



# **PROCUREMENT CARD PROGRAM (P-Card) USER MANUAL AND POLICIES**

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## **PURCHASING CARD PROGRAM ADMINISTRATORS:**

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## INTRODUCTION

Welcome to the JPMorgan Chase Bank Procurement Card Program. This program is designed to help better manage low-dollar purchases and brings many benefits to Williamson County and our suppliers.

The success of the Procurement Card Program and its continuing use depends on your participation and cooperation. Please be sure to read and follow the program guidelines as specified within this manual.

## PURPOSE



The purpose of Procurement Card Program rules and procedures is to accomplish the following:

- ✓ Reduce the cost of high volume, low dollar transactions. This program also helps reduce the use of check requests, and small dollar purchase orders.
- ✓ Provide an efficient method of purchasing and paying for commodities and services not exceeding an approved single purchase limit. **The Procurement Card shall ONLY be used for County business related purchases.**
- ✓ Reduce travel time and paperwork involving purchases.
- ✓ Develop reasonable and enforceable rules, procedures and audit controls. The program is NOT intended to avoid or bypass appropriate purchasing or payment procedures, but to complement the existing processes.
- ✓ Enable the purchase of non-restricted commodities, by telephone, on the internet, or in person, directly from approved suppliers. **The card is intended to be used for:**
  - **Emergency and Small Dollar purchases** (any purchases under \$5,000 not requiring approval of County Judge and as approved by the department head or elected Official)
  - **Registration fees**
  - **Business travel**
  - **Training**
- ✓ Increase the number of suppliers immediately accessible to Williamson County.
- ✓ Improve management reporting on low dollar transactions.
- ✓ Provide for disciplinary action if the Procurement Card is misused.
- ✓ Provide training on an ongoing basis for the use, reporting, and market updates of the Procurement Card.
- ✓ Ensure Williamson County bears no legal liability for inappropriate use of the Procurement Card.

In addition to the personal procurement cards issued in the cardholder's name, the County also allows Department Cards to be issued in a Department's name. The purpose of the Williamson County Purchasing Department Card is to provide a tool for departments to utilize the benefits of a procurement card while keeping the number of cards in the department to a minimum. Rather than assigning a procurement card to specific employees, the Department Card is issued in the name of the department responsible. One person, generally the department coordinator, is responsible for tracking all transactions on a department card log and obtaining all receipts and documentation from the employees using the card to submit them with the statement for payment. The department coordinator, who signs the cardholder agreement at the time the card is issued, is responsible for informing employees about all rules and procedures as set forth in the procurement card manual prior to entrusting them with the card. Each individual employee entrusted with the department card is responsible for tracking all receipts for the transactions made by them and providing said receipts and any additional supporting documentation required to the Department Coordinator. Failure to follow procedures as set forth in the procurement card manual may lead to disciplinary actions of the trustee. This card will reside under the responsibility of the Department Coordinator or designated person:



## **THE PROCUREMENT CARD PROGRAM BRINGS MANY BENEFITS TO...**

**Cardholders** - You will be able to register for training/seminars, obtain supplies directly from your suppliers without using a purchase order. This streamlines the procurement 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.

**Williamson County** - The Procurement Card program provides a cost-efficient, alternative method for procurement of 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 Procurement Card enables all departments to focus on higher value added activities.

**Suppliers** - The Procurement Card will be welcomed by suppliers who accept MASTERCARD. When they accept the card for business purchases, suppliers need not send invoices to Williamson County, and they will receive payment directly from JPMorgan Chase Bank within 48 hours.

## SUMMARY OF PROGRAM

Williamson County, Texas has contracted with JPMorgan Chase Bank for a Procurement Card Program. All cards are issued at the request of the department. Card usage will be monitored, and cards may be suspended or rescinded at any time.

Please read all instructions, rules and procedures carefully. The signature on the Cardholder Agreement indicates understanding the intent of the program and agrees to adhere to the established rules and procedures. The Program Administrator will issue the Procurement Card after receipt of the signed agreement provided. The cardholder may begin using the card immediately and will be required to attend training provided by Purchasing before receiving the card.

Record keeping is essential to ensure the success of the program. Standard payment policies require retention of receipts and other documentation. **As with any card, the cardholder must retain sales slips, cash register receipts, invoices, order forms and receiving documents.**

**Individual transactions, including shipping and handling, may not exceed the approved single purchase limit.** Each Procurement Card has also been assigned a monthly total dollar limit, a single daily transaction limit, and a Merchant Category Code (MCC) Buying Group which will include or exclude designated merchant types specifically customized for each cardholder according to buying requirements needed by their department.

