfeited and cancelled and the employee is subject to disciplinary action up to and including dismissal. The employee may also be ineligible for restoration of Corporate Purchasing Card privileges.

A pattern of missing documentation will result in the loss of Corporate Purchasing Card privileges.

14.2 In addition to the sanctions described above, the State reserves the right to refer instances of abuse that violate other statutes to the appropriate law enforcement agency.

14.3 The State reserves the right to collect from the employee, the cost of any purchases that do not further the business of the State. The collection may be accomplished through payroll deduction or any other collection process.

14.4 The US Bank/Visa Liability Waiver Program requires the State of Maryland to initiate termination proceedings as soon as documented evidence of cardholder abuse has been discovered and verified. The Agency PCPA and/or the Agency Fiscal Officer or designee shall notify US Bank to cancel the cardholder card within two (2) days of the documentation and verification of cardholder misuse. Furthermore, specific forms supplied by US Bank/Visa must be completed and filed with US Bank/Visa by the PCPA when abuse occurs. Forms and instructions are available from the bank (reference Visa Liability Waiver Program).

14.5 Report Fraud, Waste, and Abuse to the Office of Legislative Audits

- By Telephone 24 hours a day by calling 1-877-FRAUD11 (1-877-372-8311)
- By the internet 24 hours a day www.ola.state.md.us

14.6 Additionally, GAD should immediately be notified of any cardholder abuse.

14.7 Failure of the authorized reviewer to adequately complete their duties will result in disciplinary action being taken against the authorized reviewer. This action could include dismissal from State service for failing to perform these duties adequately. See Exhibit H. for Authorizer Reviewer Agreement.

14.8 Specific language and additional timeframes are listed in the Visa Liability Waiver Program pamphlet available from GAD to the agency heads and PCPAs. Furthermore, specific forms supplied by the card vendor must be completed and filed with the bank. Forms and detailed instructions are in the VISA Liability Waiver Program Package.
15. FINANCIAL ACCOUNTING SYSTEM / PeopleSoft STATEMENTS

All charges that were received by UB during the billing cycle will be charged to a single PeopleSoft default Account, Department Fund and Program and will appear on the Financial Account System statement(s) each month. These transactions should be reviewed against the reconciled US Bank VISA statement and any discrepancies and resolved with the Accounts Payable Department.

Cardholders and Reviewers will need to log-into PeopleSoft each month, after the monthly statements are posted, and verify transactions entered that month. A description will be added to the PeopleSoft detail lines. That detail will be carried forward to the Unit’s Financial Reports.

The Procedure for (cardholder) verifying and (Reviewer) approving Purchasing Card statements in PeopleSoft is attached as Appendix H.

16. RETENTION OF STATEMENTS & RECEIPTS

Receipts and statements are to be retained for four years or until audited, whichever is later, either in the Procurement Office files or in departmental archives that can be readily accessed. Should the department wish to keep a backup copy they may do so.

17. AUDITS and CORPORATE PURCHASING CARD OVERSIGHT

Periodic audits of each cardholder's records (i.e. Cardholder Activity Log, receipts, reconciled statements) will be performed by members of either or both UB Financial Services and Procurement and Materials Management areas. Any or all of the entities that currently perform such functions on behalf of UB, UMS, State of Maryland, and the Federal Government may conduct additional audits.

The purpose of these audits is to ensure compliance with all of the guidelines, policies, and procedures governing this program. These guidelines are derived from State of Maryland, UB, and US Bank requirements.

The Maryland State Comptroller’s Office, General Accounting Division is responsible for the statewide contract administration of the Purchasing Card Program. The General Accounting Division (GAD) will issue overall policy guidance, pay the Bank for all purchase transactions, and post charges and credits to the UB central financial accounting system (PeopleSoft). GAD reviews transactions and routinely requests verification of documentation and propriety of individual cardholder transactions. The responsibility of the program rests with the assigned PCPA. The Comptroller’s Office will primarily coordinate program activities through the PCPA.

UB has established appropriate internal controls to identify and track purchases made from MBE/WBE/SBR suppliers certified by the State of Maryland. Report A30CPC11 is available each quarter on FMIS ViewDirect to assist the agency determine MBE information. Small Business Reserve is available as A30CPC12.
UB has also established procedures to follow the Department of General Services’ guidelines for inventory control. Some of the Purchasing Card restrictions, for example the restriction of purchase of computers, facilitates inventory control procedures.

