



# NCDENR

## PURCHASING CARD POLICY AND PROCEDURE

<http://portal.ncdenr.org/web/ps/>

### TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE(S)</u>
1.0 <u>PURPOSE / INTRODUCTION</u>	2
2.0 <u>ATTACHMENTS</u>	2
3.0 <u>DEFINITIONS / ROLES</u>	3-4
4.0 <u>CARD SECURITY</u>	4-5
5.0 <u>PROCEDURE</u>	
5.1 RECEIVING A PURCHASING CARD	5
5.2 MAKING A PURCHASE / REVIEW OF MONTHLY ACCOUNT	5-9
6.0 <u>POLICY</u>	
6.1 AUTHORIZED PURCHASING CARD USE	10-12
6.2 UNAUTHORIZED PURCHASING CARD USE	13
7.0 <u>DISPUTED ACCOUNTS</u>	
7.1 CARDHOLDER RESPONSIBILITIES	14
7.2 CONTRACTOR'S RESPONSIBILITIES	14
8.0 <u>CARDHOLDER SEPARATION</u>	14
<u>FLOW CHART - PURCHASING CARD PROCESS</u> <u>ATTACHMENTS A, B AND C</u>	15

**ATTACHMENTS A, B AND C ARE ALSO LOCATED AT:**

[http://www.enr.state.nc.us/purchase/html/forms\\_and\\_instructions.html](http://www.enr.state.nc.us/purchase/html/forms_and_instructions.html)



**DENR  
PURCHASING CARD  
POLICY AND PROCEDURE**

**1.0 PURPOSE / INTRODUCTION**

The State of North Carolina has contracted with a credit card contractor to provide State agencies with a VISA Purchasing Card program for authorized purchases. This program is being established in order to provide a more rapid turnaround of requisitions for low dollar value products, and to reduce paperwork and handling costs. By using the Purchasing Card, the traditional requisition - pricing inquiry - order placement - delivery of products - invoice - voucher review - payment cycle is greatly reduced. Those requisitioners who have been issued Purchasing Cards may now initiate a transaction in-person, by telephone or by the internet, within the limits of this Policy and Procedure. Payments to vendors are made via the VISA settlement system, normally within 48 to 72 hours. Our various accounts payable units in DENR will create invoices to make monthly payments to the contractor. There is no extra fee for use of the card.

**Benefits of the Purchasing Card Program**

- ☞ Increased control of expenditures through complete and timely reporting
- ☞ Visa card has widespread acceptance and vendors have high comfort level
- ☞ Number of small dollar purchase orders will be reduced allowing purchasing staff to concentrate on higher dollar and more complex procurements
- ☞ Transactions are completed quickly, conveniently
- ☞ Can block specific categories of vendors, providing security over unauthorized purchases
- ☞ Reporting of card purchases in one monthly statement
- ☞ One monthly payment for card purchases
- ☞ Reduction in the number of invoices received and payment vouchers issued
- ☞ Payment to vendors within a matter of days following purchase
- ☞ Timely delivery of products
- ☞ Customized reporting to fit specific procurement procedures
- ☞ Reduction of internal procurement processes
- ☞ Discount programs / Rebates offered to DENR

**2.0 ATTACHMENTS**

Attachment A	“Cardholder Enrollment Form”
Attachment B	“Purchasing Log”
Attachment C	“Employee Agreement”

