

# **SEBASTIAN COUNTY, ARKANSAS**

## **PURCHASE/TRAVEL CARD PROGRAM POLICIES AND PROCEDURES**

### **Cardholder Manual**

**Revision Date 08/01/2015**

**Sebastian County, Arkansas  
Purchase/Travel Card Program  
Policies and Procedures**

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**PURCHASE CARD INTRODUCTION**

Welcome to the Sebastian County Purchasing Card Program. This program is designed to help better manage low-dollar purchases and brings many benefits to you, Sebastian County and your vendors.

Please be sure to read and follow the program guidelines as specified within this manual.

**What is the Purchasing Card?**

The Purchasing Card is a Visa credit card issued by Arvest Bank. It is a fast, flexible new purchasing tool which offers an alternative to the existing purchasing processes and provides an extremely efficient and effective method for purchasing and paying for small dollar items. This may be used for single non-capital transaction of \$499 including tax/shipping, not to exceed \$1,000 per day and \$5,000 per month. The card is to be used only for official county purchases.

The County Purchasing Card will enable you to purchase non capital items, by telephone, via the internet, or in-person, directly from the vendors. It will eventually eliminate the need for issuing low dollar purchase orders and most blanket purchase orders.

The County Purchasing Card will be issued in the office/employee's name and will have the "Sebastian County Seal" clearly indicated on the card.

The Purchasing Card program brings many benefits to...

**Cardholders** - You will be able to obtain supplies directly from your vendors without using a purchase order. This streamlines the purchasing process and can help improve turnaround time on receipt of your order. It significantly reduces the workload and processing costs related to the purchase and payment of supplies.

**The County** - The Purchasing Card program provides a cost-efficient, alternative method for purchasing low-dollar supplies. Built-in card features make the program easy to control and manage and reduces processing costs at all levels by reducing the number of requisitions, purchase orders, invoices and checks. The Purchasing Card enables all departments to focus on higher value added activities.

**Vendors** - The Purchasing Card will be welcomed by vendors who accept VISACARD. When they accept the card for business purchases, vendors need not send invoices to the County, and they will receive payment directly from Arvest Bank within 48 hours.

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**PARTIES INVOLVED**

**Card Issuer** – Arvest Bank is the card issuer and offers services including: issuance of VISACARD Purchasing Cards to authorized Sebastian County employees; electronic transaction authorizations; and consolidated billing for all purchases made on the cards.

**Sebastian County**- Judges office arranges with the card issuer, Arvest Bank, to have Purchasing Cards issued to approved employees and agrees to accept liability to manage authorized County employees’ use of the cards in accordance with County Ordinance 2012-15 . Program Policies and Guidelines and County Judge Program Oversight.

**Elected Officials** – County officials must: approve an employee’s request for a Purchasing Card; assign Departmental Liaison; designate default accounting code for purchases made with the Purchasing Card; and submit application to the County Judges office Purchasing Department. Elected Official approval delegates transaction authority to the respective offices Cardholder.

**Departmental Liaison** - An employee in each department, designated by the Elected Official, to be responsible for review of transactions made by individual Cardholders. Review is intended to make sure that every transaction represents a legitimate business expense, is properly classified and complies with program policies and procedures.

**Purchasing Card Administrators** - The card Administrators are located in the County Judges office, Purchasing, and Finance Departments, who coordinate the Purchasing Card program on behalf of the County Judge for the County and act as the County’s intermediary for correspondence with the card issuer. The County’s assigned Administrators are:

	Phone	
Charity Gregory	479/784-1502 Ext. 2110	Purchasing/Facilities Administrator
Amanda Cravey	479/784-1502 Ext 2106	Purchasing Assistant
Melissa Sinclair	479/783-8172 Ext. 2023	Comptroller
Angie Hatwig	479/783-8172 Ext. 2020	Assistant Comptroller

**Cardholder** - An employee of the County who has been approved by their Elected Official and the County Judge to use the Purchasing Card to execute purchase transactions on behalf of their department.

**Vendor** - The merchant from whom a Cardholder is making a purchase.

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**DEFINITIONS**

**Purchasing Activity Log** – Paper based listing of monthly purchases maintained by cardholders. This listing should include both purchases and returns for credit. Purpose is to remind cardholders of transactions and assist in monthly reconciliation.

**Purchasing Card** – Credit cards are authorized by the County Judge and issued in the approved cardholders name. The purchasing card is the property of Sebastian County and is issued to employees of the County to assist in performance of assigned duties.

**Merchant Category Classification (MCC) Code** – 4-digit code assigned to each VISACARD capable vendor reflecting their major product or service made available for sale. The County uses these codes to block certain purchases on certain purchasing cards.