18. RETRIEVING, CLOSING & SUSPENDING CORPORATE PURCHASING CARDS

18.1. At any time the employee resigns from employment at UB, leaves state service or is on extended leave, the PCPA (Dee McGhin) must be notified. The PCPA will be responsible for suspending in the card provider’s reporting program any card where the employee is on extended leave. The PCPA will be responsible for retrieving any card(s) and closing the account in the card provider’s reporting program on any card issued to employees who are retiring, transferring to another state agency, or leaving state service. The agency's fiscal officer is responsible for the notification of the PCPA in these situations.

18.2. When a cardholder is leaving the agency, the PCPA will:
   a) Retrieve the card
   b) Close the account in the card provider’s reporting program
   c) Ensure that the cardholder completes and signs the log for any activity of the current month
   d) Ensures that receipts are included for all items listed
   e) Verifies the amount of the transactions in the card provider’s reporting program agrees with the log. If the transaction amount does not agree, the PCPA will immediately contact the agency head and fiscal officer to withhold the appropriate amount of any checks being paid to the ex-employee until the matter is investigated and all transactions are verified as legitimate.

18.3. If there is a situation indicating fraudulent activity, the PCPA must contact the agency's representative of the Attorney General’s Office for investigation and the Comptroller's Office CPC Coordinator.

19. Other UB Administrative Responsibilities
   The following responsibilities are managed by the Department of Procurement and Materials Management.

19.1. The Purchasing Card Program Manager (Dee McGhin) Identifies, adds, deletes, and modifies cardholder information in the card provider’s reporting program (BoA Works)

19.2. Completes the required agreement forms and insures forms are signed by the appropriate people.

19.3. Trains the cardholders in the proper use of the card and reconciliation process adapted by the agency

19.4. Ensures cardholders complete Cardholder Logs. The Purchasing Card Program Manager will review a sufficient sampling of the logs to determine if the cardholders are completing the logs each month.
19.5. Ensures cardholders reconcile the transactions each month. The Purchasing Card Program Manager will review a sufficient sampling of the logs to determine if the logs are reconciled to the statements from the bank each month.

19.6. Ensure that Cardholders reconcile all charges and credits. Including:
- Collecting all Cardholder Logs
- Ensuring Cardholder Logs match the Monthly Cardholder Statement from the bank and are signed by the cardholder.
- Ensures Cardholder Logs, Monthly Cardholder Statement, and receipts are approved and the Cardholder Logs are signed by the cardholder’s supervisor
- Ensures that the packages (Cardholder Logs, Monthly Cardholder Statement, and receipts) are filed in an easily retrievable manner for future review

19.7. Run reports on the card provider’s reporting program software

19.8. Reports any problems to the CPC Program Administrator (Blair Blankinship) as soon as possible. If warranted, the PCPA will inform the CPC Administrator (Gerard Mueller).

19.9 Provides monthly certification to the General Accounting Division.

19.10. Ensures the amount of the transactions on Cardholder Logs and Monthly Cardholder Statement match the amount interfaced into R*STARS
APPENDIX A - CARDHOLDER AGREEMENT

UNIVERSITY OF BALTIMORE / STATE OF MARYLAND
CORPORATE PURCHASING CARD PROGRAM

I, ____________________________ (Insert Printed/Typed Name), hereby request a Corporate Purchasing Card. As a cardholder, I agree to comply with the following terms and conditions related to the use of the card:

1. I understand I am being delegated the authority to purchase supplies and services on behalf of the University of Baltimore, using the State of Maryland Corporate Purchasing Card and assert the following: the amount of any single purchase does not exceed $5,000.00, no employee travel costs and/or capital outlay cost will be authorized, and cash advances are strictly prohibited.

2. I agree this card will be used for approved purchases only and I will not charge any personal purchases to this card. Further, I agree to safeguard my Purchasing Card numbers from others and will not allow others to use it. All purchases will be made in accordance with applicable laws and regulations, including, but not limited to, the State of Maryland Corporate Purchasing Card Program Policy and Procedures, the UB Purchasing Card Manual, and UB Purchasing Policies and Procedures. I understand my failure to follow all established procedures may result in disciplinary actions against me, including loss of leave time, suspension and/or termination of employment, fine, and/or criminal prosecution.

3. I agree to return the card immediately upon suspension and/or termination (including retirement) or upon reassignment to another University of Baltimore department or State of Maryland Agency. Also, I agree to return the card immediately upon request of my supervisor and that disciplinary actions referred to in paragraph 2 would apply for failure to do so.

4. If the card is lost or stolen, I agree to immediately notify the issuing bank and the Purchasing Card Program Administrator.