### 3.0 DEFINITIONS / ROLES

<u>Department Card Administrator</u>	Person responsible for all Purchasing Card program details, including all cardholder inquiries. This person will act as a liaison between the Bank and the Division, working with the Division Card Administrator in the initial set up and maintenance of the  Division account. The Card Administrator for DENR is <b>Vernon Price (919) 707-8536</b> . The Assistant Card Administrator is <b>Traci Rains (919)707-8537</b> .
<u>Department Card Reconciler</u>	Individual within the Controller's Office that reviews, audits and Reconciles all Departmental purchases to ensure that all regulations and guidelines are adhered to. The primary Department Card Reconciler is <b>Teresa White at (919) 707-8578</b>
<u>Division Card Administrator</u>	Person responsible for submitting requests for the enrollment, maintenance and cancellation of cards/accounts to the Department Card Administrator.
<u>Approving Supervisor</u>	Individual who reviews and approves a cardholder's monthly statement of account.
<u>Cardholder</u>	<b>Full time permanent</b> State personnel who have been issued Purchasing Cards and who are authorized to make purchases in accordance with these policies and procedures.
<u>Contractor</u>	Bank awarded the Purchasing Card program.
<u>Requisitioner</u>	Employee who has a need for products that can only be fulfilled by a vendor. Under this Procedure, a requisitioner may be a cardholder.
<u>Reconciler</u>	Person who is authorized and has the security clearance to reconcile all transactions in the Purchasing Card system. This person should know the budget procedures, how to audit and be a code sheet preparer. This person also checks the receipts to make sure that all goods and services are purchased within purchasing guidelines, and ensure that statements match detailed receipts.
<u>Payer</u>	Person responsible for creating the invoice and submitting payment through NCAS to the bank. This person has the final responsibility to verify account numbers and purchases made. This person should already work with accounts payable

<u>Vendor</u>	A company from which a cardholder is purchasing products and/or equipment under the purchasing provisions of this procedure
<u>Purchase Limit</u>	A dollar limit per transaction and per month limitation is set by Purchase and Services and delegated to <b>each</b> cardholder. The single transaction amount is \$2,500 for Open Market and State Term Contract purchases including taxes and freight. The monthly limit is \$25,000.
<u>Statement of Account</u>	Monthly listing of all transactions by the cardholder issued by the bank, which is sent directly to the cardholder.
<u>Central Bill</u>	The monthly Statement for the Division sent to the designated division contact. It includes a compilation of all charges made by division cardholders during the billing cycle.

#### 4.0 **CARD SECURITY**

It is the cardholder's responsibility to safeguard the Purchasing Card and account number to the same degree that a cardholder safeguards his/her personal credit information.

The unique Purchasing Card that the cardholder receives has his/her name embossed on it and shall **ONLY** be used by the cardholder. **NO OTHER PERSON IS AUTHORIZED** to use that card. If it is determined that this policy is not followed the cardholder shall have their card withdrawn.

The cardholder may make transactions on behalf of others in their division. However, each cardholder is personally responsible and held accountable for the usage of his/her card.

The cardholder **must not allow anyone to use his/her account number**. A violation of this trust will result in that cardholder having his/her card withdrawn and disciplinary action which may include termination.

Please note that the vendor may not accept a card from someone other than the cardholder.

**If the card is lost or stolen the cardholder shall immediately notify the bank at 1-888-449-2273. Representatives are available 24 hours a day. Advise the representative that the call is regarding a VISA Purchasing Card. Please make sure that you ask them to send the new card to the "Group Address" and not to your address. However, if they do send it directly to your home, you must inform the Department Card Administrator or the Assistant Department Card Administrator of what your new card number is. If your card has been stolen, the Division contact should be notified as well as the Department Card Administrator Vernon Price at (919) 707-8536 or the Assistant Card Administrator, Traci Rains (919) 707-8537.**

The cardholder **shall not** be personally held liable for charges incurred from a lost or stolen card, however, the cardholder **will be** held personally responsible for

KEEP THIS  
NUMBER  
HANDY

**unauthorized purchases. The penalty for unauthorized purchases will range from repayment of charges to disciplinary action which may include termination.**

A new card shall be promptly issued to the cardholder after the reported loss or theft. A card that is subsequently found by the cardholder after being reported lost shall be forwarded to the division card administrator to be destroyed.

