



Charleston County

Procurement Card Program

Policies and Procedures Manual

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Charleston County Procurement Card Program Policies and Procedures

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1. PARTIES INVOLVED

Card Program Administrator – The Central Administrator located in the County of Charleston's Procurement Department who coordinates the Procurement Card program for the County of Charleston and acts as the County's intermediary in correspondence with the card issuer.

Cardholder – A full-time, permanent employee of the County of Charleston who is approved by his/her Department Head to use the Procurement Card to execute transactions on behalf of the County of Charleston. This person signs off on their personal monthly statements and provides receipts to the Liaison.

Card Issuer – Bank of America's services include issuing Visa Procurement Cards to Organization employees, providing electronic transaction authorizations, and billing the Organization for all purchases made on the cards.

Organization – Arranges with Bank of America to have Procurement Cards issued to approved employees.

Department Head – County official who must 1) set internal controls for their department's usage of the procurement card; 2) approve issuing the employee a Procurement Card; 3) assign their Department Liaison; 4) sign approval on department liaison's monthly purchases; 5) designate default accounting code for purchases on the Procurement Card; and 6) submit application to the Card Program Administrator. ***Department Head's approval delegates transaction authority to the Cardholder.***

Department Liaison – An employee in each department designated by the Department Head to be responsible for reviewing transactions of individual Cardholders to make sure the transactions are legitimate business expenses and are classified appropriately, as dictated by the Department's internal controls. This employee is also responsible for signing approval on department cardholder's monthly purchases after the Cardholder signs the statements validating the purchases.

Vendor – The merchant or seller from whom a Cardholder is making a purchase.

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2. GLOSSARY

Capital Expenses or Expenditures – Payments by a business to acquire or improve long-term capital assets, like buildings and equipment. Capital expenses are significant purchases that a business makes as an investment. These assets are amortized, a process that is similar to depreciation.

Cardholder – A full-time, permanent employee of the County of Charleston who is approved by his/her Department Head to use the Procurement Card to execute transactions on behalf of the County of Charleston.

Goods – Commodities, materials, supplies, and equipment.

Meeting – A gathering of two or more people that has been convened for the purpose of achieving a common goal through verbal interaction, such as sharing information or reaching agreement.

Personal Purchases – Purchases of goods or services intended for non-work related use or use other than official Charleston County business.

Purchase Order – The signed written acceptance of the offer from the vendor. A purchase order serves as the legal and binding contract between both parties.

Requisition – An internal document that a department, division, or office sends to the purchasing department containing details of services or materials to meet its needs, replenish stocks or obtain materials for specific jobs or contracts.

Training – The process of learning the skills that you need for a particular County job or activity related to the job.

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3. ROLES AND RESPONSIBILITIES

County employees play key roles in support of the Procurement Card Program. A summary of each role and its responsibilities follows.

3-A CARDHOLDER

The Cardholder must use the Procurement Card for legitimate County business and County travel only. The Procurement Card may be used for regular purchases such as office, maintenance and carpentry supplies, advertising, travel, hotel reservations, conference/seminar registration fees, rental cars and gas for rental cars only.

Each Procurement Card has the Cardholder's name embossed on it, and in accordance with County policy, may ONLY be used by that individual. Use of the Procurement Card by a Cardholder for a personal purchase and/or for a purchase that the Cardholder had no authority to make, and/or use of the Procurement Card by a person other than the Cardholder are unauthorized and strictly forbidden.

Unauthorized use of the Procurement Card for personal purchases or use of the Procurement Card by a person other than the Cardholder may result in disciplinary action, up to and including termination and criminal prosecution. Supervisors or other approving officials who knowingly, or through willful neglect, approve or allow personal or fraudulent purchases or misuse of the Procurement Card are subject to the same disciplinary actions as Cardholders.

The Cardholder must:

- Attend training and sign the Cardholder Agreement Form confirming that he/she has been fully trained and understands and will abide by all policies and procedures regarding the card usage prior to receiving a Procurement Card.
- Ensure the Procurement Card is used for legitimate County business and County travel only.
- Ensure all purchases are allowable purchases and adhere to all Charleston County purchasing and travel policies.
- Maintain knowledge and ensure compliant use of the Procurement Card according to County policies, purchasing guidelines, and the Purchasing Card Program procedures.
- Maintain the Procurement Card, account number, expiration date, and the security code in a secure location at all times.

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- Adhere to the purchase limits and restrictions of the Procurement Card and ensure the total charge, including tax, shipping and handling, and any other applicable fees for any single transaction does not exceed \$5,000. (Advertising is excluded, with proper justification.)
- Never allow anyone else use of the Procurement Card assigned to them.
- Ensure transactions are not split to circumvent spending limit or County guidelines.
- Provide clarity to an item description or business purpose that is not self-explanatory.
- Obtain all sales slips, register receipts, and provide same to Department Liaison for reconciliation, approval, and allocation of transactions within three (3) days of the purchase. Each receipt must legible, itemized, and contain the vendor's name and location, date of purchase, item description, and total amount of purchase. This applies for both payments and credits. A receipt which only states "miscellaneous" or "merchandise" or only includes a vendor's store or item number is not acceptable.
- Not accept cash in lieu of a credit to the Procurement Card account.
- Ensure all items ordered using a Procurement card, that are being shipped, are delivered to a valid Charleston County Government address. No items should ever be shipped to the cardholder's home address.
- Review and sign the monthly cardholder activity statement by the 5th of each month.
- Notify Department Liaison if the default accounting code should be changed on an individual transaction.
- Attempt to resolve disputes or billing errors directly with the vendor.
- Immediately report a lost or stolen card to Bank of America at 1-800-822-5985 (24 hours a day, 365 days a year) and immediately notify Department Liaison of a lost or stolen Procurement Card at the first opportunity during normal business hours.
- Report erroneous and emergency transactions to the Department Liaison during normal business hours.
- Return the Procurement Card to Department Liaison upon terminating employment with Charleston County or transferring Departments within the County. The Procurement Card may also be presented to the Human Resource Department during their exit interview if it has not been collected by the Department Head, Department Liaison, or their designee prior to the exit interview.