**PURCHASING CARD PROGRAM OVERVIEW**

- Purchasing Cards will be issued to authorized Sebastian County employees or other classifications approved by the County Judge.
- The employee's office and name (unless a generic department card) must be embossed on the card.
- Purchasing Cards will not be transferable between individuals or departments.
- Each Cardholder will be assigned to a Departmental Liaison.
- Each Card will be assigned a default accounting code.
- All Departmental Liaisons work at the instruction of the Purchasing Card Administrators.
- Employee's Elected Official must approve the request for a card, assign the default account number and assign the Departmental Liaison for the Cardholder.
- Cardholders make purchases (using established guidelines) and receive a monthly Arvest Bank Cardholder statement online.
- Cardholder matches receipts (including packing slips) to monthly statement and forwards to Departmental Liaisons for review and storage.
- Resolution of any billing errors or disputed charges are initiated by the cardholder and/or the departmental liaison by contacting Arvest Bank directly.
- Monthly Departmental reports of cardholder transactions will be made available to Department Liaisons..
- Invoices are available online at the end of monthly billing cycle which is 27th of each month.
- A check is mailed to Arvest Bank within 25 days after the end of the billing cycle. It is each Departments responsibility to get their statement along with all receipts to the comptrollers office within 5 days of initial receipt of statement.

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**PURCHASING CARD PROCESS**

Purchasing Card use is easy and straightforward. Standard procedure for a typical card purchase:

- Cardholder wants to make an authorized purchase using the Purchasing Card
- If the selected vendor is VISACARD capable, cardholder continues with purchase.
- If the selected vendor is not VISACARD capable, cardholder must submit a requisition and obtain a purchase order prior to making purchase.
- Cardholder selects goods for purchase, proceeds to checkout, pays for goods using card, obtains detailed receipt and arranges for delivery.
- When merchandise arrives, cardholder inspects and verifies order accuracy, quality and price
- Cardholder logs purchase on end user pcard program and files receipt.
- Cardholder receives monthly statement from departmental liaison
- Cardholder confirms purchases on statement for accuracy, signs statement and forwards statement, and all receipts to departmental liaison within 5 days of initial receipt of statement.
- Attach receipts to the statement, small receipts may be attached with tape to a full sheet of paper.
- Cardholder contacts Arvest Bank if there are any billing errors or disputed charges.
- Cardholder purchasing monthly process is complete.

**MONTHLY RECONCILIATION STATEMENT PROCESS**

Each month, cardholders must carefully review their statements. Receipts and purchasing logs should be compared to the statement. Standard procedure for a typical monthly review:

- Departmental Liaison retrieves statement online.
- Cardholder receives statement from Departmental Liaison.
- Cardholder confirms purchases on statement for accuracy.
- If statement is correct, cardholder signs statement and forwards statement, purchasing log and all receipts to departmental liaison within 5 days of initial receipt of statement .
- If statement has a discrepancy, cardholder begins dispute process before routing to departmental liaison
- Departmental Liaison reviews all information is complete, annotates any required budget code changes, signs statement and forwards to accounts payable department within 10 days of initial receipt of statement.

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**CARDHOLDER RESPONSIBILITIES**

The Cardholder must use the Purchasing Card for legitimate business purposes only. The Purchasing Card may not be used for entertainment, cash and other categories as included in the Listing of Blocked Vendors (Attachment 1). Misuse of the card will subject Cardholder to disciplinary action in accordance with Sebastian County Policies and Procedures relating to disciplinary action and/or termination for cause.

The Cardholder must:

- Ensure the Purchasing Card is used for legitimate business purposes only.
- Must provide the vendors detailed/itemized receipt. If receipt is not provided the card holders must reimburse the County by going to the Treasurers office with the exact amount.
- Maintain the Purchasing Card in a secure location at all times.
- Not allow other individuals to use their Purchasing Card.
- Adhere to the purchase limits and restrictions of the Purchasing Card and ensure the total transaction amount of any single non-capital transaction is less than \$499 including tax/shipping, \$1,000 per day and \$5,000 per month.
- Obtain and reconcile all sales slips, register receipts, and/or Purchasing Card slips to Arvest Bank's Cardholder statement and provide same to Departmental Liaison for reconciliation, approval and allocation of transactions.
- Notify Departmental Liaison if the default accounting code should be changed on an individual transaction.
- Attempt to resolve disputes or billing errors directly with the vendor and notify Arvest Bank if the dispute or billing error is not satisfactorily resolved by faxing Arvest Bank the required Dispute Form. Copy of dispute form should be forwarded to Departmental Liaison and Purchasing department.
- Ensure that an appropriate credit for the reported disputed item or billing error appears on a subsequent Cardholder statement.
- Not accept cash in lieu of a credit to the Purchasing Card account.
- Immediately report a lost or stolen card to Arvest Bank at 1-800-356-8085 (24 hours a day, 365 days a year).
- Immediately notify a Purchasing Card Administrator of a lost or stolen Purchasing Card at the first opportunity during normal business hours.
- Return the Purchasing Card to a Purchasing Card Administrator upon terminating employment or transferring Departments within the County.
- If a vendor does not accept VISACARD, contact a Purchasing Card Administrator.
- Report erroneous and emergency transaction needs to the Departmental Liaison during normal business hours.