## 5.0 **PROCEDURE**

### 5.1 RECEIVING A PURCHASING CARD

- Division Directors may propose personnel to be cardholders by submitting the necessary approved documents (The Cardholder Enrollment Form (Attachment A)) and the Cardholder Agreement form (attachment C) to the Department Card Administrator. Purchase and Services (DPS) will then order the card from Bank of America. It takes approximately 3 to 5 business days for DPS to receive the cards. Your Division Card Administrator shall maintain all records of procurement card requests, limits, cardholder transfers and lost/stolen/destroyed card information. If new to the program, call Vernon Price the Department Card Administrator in the Division of Purchase and Services at (919) 707-8536 for information and setup materials.
- The cardholder shall be trained prior to requesting their card and will be issued a copy of this Policy and Procedure, and shall be required to sign the Department Purchasing Card Employee Agreement (Attachment C), indicating that the cardholder understands the procedure and the responsibilities of a cardholder. The Employee Agreement must be signed by the cardholder, their Division Director / designee and the Card Administrator/Assistant Card Administrator and forwarded to the Department Card Administrator along with the Cardholder Enrollment Form (Attachment C).
- If the cardholder moves from one section / district to another within the **same** Division he/she does not have to get a new card. The division contact will notify the department Card Administrator Vernon Price at (919) 707-8536 so that she may update the information in the Purchasing Card system and also change the cardholder's Administration location number.

### 5.2 MAKING A PURCHASE / REVIEW OF MONTHLY ACCOUNT (STEPS 1 –11) PLEASE SEE ATTACHMENT "D" FOR OVERVIEW OF THIS PROCESS

The divisions may set up any internal process of checks and balances in addition to the items listed in these procedures; however, any changes divisionally that differ from documented DENR policies must be submitted to DPS for approval.

Purchasing procedures permit acquisitions of products if their value is within the limits set for the cardholder and are made from a "Vendor of Choice". This implies the possibility of not comparing sources or competition between vendors. **However, it is also the current DENR purchasing practice to seek competition and the lowest prices within the parameters of quality and delivery** accordingly, whenever making a Purchasing Card delivery.

DENR purchasing policies and procedures can be viewed on the Department's web - site: <http://portal.ncdenr.org/web/ps/>. They are also outlined below.

**Please check the current Request for Exception guidelines to make sure that prior approval is not needed for the purchase.**

**Please remember the card is a privilege. The same purchasing laws, rules and policies still apply. The use of term contracts is mandatory by state law. State purchasing procedures and guidelines may not be circumvented by the use of the Purchasing Card. Anyone found in violation of these policies will be subject to having his/her card revoked and/or disciplinary action will be taken which could include termination.**

**1) Cardholder reviews the checklist below before the Card purchase:**

**A. Check State Term Contract** (see State Term Contract “OK” list on pages 11-12; the “NO” list is on page 13) to see if vendors and prices have already been established for the required products and that the purchase meets the dollar minimums of the Term Contract. If not, prevailing purchasing rules still apply including the following:

- Purchases of open market/non-contract commodities with a total dollar value of **\$2,500.00 or less** do not require documentation of competition; **however**, the documentation should be available in your Division files for auditing purposes if your purchase is between \$1,500.00 and \$2,500.00. Attached for your convenience is a “telephone Quotation Form” that may be used by staff when seeking competition for a p-card purchases. Again, it is highly suggested that you do seek to obtain the lowest cost for your purchase.
- Purchases of open market/non-contract commodities valued **above \$2,500.00** shall be processed using a purchase order through E-Procurement rather than with the Purchasing Card.
- Should the ‘best value’ vendor not accept the Purchasing Card, purchase via E-Procurement.
- If your purchase is for a State Contract item, but the total of the purchase is below the contract minimum (check the contract), you may purchase with your Purchasing Card from best available sources. This, however, is only for STC items that have been noted “approved for P-card purchases”.
- If you are purchasing a State Term Contract item by walking into a store such as Forms & Supply, Carolina Imaging, Piedmont Office Suppliers and My Office Products, you must make sure that you have followed the necessary procedures for that vendor in order to obtain state term contract pricing.