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3-B LIAISON

Each Department Head must establish internal controls for their department's use of the procurement card, and designate a department liaison and an employee to act in the liaison's absence for their department. The Department Liaison and their assistant must receive training from the Card Program Administrator before any employee in the department receives a Procurement Card. Each Department Liaison is responsible for reviewing transactions of individual Cardholders in their Department to ensure the transactions are legitimate public expenditures, are classified properly, and comply with County policy.

Liaison's responsibilities include:

- ~~Performing weekly reconciliations which must be completed by 10:00 a.m. each Wednesday morning. This will allow the Finance Department to effectively and efficiently process the weekly encumbrance. (removed November 26, 2018)~~
- Reconciling all transactions in WORKS® to the proper accounting data, if different from the default accounting codes assigned to the cardholder's account.
- Reviewing vendor receipts and reconciling transactions against receipts. Liaison *must* have the receipt or copy before reconciling the transaction in WORKS®.
- Obtaining all purchase receipts and ensuring all receipts and supporting documentation are uploaded to WORKS® utilizing Receipts Imaging within five (5) days of the transaction.
- Ensuring all transactions are reconciled and all statements are signed off by the 5th of the month, ~~or first business day following weekend or holiday~~ **or the last business day before the 5th.**
- Matching receipts to each monthly Bank of America Cardholder statement for review and retention, as directed by Department Procedures. All procurement card statements and receipts must be retained for audit by internal and external auditors. Receipts for purchases must be retained for three (3) years.
- Signing off and approving the Bank of America monthly Cardholder statements at the end of each month. This process includes the Cardholder signing their individual statements and the Liaison signing as manager on the statement.

Liaisons reconciling their own Procurement Card purchases must sign the bottom of their monthly statement on the line provided for the Cardholder's signature. The statement is then sent forward to their Department Head for review and approval of all transactions. If approved, the Department Head must sign on the Manager's signature line on the liaison's monthly statement.

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- Requesting the Card Program Administrator to change default accounting codes for cardholders.
- Attempting to resolve any disputes with vendor and/or Bank of America not resolved by Cardholder and notifying Card Program Administrator within 3 to 5 days of any unresolved disputes, noting the reason for dispute.
- Notifying Card Program Administrator of lost or stolen cards.
- Notifying and requesting Card Program Administrator to cancel a Cardholder's card if a cardholder terminates employment, transfers to another department, or loses procurement card privileges due to non-compliance with policy **within 24 hours of termination or change in status of employee**, as approved by Department Head.
- Collecting canceled cards from Cardholders and forwarding cards to Card Program Administrator, or as directed by the Card Program Administrator.

NOTE: If an employee terminates employment through the Human Resources department without notifying their department head or department liaison, the Human Resources Department will be responsible for asking the employee if they have a County p-card and receive the procurement card from the employee. The Human Resources Department will then forward the card to the Card Program Administrator.

- Assisting Cardholders with erroneous declines and emergency transactions.
- Notifying the Card Program Administrator of cardholder requests to have Bank of America contact vendor to accept Visa cards.
- Conducting Procurement Card training for all new Cardholders within their department and ensure a signed Cardholder Agreement Form is forwarded to the Card Program Administrator prior to the issuance of a Procurement Card. This training shall include the signing of a mandatory Cardholder Agreement form specifying terms and conditions for use of the card and review of the County Procurement Card Policy.
- Ensuring each Cardholder within their department uses their Procurement Card in compliance with County policies, purchasing guidelines, and the Procurement Card Program procedures.
- Ensuring the cardholder has not exceeded the spending limits or budget on any transaction.
- Reviewing that the cardholder has not split transactions to circumvent spending limits or the County guidelines.

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3-C DEPARTMENT HEAD

- Provides fiscal oversight and management of business operations within his or her department and establishes internal controls for their department's use of the Procurement Card.
- Designates a department liaison and an employee to act in the liaison's absence for their department
- Selects department employees for participation in the County Procurement Card Program, based upon business need and the ability to fulfill program requirements.
- Accounts for the use of Procurement Cards in his or her department, taking appropriate action with departmental staff when required.

3-D PROGRAM ADMINISTRATOR

- Provides program management and oversight.
- Ensures program compliance with County policy.
- Monitors Cardholder's accounts and reports suspected misuse or fraudulent use to the Procurement Director.
- Conducts auditing on all Procurement Card statements and associated documentation verifying purchases are for legitimate County business use, notifying the Procurement Director of any discrepancies.
- Handles all contact with Bank of America for Procurement Card set up, maintenance and closure (except for reporting lost or stolen cards outside normal business hours).

3-E FINANCE DEPARTMENT

- Processes the weekly encumbrance.
- Notifies department liaisons of transactions that have not been reconciled by the 5th.
- Processes upload of departmental charges to departmental accounts for charging individual departments.
- Reconciles monthly billing statement to the electronic reporting file.

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4. GENERAL INFORMATION

The Procurement Card is a corporate Visa credit card, issued to the Charleston County through Bank of America Merrill Lynch (BAML). The card is to be used for County business transactions only. Personal use of the Procurement Card by an employee is strictly prohibited.

4-A CORPORATE LIABILITY

The Charleston County Procurement Card is a Visa credit card with corporate liability. Corporate liability is defined as follows:

- The County is liable for all charges made by County employees.
- The County is not liable for charges made by a terminated employee once notice of termination is provided to BAML.
- The County is not liable for charges made with the Procurement Card resulting from card theft or other fraudulent use by third parties not employed by the County.