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**DEPARTMENTAL LIAISON RESPONSIBILITIES**

Each Elected Official must designate a Departmental Liaison to oversee cards issued to employees of his/her department. The Elected Official shall list the designated Departmental Liaison on each Purchasing Card application submitted for his/her employees. The Departmental Liaison(s) must receive training before any employees in the department may receive a Purchasing Card. Responsibilities include:

- Reviewing vendor receipts attached to the Arvest Bank Cardholder statements.
- Forwarding all Cardholder charge slips and receipts along with claim form to accounts payable for audit by internal and external auditors.
- Reviewing Cardholder transactions on the monthly Department report retrieved online.
- Requesting the Purchasing Card Administrator to change default accounting codes for individual transactions by updating default accounting codes on the monthly Department reports in advance of the monthly cut-off date established by the Purchasing Card Administrator.
- Attempting to resolve any disputes with vendor and/or Arvest Bank not resolved by Cardholder.
- Notifying a Purchasing Card Administrator within 5 days of receipt of monthly statement of any unresolved disputes, noting the reason for dispute.
- Notifying Purchasing Card Administrator of lost or stolen cards.
- Requesting Purchasing Card Administrator to cancel a Cardholder's card (e.g. terminated employees, transferring departments, loss of purchasing card privileges) as approved by Elected Official.
- Collecting canceled cards from Cardholders and forwarding to the Purchasing Card Administrator immediately.
- Notifying the Purchasing Card Administrator of Cardholder request(s) to have Arvest Bank set up a vendor to accept VISACARD.
- Assisting Cardholders with erroneous declines and emergency transactions.

**ELECTED OFFICIAL RESPONSIBILITIES**

The Elected Official will assign a Departmental Liaison to be responsible for the purchasing program and budget compliance of each of their assigned cardholders. Responsibilities include:

- Assignment of budget codes necessary for budget monitoring and compliance.
- Oversight of departmental liaisons for accuracy and timeliness of duties.
- Oversight of assigned cardholders for compliance with the overall Purchasing Card Program guidelines.

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**PURCHASING CARD ADMINISTRATOR RESPONSIBILITIES**

The Purchasing Card Administrator(s) duties are SHARED by the Comptrollers office and the Purchasing department for the over-all Purchasing Card program. Responsibilities include:

- The Sebastian County Judge is the liaison with Arvest Bank
- Utilizing Arvest Bank Software.

COMPTROLLER will be responsible for:

- Receiving and reviewing Arvest Bank invoices.
- Distributing monthly reports to Departmental Liaisons and notifying Departmental Liaisons of cut-off date for approvals and default code changes.
- Making accruals for transactions which require the submission of use tax to the Department of Revenue.
- Processing payment of bill to general ledger.
- Reviewing usage of Purchasing Card data for appropriateness.

PURCHASING DEPARTMENT will be responsible for:

- Initiating change of default accounting codes upon request of Department Liaisons as approved by their Elected Official.
- Handling disputed charges/discrepancies not resolved by Cardhold or Departmental Liaison.
- Reviewing Department approved applications for completeness of required information.
- Submitting completed application to Arvest Bank and receiving Purchasing Card from Arvest Bank.
- Training Departmental Liaisons before releasing Purchasing Cards.
- Training Cardholders before releasing Purchasing Card.
- Ensuring Cardholders sign Cardholder Agreement (Attachment 2, page 25), signifying agreement with the terms of the Purchasing Card program prior to receipt of Card.
- Securing revoked Purchasing Cards and submitting information to Arvest Bank.
- Ensuring that lost stolen cards have been blocked by Arvest Bank.
- Forwarding vendor set up requests to Arvest Bank.
- Assisting the Departmental Liaison with erroneous declines and emergency transactions.

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**CARDHOLDER ELIGIBILITY**

Criteria to receive a Purchasing Card is as follows:

- Applicant must be an **employee of the County or other classifications approved by the County Judge.**
- Applicant's request for a Purchasing Card must be approved by their Elected Official.
- Applicant must be assigned a Departmental Liaison selected by their Elected Official.
- Employee must attend a training session before receiving their Purchasing Card.
- Each individual Cardholder must sign a Cardholder Agreement in the presence of a Purchasing Card Administrator.
- Final approval of County Judge

**CARDHOLDER LIABILITY**

The Purchasing Card is a corporate charge card which will not affect the Cardholder's personal credit; however, it is the Cardholder's responsibility to ensure that the card is used within stated guidelines of this Purchasing Card Cardholder Manual as well as County Policies and Procedures relating to the expenditure of County funds. Failure to comply with program guidelines may result in temporary suspension of the card, permanent revocation of the card, notification of the situation to management, and/or further disciplinary measures that may include termination.