STATEMENT of COMPLIANCE

I certify that I shall purchase supplies or services in accordance with applicable State of Maryland, and UB Corporate Purchasing Card policy and procedures. I certify that, to the best of my knowledge and belief, all of my statements are true, correct, complete, and made in good faith, and subject to State of Maryland Code of Maryland Regulations and all other applicable laws and regulations; I further acknowledge and certify that I shall be personally responsible for any unauthorized Corporate Procurement Card purchase, including any erroneously charged and paid Maryland State Sales Tax. I hereby authorize the State to deduct from my payroll check and from any other payments to me the amount of such unauthorized purchases made on the Corporate Purchasing Card issued to me.

________________________________________  __________________________________________
Employee Signature/Date                     Department or Unit Name

________________________________________
UB Employee ID Number                       Cardholder Building/Room #

________________________________________
Manager’s Signature*/Date

________________________________________
Procurement Card Administrator Signature    Agency Fiscal Officer

* Must be the person responsible for signing the reconciliation sheet each month.
Exhibit B – Cardholder Information Form

STATE OF MARYLAND
CORPORATE PURCHASING CARD PROGRAM
CARDHOLDER INFORMATION FORM

Action Requested: □ New Cardholder □ Change Information □ Close Account (Retrieve Card & Destroy)

CARDHOLDER INFORMATION
Effective Date of Action: ___________________________
VISA Cardholder Account Number (card number) - Required for All Actions:
Agency Name: University of Baltimore
Contact Name: Blair Blankinship

Cardholder Name (24 characters): ___________________________
Billing Address (36 characters): 1420 N. Charles Street
City and State: Baltimore, MD
Zip: 21201
Telephone Number: ___________________________ UB ID: ______________ PeopleSoft ID: ______________

AUTHORIZATION CONTROLS
Credit Limit: $_____________ /mo. Daily # Transactions: N/A Reviewer Name: __________________________
Single Purchase: $5,000.00 Cycle # Transactions: N/A Reviewer PeopleSoft ID: __________________________
Default Accounting Info: Account: 609110 Department ______________ Fund ___________ Program ________
Grant (if any) _____
The single purchase limit recommended by the State is $5,000. If there are any changes to this amount, please indicate it above.

RESTRICITONS (By Agency) If you want certain types of Merchants restricted, so the card cannot be used at that type of merchant, list the type of merchant below.
MCCG NAME  MCCG ACTION SINGLE PURCHASE LIMIT
1  SAME AS STATE

<table>
<thead>
<tr>
<th>Reporting Unit:</th>
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<tbody>
<tr>
<td>Employee Name:</td>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td>Procurement:</td>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td>Agency Fiscal Officer:</td>
<td>Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

FOR PROCUREMENT OFFICE USE ONLY
Card Number: __________________________________
Credit Card Vendor: US Bank Date Issued: ___________ Expiration Date: _____________
GL Unit: UBALT Currency: USD Location: _______ Ship To: _______ Origin: RFQ
Default Account 609110 Department: ___________ Fund: ___________ Program: ________ Grant ________
Reviewer Name: _____________________________
Date Entered in Bank System: ___________ Date Entered in PS ___________
Date Trained: _______________
Exhibit C - UB PeopleSoft Finance Request for Access form
APPENDIX D - REVIEWER AGREEMENT

UNIVERSITY OF BALTIMORE/STATE OF MARYLAND
CORPORATE PURCHASING CARD PROGRAM

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Dean, Director or Department Head</th>
<th>Reviewer’s Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Review’s Telephone Number</th>
<th>Reviewer’s E-mail Address</th>
<th>Review’s UB ID</th>
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</thead>
</table>

The above reviewer is responsible for reviewing on a monthly basis, the paper statement, activity log and statement reconciliation, in PeopleSoft Finance, for each of the below cardholders. (Cardholder's immediate supervisor or business manager)

<table>
<thead>
<tr>
<th>Cardholder</th>
<th>Date Assigned</th>
<th>Credit Limit</th>
<th>Reviewer</th>
</tr>
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<tbody>
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1. I certify the cardholder(s) listed above are under my supervision or I am the business/financial manager for the department.

2. I understand that I am delegating the authority to purchase supplies and services on behalf of the University of Baltimore – department name, using the State of Maryland Corporate Purchasing Card and assert the following: the amount of any single purchase will not exceed $5,000.00, no employee travel costs and/or capital outlay cost will be authorized, no personal purchases will be made with the card, and cash advances are strictly prohibited.

3. If the card is lost or stolen, or if the cardholder leaves employment within the Department for any reason (including retirement) I agree to immediately notify the Purchasing Card Program Administrator.