**B. Check Department of Correction (DOC) products list** to see if they supply the items to be purchased. Some of these items are listed on page 11, Section 6.2. **State agencies are by law mandated to purchase through DOC.** If DOC does not supply the particular needed item, document the request to purchase with an exemption from DOC to buy elsewhere. DOC website:

<http://correctionenterprises.com/>

**C. Review HUB (Historically Underutilized Businesses)** listing to see if such a firm supplies that particular product. This listing can be obtained on the Internet under the Department of Administration, Purchase and Contract, HUB section: <http://www.doa.state.nc.us/hub/> Every effort should be put forward to include HUB participation.

**D. Check for the availability of sustainable products**

<http://www.pandc.nc.gov/SustainabilityInformation.htm>

- 2) Confirm that the vendor agrees to accept VISA. If they do not please let the card Administrator know.
- 3) Cardholder makes a purchase and obtains proper documentation from the vendor.

It is extremely important that all purchases be sent to the cardholder ordering the merchandise, as this will ensure that the documents necessary for the record keeping are readily available to the cardholder.

Whenever a Purchasing Card purchase is made, either over the counter or by telephone/internet, documentation shall be retained as proof of the purchase. Such documentation will be used to verify the purchases listed on the cardholder's monthly statement of account. When the products are received, retain all shipping documentation with the following information included on the receipts.

- A. When the purchase is made over the counter, the cardholder shall retain the invoice and "customer copy" of the charge receipt. The following information should be listed on the receipt. Please remember that 'thermal receipts' should be handed in as soon as possible, so that all information will remain intact for accounting purposes.
  - Vendor name and address
  - Date
  - Quantity
  - **Full description of item(s) – DETAILS**
  - **Tax Exempt – make sure no sale tax is added**
  - The NCAS expenditure account/fund/center the purchase should be charged to
  - **The words "Purchasing Card Purchase"**
  - The Cardholder's number
- B. To acquire goods over the Internet, the cardholder must obtain an electronic confirmation from the vendor and print screen. This must be submitted along with the packing slip/receipt to reconciler for processing. Be sure the vendor charges to the correct card number.
- C. To acquire goods over the phone, the cardholder should obtain a faxed / e-mailed confirmation order from the vendor with the name of the person taking the order. This must be submitted along with the packing slip/receipt to reconciler for processing.

For telephone/internet orders the following information should be listed on the packing list/shipping label by the cardholder.

- For phone orders – person talked with
  - Date
  - Cardholder's name and telephone number
  - Complete delivery address
  - Complete description of items purchased
  - The vendor's order number
  - The NCAS expenditure account/fund/center the purchase should be charged to
  - The words "Purchasing Card Purchase"
- 4) Transaction/charge goes to the bank.
- 5) Bank downloads the charge to the Office of State Controller Purchasing Card Module usually within 48 hours depending on type of charging transmission.
- 6) **CARDHOLDER SENDS ORIGINAL RECEIPTS, PACKING SLIPS, ETC. TO RECONCILER UPON COMPLETION OF THE TRANSACTION (MAKES COPY FOR THEMSELVES).**

The transaction's details can also be added to the cardholder's "Purchasing Log" (Attachment B) or a similar custom designed spreadsheet.

**VERY IMPORTANT**

**The cardholder will make a copy of the receipt and any other paperwork to keep, and send the original paperwork to the reconciler UPON COMPLETION OF EVERY CHARGE / TRANSACTION. If the Cardholder does not have documentation of a transaction, he/she shall attach an explanation that includes the required information listed under item '3' above, vendor's name and reason for the lack of supporting documentation.**

**EITHER THE DIVISION OR THE DEPARTMENT CARD ADMINISTRATOR WILL REVOKE THE PURCHASING CARD IF THE ABOVE ROUTINE IS NOT ADHERED TO.**

Division reconciles the transaction (**on a daily basis**) using receipts sent in by the cardholder.