**CARDHOLDER TERMINATION**

The Purchasing Department is required to close an account if a Cardholder: (a) transfers to a different department, (b) moves to a new job in which a Purchasing 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 Sebastian County Policies and Procedures relating to disciplinary action and/or termination for cause:

- The Purchasing Card is used for personal or unauthorized purposes.
- The Purchasing Card is used to purchase alcoholic beverages or any substance, material, or service which violates policy, law or regulation pertaining to the County.
- The Cardholder allows the card to be used by another individual.
- The Cardholder splits a purchase to circumvent the limitations of the Purchasing Card.
- The Cardholder uses another Cardholder's card to circumvent the purchase limit assigned to either Cardholder or the limitations of the Purchasing Card.
- The Cardholder fails to provide Departmental Liaison with required receipts.
- The Cardholder fails to provide, when requested, information about any specific purchase.
- The purchase of a capital item totaling \$500 or above (**All Computer Equipment is a capital item**)
- The Cardholder does not adhere to all of the Purchasing Card policies and procedures.

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**PURCHASING CARD ACCEPTABLE USES**

- County business related purchases
- Small tools (purchase or rental)
- Subscriptions
- Film and film processing
- Auto supplies
- Copy services
- Electrical supplies
- Office supplies
- Building maintenance supplies
- Small office furniture (less than \$500 including tax/shipping)
- Membership fees/dues

**PURCHASING CARD UNACCEPTABLE USES**

- Personal uses
- Hazardous materials
- Entertainment
- Cash Advances
- Leases
- Lottery Tickets
- Gifts (Employee)
- Alcoholic beverages
- Newspaper ads of any kind.

**COMMON VIOLATIONS**

- Monthly reconciliation is not forwarded to the departmental liaison in a timely manner (5 days)
- Monthly reconciliation is not signed by the cardholder or departmental liaison
- All original receipts are not submitted with the monthly reconciliation
- Cardholder statement included multiple transactions to circumvent transaction limit
- Cardholder allowed another employee to use their card
- Cardholder purchased inappropriate items such as non-county business related items
- Personal use
- Failure to reply to a violation letter

**NOTE: Inappropriate usage of the card will result in issuance of a violation letter. Three violations will result in cancellation of your card.**

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**LOST, MISPLACED OR STOLEN PURCHASING CARDS**

Cardholders are required to immediately report any lost or stolen Purchasing Card **to Arvest Bank toll-free at 1-800-356-8085 (24 hours a day, 365 days a year)**. The Cardholder must also immediately notify his/her Department Liaison about the lost or stolen card at the first opportunity during normal business hours.

**SPENDING CONTROLS**

Sebastian County initial spending parameters for each Purchasing Card issued are set at **less than \$500 including tax/shipping** per transaction.

**ERRONEOUS DECLINES**

Should the Purchasing Card be erroneously declined by a vendor, the Cardholder should immediately contact a *Purchasing Card Administrator for assistance*. If purchase is being made outside of normal County hours, the employee must terminate the purchase and contact your Departmental Liaison during normal hours.

**EMERGENCY TRANSACTIONS**

Emergency transactions over the established Purchasing Card limit may not be handled with the Purchasing Card. For any transaction which does not meet the spending controls assigned to the card, the Cardholder must contact a Purchasing Card Administrator for assistance.

**PHONE/FAX ORDERS**

Purchasing Cards can be used to place orders via FAX or phone. After placing the order and arranging for pickup/delivery. The cardholder must request that the vendor fax back a detailed receipt to the cardholder. The cardholder must maintain this detailed receipt for reconciliation to the monthly statement. ALL items ordered using the purchasing card and being delivered to the County must be marked "PURCHASING CARD ORDER" on the outside of the shipping container

**SALES AND USE TAX**

In State Vendors - 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.

Out-Of-State Vendors - Vendors located out of State should collect sales tax. The amount of sales tax should be indicated on the receipt provided by the vendor.

**DISCOUNTS**

Several vendors have discount agreements in place with the County. It is the cardholder's responsibility to identify themselves as an employee of Sebastian County to the vendor prior to completion of the purchase. To obtain information as to vendors offering discounts to the County, Cardholders may contact the Purchasing department.

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**CREDITS**

Vendors will issue all credits to the individual Purchasing Card account for any item they have agreed to accept for return. This credit will appear on a subsequent statement. Under no circumstances should a Cardholder accept cash in lieu of a credit to the Purchasing Card account. All returns should be recorded on the monthly activity log.

**UNRESOLVED DISPUTES AND BILLING ERRORS**

The **Cardholder is responsible for contacting the vendor to resolve any disputed charges or billing errors.** If the matter is not resolved with the vendor, the Cardholder should:

- Contact Arvest Bank at 1-800-356-8085 directly for assistance.
- Contact a Purchasing Card Administrator for assistance if an acceptable resolution is not obtained.
- The total amount billed by Arvest Bank 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 Arvest Bank billing.

**SECURITY AND STORAGE**

**Purchasing Cards** - Cardholders should always treat the Purchasing 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 should be carefully guarded. 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 lent to another person for any reason.