4-B CARDHOLDER LIABILITY

The Procurement Card is a corporate charge card and will not affect the cardholder's personal credit. It is the cardholder's responsibility to ensure that the card is used within the stated guidelines of this Manual. Failure to comply with the program guidelines may result in permanent revocation of the card, notification of the situation to management, and disciplinary action in accordance with County Policies and Procedures relating to disciplinary action and termination for cause. Employees who are found to have inappropriately used their Procurement Card will be required to reimburse Charleston County of all costs associated with such improper use.

Misuse of the County's Procurement Card may constitute fraud and criminal charges may be issued against the cardholder.

4-C CARDHOLDER ELIGIBILITY

Eligibility of the Procurement Card program is limited to full time, permanent County employees **only**. A card application for an eligible employee may be refused at the discretion of the Procurement Director, if the employee has committed a past procurement policy violation.

The criteria to receive a Procurement Card are as follows:

- Applicant must be a full-time, permanent employee of the County.

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- Applicant's request for a Procurement Card must be approved and issued by their Department Head.
- Applicant must be assigned a Department Liaison selected by their Department Head.
- Applicant must receive training on the p-card program before they receive their Procurement Card. This training may be provided by the Card Program Administrator or their designee, i.e., department liaison.
- Applicant must receive the Charleston County Procurement Card Program Policy and Procedures Manual.
- Each individual Cardholder must sign a Cardholder Agreement and it must be presented to the Card Program Administrator before the card will be turned over to the employee or Department Liaison.

4-D CARD SET UP

Department Head or designate representative sends a request for a new card to the Card Program Administrator using the Cardholder Action Form (See Attachment 2). This request should identify the cardholder's name as it appears on their Driver's License, date of birth, the default org key and object code to be assigned to the card, and any special instructions or comments. This Department Head request delegates transaction authority to the Cardholder.

The Card Program Administrator will process the request to Bank of America via Bank of America's WORKS® program.

Upon receipt of the Procurement Card from Bank of America, the Card Program Administrator will notify the Department Liaison and request the submission of the signed Employee Agreement, signifying agreement with the terms of the Procurement Card program, prior to the card being released to the department liaison or cardholder.

The Department Liaison or Card Program Administrator will conduct a training session with the Cardholder prior to issuing the card.

4-E CARD TERMINATION

The Card Program Administrator is required to close an account if a Cardholder: (a) transfers to a different department, (b) moves to a new job in which a Procurement Card is not required, (c) terminates employment, or (d) for any of the following reasons which will also subject Cardholder to disciplinary action in accordance with County Policies and Procedures relating to disciplinary action and termination for cause:

- The Procurement Card is used for personal or unauthorized purposes. Continued or

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frequent misuse of the card for personal reasons can establish cause for permanent revocation of card privileges. In addition, disciplinary action, including termination of employment, as well as criminal charges may be filed against the cardholder.

- The Procurement Card is used to purchase alcoholic beverages, tobacco products, or any substance, material, or service which violates policy, law, or regulation pertaining to the County of Charleston.
- The Cardholder allows the card to be used by another individual.
- The Cardholder splits a purchase to circumvent the **\$5,000** per purchase limitations of the Procurement Card.
- The Cardholder uses another Cardholder's card to circumvent the purchase limit assigned to the Cardholder or the limitations of the Procurement Card.
- The Cardholder fails to provide Department Liaison with required receipts.
- The Cardholder fails to provide, when requested, information about any specific purchase.
- The Cardholder does not adhere to all of the Procurement Card policies and procedures.

A request for closing a Cardholder account will be processed by the Card Program Administrator. *If a plastic card exists for the Procurement Card account being closed, it must be returned to the Department Liaison immediately. **The Department Liaison will cut the card in half and return it to the Card Program Administrator for disposal unless otherwise directed by the Card Program Administrator.***

4-F CARD MAINTENANCE

The Department Liaison will forward all maintenance requests to the Card Program Administrator. These requests include name change, increase/decrease in spending limits, etc. A Cardholder Action Form must be submitted to the Card Program Administrator for all permanent changes. A one-time increase over the current monthly spending limit may be submitted via email to the Card Program Administrator. The liaison must copy the departmental head on the email for approval. The Card Program Administrator will process all maintenance requests through the WORKS® program.

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5. CARD SECURITY

Every cardholder assumes personal responsibility for the protection and proper use of the Procurement Card. Follow the points below to assure card security.

5-A CARD STORAGE

Each Procurement Card is assigned specifically to a Cardholder, and as such becomes the Cardholder's personal responsibility. Cardholders should always treat their Procurement Card with at least the same level of care as one does their own personal credit cards. The card should be maintained in a secure location and the card account number carefully guarded. The account number should not be posted, photocopied, or left in a conspicuous place. The only person entitled to use the card is the person whose name appears on the face of the card. **The card may not be loaned to another person for any reason.**

5-B CARD USAGE

It is the responsibility of the Cardholder to certify all purchases have a valid business purpose and goods and services purchased support operations or further mission of the County. Purchases charged against County funds that are NOT in accordance with policy are the responsibility of the Cardholder.

Procurement Cards are **not** transferable between individuals. Each Cardholder will be assigned to a Department Liaison. Each Card will be assigned default accounting codes. Supervisors may use their procurement card to register multiple departmental staff members for conferences if no other charges, i.e., hotel, per diem, etc., will be incurred.

5-C CARDHOLDER EMPLOYMENT CHANGE

If the cardholder ends his or her employment with Charleston County, transfers to a new department, or no longer uses the Procurement Card in the performance of daily job duties, the Department Liaison must collect the Procurement Card and notify the Card Program Administrator **within 24 hours of termination or transfer** via phone or e-mail of the termination or transfer.

The Card Program Administrator will close the account using the WORKS® program immediately upon receipt of notification.

All Procurement Cards are to be returned to the Card Program Administrator for disposal unless otherwise instructed.

Upon transfer to a new department within the County, approval must be obtained and the receiving department must submit a Cardholder Action Form to the Card Program Administrator. New Cardholder training is not required when transferring departments.