At the end of the billing cycle (16<sup>th</sup> to the 15<sup>th</sup>) the division statements are sent to accounts payable in DENR's Controller's Office. Individual statements, that will list the cardholder's transaction(s) for that period, are sent to the cardholders. The Division contact can access the vendor's web-site, Works Payment Manage (WPM) (<https://payment2.works.com>), to view the monthly statement.

- 6) The cardholder shall check each transaction listed against his/her purchasing log, copies of receipts and/or any shipping documents to verify the monthly statement. The careful matching of complete support documents to the purchasing log and to the monthly statement is vital to the successful use of this program. After this review, the cardholder shall sign the monthly statement and present the statement to his/her supervisor / section chief for approval and signature within two (2) working

days of receiving the statement. The approving supervisor shall check the cardholder's monthly statement and confirm with the cardholder the following items:

- A. The products were received
- B. The cardholder has complied with applicable procedures, including this policy and procedure
- C. If receipts are needed to be seen the cardholder shall supply his copies for review

The statement is then sent to the reconciler who will match charges in the system to the statement.

- 7) Division Card Administrator finishes the reconciliation process. All Purchasing Card documentation must be received in Account Payable within five (5) working days. **(POLICY)**
- 8) The reconciler will reconcile the transactions in the Purchasing Card Module of the North Carolina Accounting System as he/she receives the receipts from the cardholders and the when the transaction has been downloaded in to the Purchasing Card System **(ON A DAILY BASIS)**

The reconciler will receive the cardholder(s) monthly statement(s) and match the statement against the reconciled transactions. Upon completion of this duty the reconciler will send the cardholder statements with receipts/paperwork to the division's Accounts Payable person.

The Division Monthly Statement, listing all Division transactions, shall be sent by the Contractor to the designated contact in the Controller's Office after the statement closing date (15<sup>th</sup>) of each month. This statement acts as a checklist for the Contact to correctly credit the appropriate Corporate (Division) Accounts. The contact will then send the Division statements to the Division contacts. The division contacts can also access the contractor web-site-<https://payment2.works.com> - to view a copy of the monthly statement.

All purchases and monthly statements are subject to audit by a Departmental Administrative Team.

Accounts Payable in the Controllers Office makes sure that all charges are credited to the correct Corporate Billing Accounts and cuts a check to the bank.

## 6.0 POLICY

### 6.1 AUTHORIZED PURCHASING CARD USE

A. In compliance with the Purchasing Card Policy, use of the Purchasing Card shall be limited to the following conditions:

- **The total value of a transaction shall not exceed a cardholder's single purchase limit - \$2500 for open market and State Term Contract purchases. A purchase WILL NOT be split into multiple transactions to stay within the single purchase limit. Spending limit shown on the agreement form (Attachment C) will be adhered to by all cardholders.**
- The items that may be procured by using the Purchasing Card are limited by Department standards and an agreed upon list between the Division and the Director of Purchase and Services.

B. The Purchasing Card may also be used:

- To pay for airline tickets. The cardholder must obtain confirmation (either electronically or hard copy), itinerary and other ticket documentation. Submit to reconciler for processing.
- To acquire gasoline for department owned vehicles **IF** they are operating out of state.
- Service Awards – To purchase items under STC #080A.
  1. When you are ready to order please call Ms. Linda Proctor with CA Short Co. Her phone number is 800-535-5690, ext. 264.
  2. She will then instruct you to e-mail her at LProctor@CAShort.com with a list of items to be purchased. A request form may be created to send to Ms. Proctor.
  3. You will call Ms. Proctor and give her the P-Card number to be used for the order. Please make sure that she has the correct credit card number
- Gas for boats
- One time services (Repair services, tech support, physicals, porta johns, etc.) up to \$1500.
- Postage stamps

**State Term Contracts (STC) that are “OK”  
for use with the Purchasing Card**

**Requires no Purchase Order**

**\$2,500.00 Limit – FOR STC**

A \* indicates availability of one or more recycled products. Check the contract for recycled content information and commodity codes of specific products contained within.