**Program Documentation** - The Departmental Liaison assigned to each department that has Purchasing Cards will forward the Cardholder's vendor receipts/packing slips/charge slips along with claim on a monthly basis to Accounts Payable. All other documentation concerning the Purchasing Card program will be maintained by the Purchasing Department. This documentation includes, but is not limited to, applications, Cardholder Agreements, and copies of transmittals and correspondence with Arvest Bank. All payment, credit card statements, and receipts are filed in the Comptrollers office with warrants.

**VENDOR BLOCKING**

Transactions will be blocked at the point-of-sale level for types of vendors included on the Listing of Blocked Vendors (Attachment 1). Additional customization for individual cards can be made by blocking or unblocking additional merchant category classification codes (MCC). A complete listing of MCC codes is available from the Purchasing Department.

**NOTE: Item 5045 – Computers, Computer Peripheral Equipment, and Software** includes digital camera or any equipment that will be attached or downloaded to county computers. Computers, peripheral equipment and software can only be order through IS Department and is considered a **capital purchase**.

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**PURCHASING CARD SET UP, REVISIONS, AND CLOSURE**

All contact with Arvest Bank for Purchasing Card set up, revisions and closure (except for reporting lost or stolen cards) will be handled by the Countys Purchasing Department.

**Card Set Up**

- Elected Officials must submit in writing an application and provide the name of the Departmental Liaison .
- Elected Official signature approval, delegates transaction authority to the Cardholder.
- Approved application is to be sent to the Purchasing Department for approval by County Judge.
- Purchasing Department reviews application for completeness and submits application to Arvest Bank in format approved by Arvest Bank.
- Purchasing Department will conduct a training session with the Cardholder prior to issuing the card.
- Cardholder signs Cardholder Agreement signifying agreement with the terms of the Purchasing Card program.
- Upon receipt of the Purchasing Card from Arvest Bank and completion of the above stated items, card will be issued to cardholder and activated for usage.

**Card Revisions**

- Elected Officials are to make all card revision requests to the Purchasing Department.
- All revision requests must be submitted in writing
- All revision requests must be approved by the Elected Official prior to submission.
- Upon approval Purchasing Department will submit all card revision requests to Arvest Bank.

**ACCOUNT CLOSURE**

**Lost or Stolen Cards** - Cardholder must immediately report the lost/stolen card to Arvest Bank at 1-800-356-8085. Cardholder must also notify a Purchasing Card Administrator who will follow up with Arvest Bank to ensure the account has been closed.

**Terminated or Transferred Employees** - Departmental Liaison is to secure Purchasing Cards from terminated employees and employees who transfer to another department. The Departmental Liaison will immediately notify the Purchasing Department by phone of the termination or transfer. A request for closing the Cardholder account will be submitted to Arvest Bank by the Purchasing Department within 2 days of receiving the notification. **All Purchasing Cards are to be returned to the Purchasing Department for disposition.**

**Other Card Revokes/Closures** - Purchasing Department will notify Arvest Bank immediately of all revokes and closures.

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**RECONCILIATION, APPROVAL & ALLOCATION OF BILLING**

**Receipt and Payment of Arvest Bank Billing**

- At the close of the monthly billing cycle, Arvest Bank will have the bill available online to be printed.
- Departmental Liaisons will immediately distribute cardholder statements to each cardholder for their reconciliation.
- Cardholders will complete reconciliation of purchasing log, receipts and statement, reporting any discrepancies as previously discussed in this manual. Completed reconciled statements will be returned to their departmental liaisons within 5 working days after receipt from the Departmental Liaison.
- The Departmental Liaisons will compile all assigned cardholder statements, confirm reconciliation, annotate any required budget code adjustments, and forward along with claim to the Accounts Payable within 10 working days after receipt of statements.
- The comptrollers office will review bills.
- The Accounts Payable department will approve statements for payment and submit for payment.
- A check will be mailed to Arvest Bank no later than 25 calendar days after the close of the billing cycle of the previous month.

**Allocation of Purchasing Card Charges to County Departments**

- Departmental Liaisons will identify transactions requiring payment of use tax.
- Departmental Liaisons will assemble and forward Cardholders statements, purchasing logs, charge slips and receipts along with claim to accounts payable for payment. Receipts for purchases must be maintained in accordance with state records retention requirements.
- The total amount billed by Arvest Bank will be charged to the individual departmental accounts and credits for disputed transactions will be posted to departmental accounts when credit appears on the Arvest Bank billing.
- Accounts Payable will reconcile the detailed electronic billing statement to the amount paid to be paid to Arvest Bank.

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**TRAVEL CARD INTRODUCTION**

**TRAVEL CARDS ARE FOR BUSINESS USE ONLY**

Travel Cards issued by Arvest are special VISA credit cards and administered through the Sebastian County Judges Office. They work similarly to your personal credit cards, except the charges are billed directly to Sebastian County and paid by the County Finance Department. The County supports one type of card:

**WHAT IS THE TRAVEL CARD?**

Employees who travel and are eligible for a Travel card, must have approval from their elected official.

The employee will have the option of not only charging airfare and registration, but also hotel, car rental, meals, etc. to their Travel card. The cardholder is to **ONLY** incur charges on the Travel card that directly relate to travel that they are on.