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Regardless of the type of employment change, the Procurement Card remains the property of Charleston County and must be surrendered immediately upon request from an authorized person (such as the Department Head, the Procurement Director, or the Card Program Administrator), for any reason.

5-D CARD INACTIVITY

In the event a card is inactive for 120 days, the card will be reviewed for possible cancellation by the Card Program Administrator.

5-E LOST, MISPLACED OR STOLEN PROCUREMENT CARD

Cardholders are to report any lost or stolen Procurement Card immediately to Bank of America toll-free at 1-800-449-2273. Bank of America representatives are available to assist 24 hours a day, 365 days a year. Cardholders must notify his or her Department Liaison about the lost or stolen card at the first opportunity during normal business hours. The Department Liaison must notify the Card Program Administrator immediately upon knowledge if the card is reported lost/stolen.

It is extremely important for the Cardholder to act promptly in the event of a lost or stolen card, to avoid company liability for fraudulent transactions.

The Procurement Card will no longer be able to be used after notifying the bank of a lost or stolen card. Bank of America will automatically reissue a new card, and the Card Program Administrator will notify the Department Liaison as soon as the new card is received. A card subsequently found after being reported lost should be sent to the Card Program Administrator.

6. PURCHASING CARD GUIDELINES

The Cardholder assumes the responsibility for proper use of the Procurement Card. Procurement Card purchasing does not change or alter current purchasing policies and departmental approval processes. The Procurement Card serves only as an optional method of payment.

6-A SPENDING CONTROLS

The Procurement Card is to be used only for the purchase of supplies, travel, and approved services. County spending parameters for Procurement Cards are set at \$5,000 per transaction, including all fees and taxes. The County will adjust limits as determined by demonstrated need.

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Each card has individually established limits on the amount that can be spent per transaction and the amount that can be spent per cycle. Spending limits are established on a case-by-case basis by the Cardholder's Department Head based upon an analysis of the department's spending practices. If a monthly and/or per transaction limit increase or decrease is needed after spending limits have been established, the Department's Liaison must submit an approved Cardholder Action Form to the Card Program Administrator.

6-B CARD RESTRICTIONS

All Procurement Cards issued by the County contain standard industry restrictions against the purchase of certain commodities, unless an exception has been requested and approved. Transactions will be blocked at the point-of-sale level if a purchase is attempted at a vendor whose Merchant Category Code has been blocked by the County of Charleston. Attempts to process transactions for these commodities will result in a declined transaction. Three (3) consecutive card declines may result in a hold placed on the Procurement Card.

6-C TEMPORARY REMOVAL OF CARD RESTRICTIONS

To request the temporary removal of a restriction, a completed P-Card Exception Request Form (Attachment 5) must be forwarded to the Card Program Administrator. The request must include the following information:

- Cardholder's first and last name
- Cardholder's department
- A business justification for exception
- Type of commodity restriction to remove (gas, food, flowers, etc.)
- Vendor name
- Date the restriction should be replaced
- Estimated cost of the transaction

Once approved, the Card Program Administrator will notify the appropriate liaison. A copy of the approved Exception Request must be retained with the cardholder's monthly statement.

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6-D ALLOWABLE AND NON-ALLOWABLE PURCHASES

ALLOWABLE PURCHASES

- The Cardholder must use the Procurement Card for legitimate County business and County travel only.
- The Procurement Card may be used for regular purchases such as office, maintenance, and carpentry supplies, advertising, travel, hotel reservations, conference/ seminar registration fees, rental cars and gas for rental cars only.
- Computers, iPads, tablets, netbooks, software, printers and scanners are not allowed on the Procurement Card, unless prior written approval has been received by the ITS department. All requests for said hardware and software must be routed through the ITS department prior to any order being placed. Contact the ITS department for assistance, if needed.
- Advertising may be placed on the Procurement Card, even if over \$5,000. The Department liaison must contact the Card Program Administrator to increase the card's credit limit, if necessary, so that the transaction will not decline.
- The Procurement Card may be used to pay for maintenance contracts on non-capital, non-tangible items, such as software maintenance, and for amounts higher than \$5,000, upon approval from the Procurement Department Director. If a purchase is going to be coded to one of the object codes beginning with a "7", which is defined as a capital expenditure, then it cannot be paid for on the Procurement Card. A requisition must be entered.
- The Procurement Card may be used to pay for repair services as long as the Procurement Department has a current insurance certificate on file, and in the appropriate amounts. The vendor must also carry Worker's Compensation, regardless of the number of employees in the firm. This is a Charleston County requirement as mandated by the Safety/Risk Management Department.
- Requests to have grocery/restaurants/catering unblocked, must be submitted in writing, on departmental letterhead, to the Director of Procurement and signed by the Department Head or Appointed/Elected Official of the requesting office.

If approved for the purchase of food, the cardholder must submit an itemized receipt that includes what food selections and beverages were served as well as the receipt that shows if any tip was given. Tips over 15% of the pretax amount are not allowed. Both receipts are required for documentation.

- If a department will be hosting a training session for County employees outside their own department and/or the general public, a cardholder's card may be opened to cover the cost of food for the attendees. **However, a copy of the class/training**

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announcement and attendees' sign-in sheet must be attached to the receipt for auditing purposes and substantiation of expenses. Food for departmental meetings, luncheons, etc. cannot be paid for using the Procurement Card.

- Departments who wish to provide food for multi-County or public meetings for legitimate County business will be assessed on a per case basis. These meetings will require written approval from the Procurement Director, Deputy County Administrator for the requesting division, and County Administrator in the form of a Staff Summary Sheet.
- Travel transactions, i.e., hotel reservations, conference/seminar registration, rental car and gas for rental cars only (not vehicles rented by the Fleet Department or Department vehicles), and air fare, are allowed to be placed on the Procurement Card according to established procedures. No food purchases are allowed. Valet service, in-room movies, room service, room upgrades, and laundry service are not allowed on the Procurement Card. Uber, Lyft, and taxi rides during approved travel outside of Charleston County are authorized on the Procurement Card.