Web-site: <http://www.pandc.nc.gov/numlistt.asp>

<b>STC No.</b>	<b>STC Description</b>	<b>Special Circumstances</b>
001A	Correction Enterprises Products	
031A	Room Air Conditioners	
031B	Filter, Air (HVAC)	
045A	Domestic Appliances	With Division Director Approval
055A	School Bus Seat Covers and Piece Goods	
060A	Automotive, Industrial Parts and Supplies	
060B	Storage Batteries, Automotive, Golf and Marine	
060C	Oil and Air Filters and Automotive	
080A	Service Awards	Ordering Instructions (pg. 7-Sec. 6.1-B)
204A	Microcomputers and Peripherals	Can NOT purchase complete systems
204B	Mobile Ruggedized Computers	Can NOT purchase complete systems
204C	UNIX Workstations/Servers And Peripherals	Can NOT purchase complete systems
204D	Printers and Peripherals	Can NOT purchase complete systems
207A*	Remanufactured Toner Cartridges	
208G	Novell Master License Agreement	
208H	Microsoft Select 6.1	
208K	ESRI GIS Software	
240C	Stainless Steel Ware, Cutlery, Hospital Ware	
340A	Fire Extinguishers	
365A	Floor Maintenance Machines	
365B	Vacuum Cleaners	
393A	Cereal Breakfast Foods	
393B	Foods, Snack Items	
395B*	Recycled Computer Paper	
430A	Welding, Medical and Scientific Gases	
445A	Hand Tools and Related Accessories	
445B	Lamps Large and Specialty (Safety Equip – Eye /Face Protection)	
450A	Drycell Batteries and Flashlights	
450B	Locks, Locking Devices and Builders Hardware	
465B	External Defibrillators (Automatic, Semi-Automatic, Manual)	
470A	Wheelchairs and Ambulatory Aids	
475A	First Aid/Infection Control Products	
475B	Surgical Dressing	
475C	Incontinent Care Products, Disposable	
475D	Disposable Gloves	
475E	Medical Supplies	
485C	Door Mats and Matting	
485G	Cleaning Implements	

493A	Laboratory Supplies and Equipment Catalog, All Agencies and Educational Entities	
493B	Microscopes	
515A	Mowers, Lawn, Riding	
580A	Musical Instruments and Accessories	
600A	Classroom Calculators	
600B	Copiers, Purchase of	
615*	Office Supplies, General (Online Electronic Catalog)	
640A*	Napkins, Bathroom Tissue, and Paper Towels	
645A*	Paper (Office Use) and Envelopes	
665B	Bags, Plastic Trash	
765A	Aerial Device, Truck Mounted	
785B*	Instructional School Paper (Construction, Drawing, Newsprint, Etc.)	
863A	Tires and Tubes	
870A	Venetian Blinds	
880A	Audio-Visual Equipment, Projectors, Screens and Cabinets	
880D	Laminating, Transparency Making Equipment and Supplies	
898A	X-Ray Film, Chemicals, Cassettes/Screens, and Parts	
928A	Tire Retreading	
975A	Vehicle Rental Contract	

\*\*Please remember to check each contract for the "Minimum Requirement" and follow the instructions for FOB delivery and note that agencies are authorized to purchase from best available sources on orders less than the minimum order value. This provision shall not be used by an agency to circumvent the intent of the contract. Also, If an agency elects to place an order for less than the minimum order value, and the contractor elects to accept such order, then transportation charges will be prepaid and added to the invoice.

**UNAUTHORIZED PURCHASING CARD USE**

The following list is also located on the back of the Employee Agreement Form.