**PERSONAL CHARGES NOT RELATED TO A BUSINESS TRIP ARE STRICTLY FORBIDDEN, THIS CARD IS ONLY TO BE USED FOR VALID COUNTY TRAVEL WHERE THE TRIP TIES TO A TRAVEL AUTHORIZATION.**

Improper use of the Travel Card will result in consequences ranging from suspension of card to termination of employment and possible criminal prosecution.

**OBTAINING A TRAVEL CARD**

Any individual for which a Travel Card is going to be requested, must first complete a Procurement Authorization requested from the Purchasing Department. Once this Procurement Authorization has been submitted and approved by the Elected Official, the Purchasing department will then verify that the proposed cardholder has sufficient travel to warrant having a card, otherwise a temporary card will be issued. Information will then be given to the Purchasing department to setup a cardholder account.

Prospective Cardholders **MUST** attend a training session and sign a Cardholder Agreement Form before receiving their Travel Card.

Travel Cards are not transferable. If someone's card use is discontinued, the Travel Card **MUST** be sent to the Administrator of the Purchase/Travel program and the Procurement Authorization must be cancelled.

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## **PROCUREMENT AUTHORIZATION PROCEDURES**

Send the Procurement Authorization form with estimated travel amount for approval. This amount will then be added to Cardholder's card.

County Travel Cardholders are responsible for:

1. Attending training and signing Cardholder Agreement PRIOR to issuance of a Travel Card.
2. Keeping their Travel Card and Card Account Number confidential. The only person authorized to use Travel Card is the person to whom it is issued.
3. **ONLY USING THE TRAVEL CARD FOR COUNTY BUSINESS ASSOCIATED WITH A VALID TRAVEL AUTHORIZATION.**
4. Understanding that intentional misuse or abuse of the Travel Card will result in the immediate revocation of charging privileges and possible disciplinary and criminal prosecution.
5. Obtaining receipts and turning those receipts into the person who is responsible for processing the Travel Claim.
6. Reporting a lost or stolen Travel Card immediately to the Travel Card Administrator at 479-784-1502 **and** Arvest Bank at 1-800-356-8085 (24 hours a day, 365 days a year).
7. Not accepting cash in lieu of a credit to the Travel Card account when reimbursements are made.
8. Making sure that the Travel Claim for the trip is filed within one week of return.

## **AUTHORIZED PURCHASES**

The employee whose name appears on the Travel Card is authorized and responsible for all charges on the card. It is the responsibility of every Cardholder to safeguard their card and card number against use by unauthorized individuals within or outside of the County.

**Under no circumstances may the Travel Card be used for items of personal use or non County purposes.**

## **ALLOWABLE PURCHASES FOR A TRAVEL CARDHOLDER ONLY**

- Lodging
- Airfare
- Fuel
- Registration
- Meals (daily per diem rate)
- Tips (up to 15%)
- Car Rental

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Policies and Procedures**

**REMEMBER: The only time the Travel Card is to be utilized is for County travel by the CARDHOLDER.**

Detailed receipts, when applicable, are attached to the Travel Claim and sent to the Finance department for processing against the Travel Claim.

#### **UNAUTHORIZED AND INAPPROPRIATE CARD USE**

The Travel Card **MUST** never be used to purchase items that are **NOT** associated with a valid Travel Authorization, even if the cardholder intends to reimburse the County.

The purchase of first class tickets is **not** allowable. Purchase of a first class ticket will result in immediate cancellation of the cardholder's Travel Card.

A cardholder who makes an unauthorized purchase with a Travel Card, or uses the Travel Card in an inappropriate manner, will be subject to loss of any authority to retain or use the Travel Card; disciplinary action up to and including termination; and possible criminal prosecution and restitution.

#### **PURCHASE PROCESS**

When purchasing Airline Tickets, the Travel Card may be used to purchase airfare through a Travel Agency or an Internet site in good standing.

If you are ordering over the phone you should provide:

- Account Number
- Card Expiration Date
- Provide complete billing and delivery address

#### **AIRFARE RETURNS AND EXCHANGES**

Most of the airline tickets that the County purchases are non-refundable purchases. This means that if the trip is cancelled, we still have to pay for the ticket. In many instances though, a portion of the value of the ticket can be used on another trip.

If purchasing the ticket with a Travel card and the trip was not taken, a Travel Claim must still be filed in order to offset the airfare charge, if the county is not going to receive a refund. This is the only way that the 'receivable' will be offset. Otherwise the cardholder will receive an invoice from the Finance department for the amount of the ticket.

This is also true for other prepaid items, such as Registrations.

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## **WHAT DO I DO WITH MY RECEIPTS?**

Whether a purchase is made in person or via telephone, internet, fax, or mail, the Cardholder is responsible for obtaining purchase documentation from the merchant. The following types of purchases with **REQUIRED** receipt documentation.