Gas for personal vehicles and food per diem will be included in the employee's paycheck through the proper payroll financial procedures.

All travel transactions must have an approved Travel/Training Authorization & Recap Form and Itinerary attached for auditing purposes and substantiation of expenses.

NON-ALLOWABLE PURCHASES

The following types of purchases are prohibited on the Procurement Card. **No exceptions will be granted unless obtained in writing as set forth in this policy.** This list is not all-inclusive of prohibited purchases.

- The purchase of alcoholic beverages, tobacco products, or any substance, material, or service which violates policy, law, or regulation pertaining to the County of Charleston are strictly prohibited and are **NOT** allowed on the Procurement Card.
- Personal purchases of any kind are prohibited.
- Cash advances in any form, including use of the Procurement Card at Automated Teller Machines (ATMs), inside bank branches or at cash advance, quasi-cash and money transfer locations such as Western Union, Telecheck, etc. are prohibited.
- Food for departmental staff meetings and luncheons, and items related to staff's birthday, retirement, going-away celebrations, holiday parties, baby showers, engagements, bridal or wedding parties and favors are not allowed.
- The Procurement Card cannot be used for car washes. Departments requiring car washes should contact the Procurement Office for information regarding car washes.

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- The Procurement Card **cannot** be used for County vehicle expenses which are incurred within Charleston County limits. The Procurement Card may be used only as a last resort when towing is not obtainable through the Roadside Assistance program.
- Uniforms are **not** allowed to be purchased on the Procurement Card. Departments requiring employees to wear uniforms should contact the Finance's Office for the information regarding uniform policies [and contact their Department's Buyer](#).
- Gift cards, stored value cards, calling cards, pre-paid cards or similar products are **not** allowed to be purchased using the Procurement Card, unless permission is granted in writing by the Procurement Director and/or County Administrator.
- Flowers are not allowed on the Procurement Card by General Fund departments. **The only departments authorized to use their Procurement Card for flower arrangements are County Council, the Administrator's Office, and Elected/Appointed Officials.** If a department wants to send flowers for an employee out on sick/extended leave, then it must be paid for in another manner. Departments who want to use their Procurement Card to send flowers should contact the Card Program Administrator to explain the situation so that it can be presented to the Contracts and Procurement Director for approval.
- Cardholders are **not** allowed to use any vendor's reward program for their personal gain. Examples are Staples, Food Lion, Marriott Rewards, or airline rewards. This list of examples is not all-inclusive; there may be other vendors who are not listed that offer reward programs. Again, a cardholder must not present their personal reward card in connection with any County authorized Procurement Card purchase.

If a cardholder is found to be engaging in this type of practice, the cardholder may be subjected to disciplinary action in accordance with County Policies and Procedures relating to disciplinary action and termination for cause. In addition, the purchase may constitute fraud and criminal charges could be instituted against the cardholder.

- Office celebrations cannot be paid for using the Procurement Card or County funds. Examples of celebrations that are not allowed include, but are not limited to, birthdays, holidays, personal celebrations, showers, retirement parties, and congratulatory celebrations.
- Employee "Perks", including coffee supplies; individual sized water bottles; gifts; flowers; birthday cakes/cards; holiday cards; party supplies; medication, etc. are not allowed on the Procurement Card.
- Online purchases to Amazon without prior authorization are not allowed. These purchases must be made by an approved cardholder through the Charleston County Amazon Business account only.

Charleston County Procurement Card Program Policies and Procedures

- Memberships at wholesale warehouses and shopping clubs (e.g. Sam's, Costco, Amazon Prime) are not allowed on the Procurement Card.
- Application downloads including but not limited to iTunes, Kindle, and Google Play Store are not allowed on the Procurement Card.
- The purchase of gas for County or personal vehicles is not allowed on the Procurement Card. Contact the Fleet Operations Department regarding gas cards for County vehicles.

6-E SPLIT TRANSACTIONS

A split transaction occurs when a Cardholder splits a purchase to stay within the per transaction or per month dollar limit of his or her Purchase Card. Splitting transactions is strictly prohibited and could result in removal of Procurement Card privileges. Multiple activity of spending more than \$5,000 per day with one vendor may indicate splitting of orders. Care should be taken by the Cardholder to avoid the appearance of such. A single purchase cannot be divided into separate transactions to circumvent the single-transaction limit.

6-F ERRONEOUS DECLINES

There may be certain situations when a vendor receives a decline message when processing a Procurement Card transaction. If the reason for the decline is unknown, contact the Department Liaison or Program Administrator to research the decline. If the decline was due to the Merchant Category Code (MCC) being blocked, the Card Program Administrator can process an override if the department liaison confirms that the order is in compliance with purchasing guidelines. Once the override is in place, the vendor will have a limited time to reprocess the charge. This time frame will be determined between the Cardholder, Department Liaison, and the Card Program Administrator. If a purchase is being made outside of normal business hours, the employee must find an alternate payment method or terminate the purchase and contact the Card Program Administrator during normal hours.

The following reasons may decline a card:

- Exceeding the monthly credit limit.
- Exceeding the single transaction limit.
- Merchant Category Code (MCC) is blocked.

Charleston County Procurement Card Program Policies and Procedures

6-G EMERGENCY TRANSACTIONS

Emergency transactions over \$5,000 may not be handled with the Procurement Card. For any transaction that does not meet the spending controls assigned to the card, the Cardholder must contact their buyer in the Procurement Department for assistance.