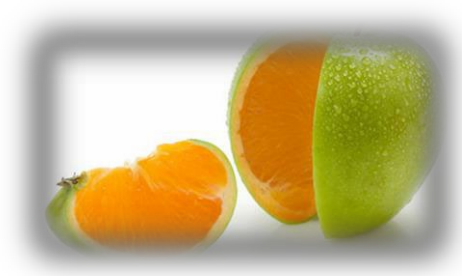
**Purchases must be for the use and benefit of Williamson County. NO PERSONAL PURCHASES ARE ALLOWED.** In the event inadvertent, incidental personal charges appear on a County Procurement Card due to travel, **the expense must be reimbursed to the County immediately.** Refer to Williamson County Travel Policy as reflected in the Williamson County Employee Policy Manual for detailed instructions regarding reimbursement of such expenses.

Suppliers are usually paid by JPMorgan Chase Bank within three (3) business days of the transaction. **Please indicate to suppliers that they must not invoice Williamson County because it might result in a duplicate payment. REMIND SUPPLIERS OF WILLIAMSON COUNTY TAX EXEMPT STATUS before making the purchase.** The cardholder may provide the supplier with a copy of the Texas Sales and Use Tax Exemption Certification that has the Williamson County Tax ID number listed. Cardholders are responsible for the security of the Procurement Card and the transactions made against it. The card is issued in the Cardholder's personal name and under the corporate name of Williamson County.

The Procurement Card is a County asset and is required to be tracked in Service Now. It is also a form of payment and therefore subject to the guidelines set by Law, and other County purchasing policies and requirements

- ✓ **Payments using a Procurement Card are to be made at time of purchase and NOT after receipt of products and/or services. If an invoice arrives after the product/services have already been received, then the invoice must be sent to the County Judge for approval and then the invoice will be forwarded to Accounts Payable for payment.**
- ✓ **Procurement Cards cannot be used for purchases where any County commodity has already reached the \$50,000 fiscal year purchase limit through a combination of Purchase Orders AND Procurement Card purchases.**
- ✓ **Any County commodity over the \$50,000 fiscal year limit must be competitively bid or found on a Purchasing Co-op or inter local agreement where a competitive bid has already taken place.** Please contact the Program Administrator with any questions before the purchase is made.

## DIFFERENCES BETWEEN THE PROCUREMENT CARD & A PERSONAL CREDIT CARD



**The Procurement Card is used like a personal credit card.** However, as a County Procurement Card, there are differences to be aware of:

- ✓ The County departments are responsible for all charges made on the Procurement Card. Unlike personal credit cards, which have limited liability if lost or stolen, unless the proper procedures in reporting lost or stolen cards are followed, **the County may be liable for all purchases made with a Procurement Card.**
- ✓ **There is no personal liability on the card unless the cardholder violates the terms of the card use** set forth herein or as specified in the Cardholder's Agreement.
- ✓ The transactions charged to a cardholder Procurement Card are billed directly to Williamson County by JPMorgan Chase Bank, even though the name of the cardholder is on the card.



## PROCUREMENT CARD RESPONSIBILITY SUMMARY

### General Responsibilities

The following are general guidelines applying to any County Employee or Official handling with County Procurement Card or associated data:

- ✓ **The Procurement Card must be treated with extra care because it is a Williamson County Asset and the Cardholder or anyone who is part of the procurement card process is responsible for its security. The Procurement card, the associated card number and the expense report must be kept in a secure location.**
- ✓ **Only the employee whose name is embossed on the card may use the Procurement Card.** No other individual is authorized to use the card or the card account number.
- ✓ **ALL PERSONAL CHARGES TO THE COUNTY PROCUREMENT CARD MUST BE AVOIDED. If personal transactions have been found, inform the Cardholder's Department Head.** Personal items are defined as anything that is not purchased for use and ownership by the County. It is a violation of this policy to use the Procurement Card for any personal purchase or personal transaction. Should this policy be violated, the transaction may be investigated, the Procurement Card may be removed from the violator, and the action could result in permanent revocation of the card, termination of employment, and possible criminal prosecution. **In the event inadvertent, incidental personal charges appear on a County Procurement Card due to travel, the expense must be reimbursed to the County immediately.** Refer to Williamson County Travel Policy as reflected in the Williamson County Employee Policy Manual located on the Human Resources SharePoint site for detailed instructions regarding reimbursement of such expenses.
- ✓ No cash advances, cash refunds - defined as cash, cash in addition to purchase, and cash in lieu of credit for the return or exchange of a purchase. Violation of this policy shall result in revocation of the Procurement Card from the user with investigation that could result in termination and/or criminal prosecution.
- ✓ Any product or service normally considered to be an inappropriate use of County funds.
- ✓ **NO Sales Tax can be charged to a County Procurement Card. In any case where sales tax has been incorrectly charged, credit needs to immediately be obtained from the vendor, or it must be reimbursed to the County by the Cardholder.**
- ✓ **Split purchases on a Procurement Card to avoid the existing procurement process (i.e. multiple transactions to the same vendor on the same day when the combined total of the orders exceed the Procurement Card transaction limit) are against State Law and County Procurement Card Policy.** Multiple items may be purchased, but the invoice cannot exceed the cardholder's single purchase limit. **Deliberately splitting a purchase to circumvent these procedures may result in suspension or revocation of the Procurement Card.**
- ✓ **Timely processing of Monthly Expense Reports.**

- ✓ Expense Reports are monthly billing statements that are downloaded from the JPMorgan Chase website, by the Department Coordinator. **An annual list providing all monthly dates on which Expense Reports must be downloaded, printed and reconciled.** The list can be found on the Purchasing Portal SharePoint site in the *Procurement Card* section under *Forms and Tools*. **It is highly recommended that this list of dates be entered into the Department Coordinator's Outlook Calendar to provide monthly reminders of these key dates.**
- ✓ Unauthorized or fraudulent transactions charged to the County must be immediately reported to the Procurement Card Administrator and the Cardholder's Department Head.
- ✓ Attendance of any Procurement Card training required by the Purchasing Department.
- ✓ Compliance with all Laws, Purchasing, Procurement Card, and Williamson County Employee policies and procedures.
- ✓ Lost or stolen cards must be reported to JPMorgan Chase Bank immediately by calling 1-800-890-0669 and contacting Program Administrator (Purchasing) immediately:
  - Brenda Fuller: 512-943-1607
  - Kerstin Hancock: 512-943-1546
- Lost or stolen cards must also be reported by selecting the Lost/Stolen option on the **Purchasing Card Request form in Service Now**. DO NOT disable the card. Disabling the card in Service Now would prompt having to request a brand-new card in Service Now with a new application that is set up for first time cardholders only.

## **Cardholder**

An employee of Williamson County who is approved by his/her Department Head to use the Procurement Card to execute purchase transactions on behalf of Williamson County.

- ✓ Makes certain accounts to be charged have sufficient funds to cover the charges.
- ✓ Orders/receives materials and services.
- ✓ Obtains three (3) quotes for purchases exceeding \$4,999
- ✓ Obtains County Judge's approval for purchases exceeding \$4,999
- ✓ Makes certain sales tax is **NOT** charged or that is credited back, if it occurs.
- ✓ Fixed assets \$500 and greater must be reported to the Auditor's Office.
- ✓ Reviews card activity frequently.
- ✓ Retains all Procurement Card receipts, cash register receipts, packing slips, etc. for monthly statement reconciliation **or** provides signed affidavit with the purpose of the transaction and reason why a receipt could not be obtained.
- ✓ Secures a safe place to organize and keep all receipts.
- ✓ Informs Department Coordinator of location where receipts are kept.



- ✓ **TIP:** When making a purchase via the internet, the supplier will provide a confirmation or email with details of the order. If not provided by the supplier via email or fax, use the key on your computer keypad called PRINT SCREEN before exiting the website. Right click on your computer mouse to PASTE the information to a WORD document. This should be used as the receipt.

- ✓ Reports unrecognized transactions to JPMorgan Chase and the Program Administrator immediately.
- ✓ Handles disputed items by calling the supplier immediately to receive a credit back to the Procurement Card.
- ✓ Calls the 800 number on back of Procurement Card when having problems using the card or the transaction is denied.