### **Travel Card**

- Itemized Lodging Receipt
- Itemized Meal Receipts
- Itemized Car Rental Receipt
- Fuel Receipt
- Registration Form and Receipt
- Airfare with all information
- Other receipts as deemed appropriate per Travel Regulations

These documents **MUST** be sent along with your Arvest Bank statement and travel claim for expenses related to the trip to the Finance department.

If using a Travel card and detailed receipts, when applicable, are not included with the Travel Claim, the Travel Claim will not be processed until the receipts, or justification for lost receipts, has been obtained.

## **DISPUTING A CHARGE**

If the cardholder and the vendor cannot resolve the issue, a Cardholder Dispute Form must be completed and e-mailed or faxed to the Travel Card Administrator, at the Purchasing department fax 784-1550, email: [purchasing@co.sebastian.ar.us](mailto:purchasing@co.sebastian.ar.us). They will forward this request to Arvest Bank for action.

- Regardless of the status of the dispute, payment will be made to Arvest Bank. Adjustments will be made upon resolution.

## **LOST, STOLEN OR DAMAGED TRAVEL CARD**

Cardholders are required to immediately report any lost or stolen Travel Card to Arvest Bank at 1-800-356-8085 (24 hours a day, 365 days a year). The cardholder **MUST** also immediately a Travel Card Administrator at 479-784-1502 at the first opportunity during normal County business hours.

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**POSTING/AUDITING OF CHARGES**

Travel cards will be audited primarily by the Finance department. As the travel claims are filed, travel card receipts will be reviewed at that time. The Purchasing department will also be tracking charges where the travel claim has not been filed in a timely manner.

The Finance department will also monitor the Travel card charges to insure that they are related to valid business trips and the Travel claim and any amounts still owed by the traveler are reimbursed in a timely manner.

Legislative Auditors will also be reviewing Travel card receipts for compliance.

## Attachment 1

### PARTIAL LISTING OF BLOCKED VENDORS

3000 – 3299	Capital Equipment – Commodity purchases \$500 and above (including taxes and freight)
3351 – 3440	Construction or Remodeling
3501 – 3722	Lease Agreements
4011	Railroads
4111	Local/Suburban Commuter Passenger Transportation, Including Ferries
4112	Passenger Railways
4411	Steamship/Cruise Lines
4457	Boat Rentals and Leases
4468	Cell Phones
4829	Wire Transfer - Money Orders
5094	Precious Stones and Metals, Watches and Jewelry
5271	Mobile Home Dealers
5309	Duty Free Stores
5551	Boat Dealers
5571	Motorcycle Shops and Dealers
5592	Motor Home Dealers
5598	Snowmobile Dealers
5631	Women's Accessories and Specialty Stores
5641	Children's and Infant's Wear Stores
5681	Furriers and Fur Shops
5718	Fireplace, Fireplace Screens, Accessories Stores
5813	Bars, Cocktail Lounges, Discotheques, etc
5921	Package Stores, Beer, Liquor, Wine
5944	Clock, Jewelry, Watch and Silverware Stores
5948	Leather Goods and Luggage Stores
5950	Crystal and Glassware Stores
5960	Direct Marketing Insurance Services
5962	Direct Marketing-Travel Related Arrangement Services
5966	Direct Marketing-Outbound Telemarketing Merchants
5967	Direct Marketing-Inbound Teleservices Merchants
5969	Direct Marketing-Other Direct Marketers
5971	Art Dealers and Galleries
5972	Stamp and Coin Stores Philatelic and Numismatic
5976	Orthopedic Goods Artificial Limbs Stores
5993	Cigar Stores and Stands
5995	Gifts/Contributions (includes plaques, awards and gift certificates)
5997	Electric Razor Stores Sales and Service
6010	Financial Institutions – Manual Cash Disbursements
6011	Financial Institutions – Automated Cash Disbursements
6051	Non-Financial Institutions -- Foreign Currency, Money Orders (not wire transfer), and Travelers Cheques
6211	Security Brokers/Dealers
6300	Insurance Sales & Underwriting
7012	Timeshares
7230	Barber and Beauty Shops
7251	Fuel
7261	Funeral Service and Crematories
7273	Dating and Escort Services
7276	Tax Preparation Services
7277	Debt, Marriage, and Personal Counseling Services
7278	Buying/Shopping Clubs/Services

## Attachment 1 (continued)

7295	Babysitting Services
7297	Massage Parlors
7298	Health and Beauty Spas
7339	Stenographic and Secretarial Support Services
7519	Motor Home & Recreational Vehicle Rentals
7631	Clock, Jewelry and Watch Repair Shops
7841	Video Tape Rental Stores
7911	Dance Halls, Schools and Studios
7932	Billiard and Pool Establishments
7992	Golf Courses, Public
7994	Video Game Arcades/Establishments
7995	Betting (Including Lottery Tickets, Casino Gaming Chips, Off-track Betting)
8021	Dentists, Orthodontists
8031	Osteopathic Physicians
8041	Chiropractors
8043	Opticians, Optical Goods, and Eyeglasses
8049	Chiroprodists, Podiatrists
8351	Child Care Services
8661	Religious Organizations
9211	Court Costs including Alimony and Child Support
9222	Fines
9223	Bail and Bond Payments
9311	Tax Payments
9399	Government Services (Not Elsewhere Classified)