6-H DECLARED EMERGENCIES AND NATURAL DISASTERS

During the time of an emergency such as a natural disaster, the Procurement Director may temporarily un-block certain MCCs, temporarily raise the transaction limits for specific cards, or both. **Only the cardholders approved by the Procurement Director are authorized to purchase group, event-related meals during an actual disaster or declared emergency.**

6-I CREDITS

Under no circumstances should the cardholder accept cash in lieu of a credit to the Procurement Card account. The vendor should issue a credit to the card account for any item they have agreed to accept for return. This credit will appear on a subsequent statement. Note: Credits can be given by the bank against a card even if it has been closed. This enables continuity for auditing purposes.

6-J UNRESOLVED DISPUTES AND BILLING ERRORS

The cardholder or Department Liaison should always attempt to resolve any disputes or billing errors directly with the vendor. In most cases, the vendor will issue a credit to the card account. If an agreement cannot be reached with the vendor, the cardholder or Department Liaison should complete and sign the Bank of America's Dispute Form (Attachment 1) and mail or fax to 1-800-253-5846.

Nearly all issues can be resolved using this process. If the cardholder is unable to obtain an acceptable resolution, the cardholder must contact the Department Liaison for assistance. The total amount billed by Bank of America will be charged to the individual departmental accounts and credits for disputed transactions will be posted to departmental accounts when the credit appears on the Bank of America billing

6-K SALES TAX

Purchases from vendors located in South Carolina: The vendor is responsible for collecting retail sales tax at the point of sale. The amount of sales tax should be indicated on the receipt provided by the vendor.

Purchases from vendors located outside South Carolina: The County is responsible for paying use tax on tangible property purchased from vendors located outside the state

Charleston County Procurement Card Program Policies and Procedures

and brought into South Carolina. The receipt from the vendor should indicate whether any sales tax had been collected at the point of sale.

If a receipt shows sales tax but the tax is not broken out in WORKS®, the liaison must reconcile the purchase to show the tax and adjust the pre-tax amount in the “Amount”. The total amount of the charge must not exceed the receipt total.

If the receipt shows tax but the tax is not shown for the transaction in WORKS®, the liaison *must* enter the amount of tax shown on the receipt and adjust the net amount of the transaction accordingly.

If tax was not charged, the Liaison must make a copy of the invoice ~~and enter the amount of tax that should have been charged, as well as~~ with the org key and object code ~~written on it that the tax should be taken out of.~~ Normally, this is the same accounting as the original transaction. This copy must then be forwarded to Finance ~~through interdepartmental mail.~~

7. COMPLIANCE VIOLATIONS

All transactions made with the County Purchasing Card are subject to audit and, as such, must have appropriate business justification and be accompanied by required supporting documentation. Cardholders in violation of compliance may have card privileges suspended or permanently revoked and could face additional disciplinary actions up to and including termination of employment and criminal prosecution.

Cardholders or supervisors/approving officials who knowingly, or through willful neglect, fail to comply with the policies and procedures governing procurement and the Procurement Card Program may be subject to suspension or termination of card privileges or other disciplinary action, up to and including termination of employment and criminal prosecution to the fullest extent of the law.

7-A FRAUD, MISUSE, AND ABUSE

The cardholder must use the Procurement Card for legitimate County business and County travel only. Cardholders who misuse or abuse a procurement card will be subjected to disciplinary action in accordance with County Policies and Procedures relating to disciplinary action and termination for cause. Misuse/Abuse of the procurement card may constitute fraud and criminal charges may be instituted against the cardholder.

Fraud: Fraud involves unauthorized use of the card by the cardholder, someone other than the individual whose name is on the card, or individuals outside the organization. This can include stolen or counterfeit cards, or identity theft. It could also involve non-employees or former employees working in collusion with current employees of the County.

Charleston County Procurement Card Program Policies and Procedures

Merchant Fraud: This is another unauthorized activity and involves charges for goods or services not provided by a merchant/vendor.

Misuse/Abuse: Misuse or abuse involves unauthorized activity or purchasing by the employee to whom the card is issued.

Misuse covers a wide range of violations, some more severe than others. Misuse can include poor asset management resulting from buying a larger quantity than necessary, purchasing materials or goods of a higher quality than the organization would deem appropriate, or buying from unauthorized suppliers.

Abuse is the intentional or unintentional violation of Procurement Card policies and procedures for personal gain. **Using the purchasing card for personal gain would represent a serious abuse of the card and could result in termination of employment and/or criminal charges being filed against the cardholder.**

7-B UNINTENTIONAL PERSONAL CHARGE

If the Procurement Card was used in error for a personal charge, the cardholder must immediately notify his or her Department Liaison and provide the Liaison with the original receipt. Upon knowledge or discovery of a personal charge, the Liaison must immediately notify the Card Program Administrator.

The cardholder will be required to reimburse the amount of the charge back to the County by writing a personal check to Charleston County. The check should be given to the Liaison to deposit using the normal deposit procedures. A copy of the check, bank deposit form, and original receipt must be attached to the cardholder's monthly statement.

7-C MISSING RECEIPT

The Cardholder should make a reasonable effort to get a duplicate receipt from the vendor. If that is not possible, the Missing Receipt Form (Attachment 4) should be used. This form will only be allowed as a rare circumstance. It must be filled out COMPLETELY and signed by the Cardholder and their Supervisor. Use of this form more than three times during a three year period may result in suspension of card privileges for a period of time determined by the Procurement Director. Cardholders may be required to reimburse the County if the circumstances are questionable. A copy of the Missing Receipt Form must be uploaded to WORKS® and retained with the cardholder's monthly statement.

Charleston County Procurement Card Program Policies and Procedures

7-D CARDHOLDER INFRACTIONS

The Card Program Administrator is required to adhere to and enforce County policy. A violation of any of the below infractions may result in suspension of Procurement Card privileges.