4. I agree to review the cardholders’ credit card statement each month and to verify the charges made are appropriate for the unit and are for the benefit of the State of Maryland, the University of Baltimore and are not personal purchases. Additionally, I agree to verify all purchases have been made in accordance with applicable laws and regulations, including, but not limited to, COMAR, the State of Maryland Corporate Purchasing Card Program Policy and Procedure and UB’s Purchasing Card Manual. I understand that my failure to follow established procedures may result in disciplinary actions against me, including reimbursement of unauthorized purchases, loss of leave time, suspension and/or termination of employment, fine, and/or criminal prosecution.

Reviewer Name: ____________________ Signature: _______________________ Date: ________
(print name)

Dean, Director or
Department Head: ___________________ Signature: ______________________ Date: ________
(print name)

PCPA: Blair Blankinship Signature: _______________________ Date: ________
bblankinship@ubalt.edu or 410.837.5714

Questions should be addressed to Blair Blankinship, bblankinship@ubalt.edu or 410.837.5714
Exhibit E – Cardholder Activity Log

State of Maryland Purchasing Card Program
Cardholder Activity Log

| Cardholder Name: ________________________ | Last 4 digits of Card Number: ________ | Statement Date: __________ |

<table>
<thead>
<tr>
<th>Order Date</th>
<th>Supplier Name and phone</th>
<th>Description</th>
<th>Quant Ordered</th>
<th>PS Account Number</th>
<th>PS Dept Number</th>
<th>Price or credit</th>
<th>Delivery Cost</th>
<th>Sales Tax</th>
<th>Total Trans Amount</th>
<th>Delivery Date</th>
<th>Recon to Bank Statement</th>
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The Activity Log is the key to managing and controlling the Purchasing Card Program. All purchases and credits must be recorded on the Activity Log. When the monthly bank statement is received, each charge or credit is to be verified with the Activity Log. The cardholder’s immediate supervisor or authorized Reviewer must review the Activity Log and monthly bank statement. To document this review, the reviewer is to sign and date the Activity Log and the monthly bank statement. The original receipts, Activity Log, and monthly bank statement are forwarded to the Agency Fiscal Officer or designee for retention. No gift cards or cash like instruments have been purchased.

** If the description field is not large enough for a complete description, please use multiple lines or attach a sheet with a complete description.

<table>
<thead>
<tr>
<th>Signature of Cardholder</th>
<th>Date</th>
<th>Signature of Manager/Reviewer</th>
<th>Date</th>
<th>Signature of Fiscal Officer or Designee</th>
<th>Date</th>
</tr>
</thead>
</table>

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DISPUTE FORM

COMMERCIAL CARD CLAIMS
STATEMENT OF DISPUTED ITEM

Instructions:
Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from US Bank is required, please complete this form, and fax or mail with required enclosures within 60 days from the billing close date to:

US Bank – Commercial Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101
Phone (800) 300-3084, FAX (888) 678-6046

Company Name:
Account Number:
Cardholder Name:
This Charge appeared on my statement, billing close date:
Transaction Date:
Reference Number:
Merchant Name/Location:
Posted Amount:
Disputed Amount:

_________________________________  ______________________________
(Cardholder Signature)  (Authorized Participant Signature) (Date)  (Phone Number)

Please Check Only One

_____ Unauthorized Transaction: I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My US Bank card was in my possession at the time of the transaction.

2._____ Charge Amount Does Not Agree With Order Authorizing the Charge: The amount entered on the sales slip was increased from $__________ to $__________. I have enclosed a copy of the unaltered sales slip.

3._____ Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was __________. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

4._____ Defective or Wrong Merchandise: I returned the merchandise on __________ because it was (check one):
_____ defective; _____wrong size; _____wrong color; _____wrong quantity.
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)

5._____ Recurring Charges After Cancellation: On __________ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my US Bank account has been charged _____ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.)

6._____ Recurring Charges Already Paid by Other Means: I already paid for the goods and/or services represented by the above charge by means other than my US Bank Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other
documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)

7._____ 
Credit Appears as a Charge: The enclosed Credit Voucher appeared as a charge on my US Bank Commercial Card account.

8._____ 
Credit From Merchant Not Received: I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)

9._____ 
Hotel Reservation Cancelled: I made a reservation with the above hotel which I later cancelled on __________ (date) at __________ (time). I received a cancellation number which is _______________. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.

10._____ 
I was not given a cancellation number.

11._____ 
I was not told at the time that I made the reservation that my account would be charged for a “No Show”.

12._____ 
I was not informed of the cancellation policy.

10._____ 
Double or Multiple Charges: My US Bank Commercial Card Account has been double charged. The valid charge appeared on __________ (date). The duplicate charge(s) appeared on _______________.

11._____ 
Do Not Recall the Transaction: The statement has an inadequate description of the charge. Please supply supporting documentation.

12._____ 
Other: Above Descriptions Do Not Apply: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.