# Sebastian County, Arkansas Purchase/Travel Card Program Acknowledgement Form

**Congratulations!** You have been granted the privilege of carrying a Sebastian County Purchase and/or Travel Card. Your participation in the County's Purchase/Travel Card Program is a convenience that carries responsibilities along with it. Although this card is issued in your name, it remains County property and must be used with good judgment. **By signing this agreement, you acknowledge that you understand and will comply with the County's Purchase/Travel Card Policy and Travel Expense Reimbursement Policy, and related guidelines as listed below.**

I, as an authorized and approved cardholder fully understand and agree to the following terms and conditions regarding the use and safekeeping of the Purchase/Travel card entrusted to me:

1. I accept full personal responsibility for the safekeeping of the card assigned to me, and that absolutely no one, other than me is permitted to use this Purchase/Travel card.
2. I will be making financial commitments on behalf of Sebastian County and will make every attempt to obtain fair and reasonable prices.
3. I have received training and agree to follow all procedures established for use the of the Purchase/Travel card.
4. I will not use the Purchase/Travel Card for non-County related business, unauthorized purchases, or for personal purchases.
5. I will immediately report the theft or loss of my Purchase/Travel card to Arvest Bank by phone at 1-800-356-8085 AND a County Purchasing/Travel Card Administrator at 479-784-1502.
6. I understand that the use of the card does not exempt me from the purchasing requirements as set forth in the County's policy and procedures and both the Purchase/Travel card Policy and the Travel Expense Reimbursement Policy.
7. I understand that I cannot use the Purchase/Travel card as a financial reference to obtain personal credit cards or loans.
8. I understand that I am personally responsible for obtaining ALL original detailed receipts (purchase and credit documents) and submitting them in accordance with the County Purchase/Travel card procedures and I understand that failure to do so will require me to reimburse the County Treasurer.
9. I understand that any purchases made by me will be recorded and reviewed in management reports, to insure compliance with the Purchase/Travel card guidelines.
10. I understand that failure to follow any of the above listed terms & conditions or if found to have misused the Purchase/Travel card in any manner may result in:
  - Revocation of the privilege to use the Purchase/Travel card
  - Disciplinary action
  - **Termination of employment, and/or criminal charges being filed with the appropriate authority.**
11. I agree to surrender the Purchase/Travel card immediately upon request or upon termination of employment for any reason.

I hereby accept the above terms and conditions and acknowledge receipt of the Purchase/Travel card.

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

\_\_\_\_\_  
Department Head

Ck If Reissue

\_\_\_\_\_  
Employee Name Printed

\_\_\_\_\_  
Elected Official (required on initial issue only)

\_\_\_\_\_  
Purchase/Travel Card Administrator

\_\_\_\_\_  
County Judge (required on initial issue only)

\_\_\_\_\_  
Date Processed

**Form for Lost/Unobtainable Purchase/Travel Card Receipt  
(Not to Exceed Two (2) Per Year)**

RECEIPT/DOCUMENT NUMBER (Displayed on EIC): \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_

CARDHOLDER NAME: \_\_\_\_\_

DESCRIPTION OF PURCHASE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TOTAL PURCHASE AMOUNT: \_\_\_\_\_

RECEIPT WAS (CHECK ONE) \_\_\_\_\_ LOST \_\_\_\_\_ NOT OBTAINABLE

I, \_\_\_\_\_, the undersigned do certify that the above purchase was made for Sebastian County business.

\_\_\_\_\_  
**CARDHOLDER SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**ELECTED OFFICIAL SIGNATURE**

\_\_\_\_\_  
**DATE**

**SEBASTIAN COUNTY DISPUTED ITEM FORM**

**Instructions:** Please make a good faith attempt to resolve a claim for a purchase directly with the merchant, PRIOR to filing a disputed claim. If assistance from Arvest Bank is required, please complete this form and fax or e-mail it to the Purchase/Travel card Administrator, 479-784-1550 or purchasing@co.sebastian.ar.us.

**Company Name:** Sebastian County, Fort Smith, Arkansas

**CARDHOLDER NAME:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**This Charge appeared on my statement:** \_\_\_\_\_

**Transaction Date:** \_\_\_\_\_

**Reference Numbers:** \_\_\_\_\_

**Merchant Name/ Locations:** \_\_\_\_\_

**Posted Amount:** \_\_\_\_\_ **Disputed Amount:** \_\_\_\_\_

**Dispute Type:**

\_\_\_\_\_ **Incorrect Charge**      \_\_\_\_\_ **Credit Not Received**      \_\_\_\_\_ **Duplicate Charge**  
\_\_\_\_\_ **Erroneous Charge**      \_\_\_\_\_ **Other**

**Explanation of Dispute:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Merchant's Response:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Cardholders Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