The Purchasing Card **SHALL NOT BE USED** for the following:

- **Computer hardware/software purchases greater than \$1000.**
- Personal purchases or identification
- On items set up under an existing Blanket Purchase Order
- Personal vehicle gas and use
- A single purchase that exceeds the standard limit established for your division
- In-state gasoline purchases for DOA, Motor Fleet Management owned vehicles
- Telephone calls or monthly service
- **Contractual services including yearly Maintenance Agreements**
- Capital Improvements
- Back Orders
- Services covered under the existing formal or informal construction contract process
- Items falling under the Merchant Category Codes Blocking List Exclusions from State use. Some of these include:
  - Cash Advances, Dating/Escort Services, Package Stores, Entertainment Expenses, Money Orders/Wire Transfers, Utilities, Massage Parlors
- State Term Contracts listed below:
  - 204A – Desktops and Laptops
  - 204D - Printers
  - 269A – Drugs and Medicine
  - 271A – Birth Control Items
  - 271C – Influenza Vaccine
  - 345B – Prescription Safety Spectacles
  - 360A – Carpet
  - 405G – Motor Fleet Gas Credit Card
  - 420 (All) and 425 (All) – Furniture, Filing and Storage Cabinets
  - 435A – Disinfectants and Odor Counteractants
  - 475F – Syringes and Needles
  - 485D – Floor Maintenance Materials
  - 630A – Paint and Paint Material
  - 680A – Ammunition
  - 725A-725G – Digital Telephones Systems, Two-Way Radios and GPS Units
  - 915A & B – Cellular Telephone and Paging Service (with equipment)

**A cardholder who makes unauthorized purchases or carelessly uses the Purchasing Card may be liable for the total dollar amount of these transactions plus any administrative fees charged by the Contractor in connection with the misuse. The cardholder will also be subject to disciplinary action up to and including dismissal.**

If there are any questions regarding the above list or a Purchasing Card purchase, please call the Division of Purchase and Services, Vernon Price at (919) 707-8536 or Traci Rains at (919) 707-8537.

The division may further block or put additional restrictions on card use as they see fit.

## 7.0 **DISPUTED ACCOUNTS**

### 7.1 **Cardholder Responsibilities**

Purchasing Card Returns: If items purchased with the Purchasing Card are found to be unacceptable, received in error, damaged and/or defective, duplicate order, etc., the cardholder should contact the vendor to explain the problem and inquire about return policies.

This would include obtaining replacement or correction of the item as soon as possible.

If the vendor has not replaced or corrected the item by the date the cardholder receives his/her monthly statement, then the purchase of the item will be considered in dispute. A credit will be issued for the required amount upon resolution of the dispute. If an item has been returned and a credit voucher received, the cardholder shall verify that this credit is reflected on the next monthly statement.

If credits are not listed on the monthly statement, the appropriate transaction documentation shall be retained by the reconciler until the credit is downloaded to the Purchasing Card System and shows on the next monthly statement.

If **by mistake** a personal purchase is made on the Purchasing Card, notify the Division Contact Reconciler and immediately call the vendor to delete the charge to the VISA card. Make sure a credit slip is issued and the purchase is charged to the correct card.

### 7.2 **Contractor's Responsibilities**

Refrain from collection of the disputed amount or any related finance charges while the disputed amount is under investigation.

Remove the disputed amount and any related finance charges if an error has been made.

## 8.0 **CARDHOLDER SEPARATION**

Prior to separation from the Department, the cardholder shall surrender the Purchasing Card to the division Purchasing Card contact along with the current Purchasing Card log and any outstanding receipts. The card may be destroyed by the division contact who will also notify the Card Administrator, at (919) 707-8536 or E-mail, [vernon.price@ncdenr.gov](mailto:vernon.price@ncdenr.gov).

Division internal policy will determine the documentation involved in this closeout process.

**THE PURCHASING CARD PROCESS – ON PAGES 4-7**