- The Procurement Card is used for personal or unauthorized purchases.
- The Procurement Card is used to purchase alcoholic beverages or any substance, material, or service which violates policy, law or regulations pertaining to the County.
- The Cardholder fails to submit complete receipt documentation and/or business justification.
- The Cardholder fails to report loss or theft of card in a timely manner.
- The Cardholder splits transactions to circumvent transaction limits.
- The Cardholder misuses any temporary exception to Purchasing Card restrictions.
- The Cardholder allows the Procurement Card to be used by another individual.
- The Cardholder does not adhere to any of the Procurement Card policy and procedures.
- Departmental failure to supply audit documentation.
- Other infractions warranting disciplinary actions, as deemed appropriate by the Procurement Director or the Department Head.

7-E VIOLATION POINT SYSTEM

Cardholders failing to properly follow the Procurement Card Policy will be subject to action up to and including revocation or suspension of Procurement Card privileges, a period of probation, and/or mandatory Procurement Card training, as well as any corrective disciplinary action that may be taken by the Supervisor and/or Department Head and/or appropriate County officials. Misuse of the Procurement Card will be handled promptly and uniformly for all Cardholders.

The point system below will be used as a guideline to assess violations. Each violation has been assigned a point value. The accumulation of 50 points will result in a corrective notice being sent to the cardholder and other appropriate parties. The accumulation of 100 points will result in a formal memorandum being issued to the Department Head, which will require a response, and other appropriate actions including a 90-day card suspension. The accumulation of 150 points will result in a formal memorandum being issued to the Department Head, which will require a response, and other appropriate actions including a minimum 365-day card revocation. The total points per Cardholder includes all points assigned to the Cardholder over a rolling three (3) year period.

Charleston County Procurement Card Program Policies and Procedures

PROCUREMENT CARD VIOLATION POINTS SYSTEM		
<u>Violation</u>	<u>Point Value</u>	<u>Example</u>
Authorization Not Received	25	Purchase of printer without receiving written approval from IT
Business Purpose Not Provided	25	Failing to provide additional documentation (i.e. sign in sheet, Travel Form)
Allowing another individual use of assigned card	150	
Personal Purchase (Intentional)	150	
Personal Purchase (Accidental)	75	
Restricted Item Purchased	150	The purchase of alcohol, tobacco, etc.
Receipt Not Provided		
1 st Offense	50	
2 nd Offense	100	
3 rd Offense	150	
Violation of Temporary Exception to Card Restrictions	75	
Security Violations	50	Failing to secure card, loss of card
Splitting Transaction	150	

CORRECTIVE DISCIPLINARY ACTION		
<u>Total Points (3-year total)</u>	<u>Actions Taken by Card Program Administrator</u>	<u>Parties Involved</u>
50	<ul style="list-style-type: none"> • Corrective Notice sent via e-mail 	<ul style="list-style-type: none"> • Cardholder • Liaison • Procurement Director
100	<ul style="list-style-type: none"> • Formal Memo from Procurement Director • Mandatory Retraining • Counseling by Program Administrator • Loss of Card Privileges for 90-days 	<ul style="list-style-type: none"> • Cardholder • Liaison • Department Head • Procurement Director
150	<ul style="list-style-type: none"> • Formal Memo from Procurement Director • Card Cancellation for a minimum of 365-days 	<ul style="list-style-type: none"> • Cardholder • Liaison • Department Head • Procurement Director • Internal Auditor

Charleston County Procurement Card Program Policies and Procedures

Any liaison that fails to complete their responsibility listed in the Procurement Card Manual will be subject to mandatory retraining, meeting with the Card Program Administrator and Procurement Director, and/or revocation of privileges in WORKS®.

Any supervisor and/or liaison that approves/signs off on a transaction that violates policies and procedures will be reported to the Procurement Director, Internal Auditor, and Legal Department.

7-F CRIMINAL ACTIVITY

Any Cardholder who intentionally makes a personal purchase on their County Procurement Card has committed theft of County property. Appropriate disciplinary actions could include but may not be limited to immediate card revocation without eligibility for future Procurement Card use, and possible termination of employment. The County reserves the right to pursue criminal charges against any Cardholder suspected of unlawful activity.

8. PURCHASING CARD PROGRAM CONTACTS

Contact the Charleston County Procurement Card Administrator or your Department's Procurement Card Liaison for matters concerning the Procurement Card program policies and procedures.

Director of Procurement

Barrett Tolbert
Btolbert@charlestoncounty.org
(843) 958-4761

Deputy Director of Procurement

Kenneth Wiggins, Jr.
kwiggins@charlestoncounty.org
(843) 958- 4767

Procurement Card Program Administrator

Mendie Disbrow
Mdisbrow@charlestoncounty.org
(843) 958-4712
(843) 714-8235 (24/7 line for all p-card concerns)

9. BANK OF AMERICA MERRILL LYNCH (BAML) CARD SERVICES

To contact BAML, call the number on the back of your card. Any time BAML is contacted, you should also contact your department Liaison and the Card Program Administrator.

ATTACHMENT 1

DISPUTE FORM

Charleston County Procurement Card Program Policies and Procedures

Commercial Card Statement of Disputed Item

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

Bank of America - Commercial Card Services Operations
P. O. Box 53142
Phoenix, AS 85072-3142
Phone (800) 352-4027 Fax (888) 678-6046

Gov't/Agency Name: _____

Account Number: _____

Cardholder Name: _____

This charge appeared on my statement:

Billing close date: _____

Transaction date: _____

Reference Number: _____

Merchant Name: _____

Merchant Location: _____

Posted Amount: _____

Disputed Amount: _____

*****Please check only ONE of the following*****

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. The card was in my possession at the time of the transaction.

Charge Amount Does Not Agree With Order Authorizing The Charge

The amount entered on the sales slip was changed from \$_____ to \$_____. I have enclosed a copy of the unaltered sales slip.

Merchandise or Services Not Received

I have not received the merchandise or services represented by the above transaction. The expected date of delivery or services was _____. (On your business letterhead, please describe your attempt to resolve this matter with the merchant, the date(s) you contacted them and their response.)

Disputed Transaction

I did engage in the above transaction, which I am now disputing. I have contacted the merchant, but I have been unable to return the merchandise and/or I have been unsuccessful in reaching an acceptable resolution with them. (On your business letterhead, please describe your attempt to resolve this matter with the merchant, the date(s) you contacted them and their response.)

Charleston County Procurement Card Program Policies and Procedures

Defective or Wrong Merchandise

I returned the merchandise on (date) _____ because it was: (please choose one):
___defective___wrong size___wrong color___wrong quantity

Recurring Charges After Cancellation

On _____ (date), I notified the above merchant to cancel our monthly/yearly agreement. Since then, my account has been charged _____ time(s). (Please enclose a copy of the merchant's response to confirmation of your cancellation.)

Items 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 card. (We must have a copy of the front and back of the canceled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. On your business letterhead, please describe your attempt to resolve this matter with the merchant, the date(s) you contacted them and their response.)

Credit Appears as a Charge

The enclosed Credit Voucher appeared as a charge on my card account.

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.

Hotel Reservation Canceled

I did make a reservation with the above hotel which I then canceled on _____ (date) at _____ (time). At that time, I asked for a cancellation number which is _____.

(Please check one if it applies):

_____ I was not given a cancellation number

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

Double or Multiple Charges

My account has been double charged The first charge appeared on my _____ (date) billing.

ATTACHMENT 2

CARDHOLDER ACTION FORM

ATTACHMENT 3

CARDHOLDER AGREEMENT FORM

Charleston County Procurement Card Program Policies and Procedures



County of Charleston Procurement/Travel Card Program Cardholder Agreement

I, **(Enter Employee Name and Position Title)**, agree to the following terms (hereinafter “Agreement”) regarding my use of the County of Charleston Procurement and/or Travel Card (hereinafter “Card”):

1. I understand that I am being entrusted with access to the County of Charleston’s Procurement and/or Travel Card Program to make financial commitments on behalf of the County of Charleston and will restrict my purchases and travel to pre-approved County of Charleston activities.
2. I understand that under no circumstances will I use the Card to make personal purchases or personal travel arrangements, either for myself or for others. Willful intent to use the Card for personal use may result in disciplinary actions including termination of employment and possible prosecution for fraudulent use of the Card.
3. I will follow the established procedures for using Card. Failure to do so may result in revocation of my use privileges or other disciplinary actions by the County of Charleston.
4. I have been given a copy and have read and understand the County of Charleston’s Cardholder Manual pertaining to the Card Program.
5. I agree that should my Card privileges be terminated or if I am transferred to another job or position within the County, I will return the Card that I have been issued in connection with the County of Charleston’s Card Program to the Department Liaison or Procurement Card Administrator within five (5) calendar days of the termination of my privileges or my transfer.
6. I agree that if I violate the terms of this Agreement and use the County of Charleston’s Card for personal use or gain, that I will reimburse the County of Charleston for all incurred charges and any fees (including attorney’s fees and expenses) related to the collection of these charges, and will be subject to any other disciplinary actions the County may take, *up to and including termination and/or criminal prosecution.*
7. I understand and agree to process all transactions within two (2) working days of receipt by approving for payment and forwarding to the Departmental Liaison for approval or disapproval, or following the Dispute Procedure as outlined in the Cardholder’s Manual.

(Employee Name)
Employee Name (Print)

Employee Signature

____/____/____
Date

Mendie Disbrow
Procurement Card Administrator

Card Program Administrator Signature

____/____/____
Date

ATTACHMENT 4

MISSING RECEIPT FORM

Charleston County Procurement Card Program Policies and Procedures

MISSING RECEIPT FORM

FOR INTERNAL USE ONLY. RETAIN WITH THE MONTHLY STATEMENT.

THIS FORM WILL ONLY BE ALLOWED AS A RARE CIRCUMSTANCE.

This form is to be used as documentation only if the actual receipt or invoice is unavailable and you have made a good faith effort to obtain a duplicate receipt from the vendor. It must be filled out COMPLETELY and signed by the Cardholder and their Supervisor. **Cardholders may be required to reimburse the County if the circumstances are questionable**.

Department: _____

Cardholder's Name (Printed): _____

Cardholder's Signature: _____

Why is the original receipt or invoice missing? (Explain in detail) _____

Explain what effort was made to get a duplicate receipt (or web printout): _____

VENDOR NAME	
VENDOR ADDRESS	
DATE PURCHASE MADE	
TOTAL ORDER COST	

<u>Item Description</u>	<u>Business Purpose</u>	<u>Item Cost</u>

Supervisor's Name (Printed)

Supervisor's Signature

Date

10/29/2018

ATTACHMENT 5

**P-CARD EXCEPTION REQUEST
FORM**

Charleston County Procurement Card Program Policies and Procedures

P-CARD EXCEPTION REQUEST FORM

The Exception Form should be completed and forwarded to the Card Program Administrator for processing and approval.

THIS APPROVED FORM MUST BE KEPT WITH THE CARDHOLDER'S MONTHLY STATEMENT.

Date: _____

Department: _____

Cardholder's Name (Printed): _____

Requested date restriction should be replaced: _____

Vendor name: _____

Estimated cost of transaction: _____

Type of commodity restriction to remove (gas, food, flowers, etc.): _____

Provide a description of the P-Card Exception that is being requested. Include as much information as possible including the type of purchase, items to be purchased, amount, and reason the exception is needed. (add additional sheets for comments and backup documentation if needed) _____

DEPARTMENT APPROVALS	
Department Liaison	
Print Name: _____	Date: _____
Signature: _____	
Department Head	
Print Name: _____	Date: _____
Signature: _____	

PROCUREMENT APPROVALS	
P-Card Administrator	
Print Name: _____	Date: _____
Signature: _____	
Director of Procurement	
Print Name: _____	Date: _____
Signature: _____	

10/29/18