**Procurement card pick-up for a new card or replacement card:**

- ✓ After a card has been issued by JPMorgan Chase it will be sent to the Purchasing Department. The cardholder will be notified by email and asked to attend a 5 to 10-minute orientation. If the cardholder fails to pick up the card within two weeks following the notification email, a second reminder will be sent out. **The card will be destroyed, and the card account will be canceled if the card has not been obtained within 30 days of the second reminder.**
- ✓ The Procurement Card expires after two years. Approximately one month before the expiration of the card JPMorgan Chase will automatically send a new card to the Purchasing Department. The card holder will be notified by email and will have to **return the old card to the Purchasing Department before the new card can be issued.** If the cardholder fails to pick up the card within two weeks following the notification email, a second reminder will be sent out. **The card will be destroyed and the card account will be canceled if the card has not been obtained within 30 days of the second reminder.**

**Cardholder infractions are a serious issue and may result in disciplinary action including:**

- Retraining
  - Reduction of credit limits
  - Suspension of account
  - **Theft, fraud, or intentional policy violations may result in permanent closure of account or termination of employment, based on severity of**
- ❖ *Suspended or cancelled Procurement Cards must be returned to Purchasing within 24 hours after receiving a notice.*



## PROCUREMENT CARD RESPONSIBILITY SUMMARY

### Department Coordinator

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.

- ✓ Ensures that all receipts or invoices documenting the detail of items purchased are attached to the Expense Report.
- ✓ Ensures that all original receipts are reviewed on each transaction and charged to the appropriate account codes.
- ✓ Determines that amounts are reasonable for items purchased.
- ✓ Ensures that errors and disputes from the prior month have been corrected and included on the monthly Expense Report.

NOTE: If a cardholder has a receipt, invoice or credit that does not appear on the monthly Expense Report, hold the receipt until the next monthly Expense Reporting period to allow for the transaction to appear due to the fact that the supplier may process the transaction several days after the actual purchase. Notify the Purchasing Program Administrator if the charge is not recorded on the following month for proper investigation by the Bank.

- ✓ Verifies appropriateness of account codes.
- ✓ **Department Coordinators must verify that the Expense Report is completed with all receipts, signed with a department approved signature and delivered to the Accounts Payable Division of the Auditor's Office within 5 days from the date that Expense Reports are available to be printed**
- ✓ Handles disputed items that cardholder is unable to resolve.
- ✓ Informs department cardholders of any changes or updates to the Procurement Card User Manual, or other communications from the Program Administrator.
- ✓ Annually reviews all cardholder accounts to determine if card limits are appropriate and if any other changes are needed.
- ✓ Participates in Procurement Card department audits as administered by the Auditor's Office.
- ✓ Monitors declined authorizations for signs of merchant fraud.
- ✓ Monitors disputed transactions.

- ✓ Monitors credit limits based on spending needs.
- ✓ Monitors trailing activity on closed accounts.
- ✓ Notifies the Program Administrators/Purchasing of lost or stolen cards:
  - Brenda Fuller: 512-943-1607
  - Kerstin Hancock: 512-943-1546



## PROCUREMENT CARD RESPONSIBILITY

### Department Head/Designated Manager

The Department Head or their designated Manager is responsible for approving Procurement Card applications for their employees, assigning a Department Coordinator, and submitting applications to the Procurement Card Program Administrator. The Department Head or designated Manager's approval delegates transaction authority to the Cardholder.

- ✓ Requests Procurement Cards for designated employees that are permanent employees of Williamson County as verified by the County's Human Resources Department and generates appropriate request to the Procurement Card Program Administrator utilizing the **Purchasing Card Request** located in the **Employee Asset Management Section** in **Service Now**. The Service Now Request includes a link to the **Purchasing Card Application** which needs to be completed by the Department Head or designated Manager. Once the Application is completed and approved by the Procurement Card Program Administrator the card order is placed with JP Morgan Chase.
- ✓ Recommends Departmental spending limits, make any subsequent changes in spending limits and all information needed within established guidelines. **Limit changes must also be requested through the Purchasing Card Request form in Service Now.**
- ✓ **Cancels all Procurement Cards of terminated or transferred employees:**
  - **Requests cancellation of card in the Purchasing Card Request Form in Service Now before Termination is entered.**
  - **Returns card to the Program Administrator for immediate cancellation.**
- ✓ Reviews or delegates review of each cardholder's monthly transactions charged to appropriate account code.
- ✓ Signs Cardholder's Expense Report and forwards to Department Coordinator.
- ✓ Advises the Program Administrator by email when a cardholder is transferring to a new department. Procurement Cards will be cancelled upon the transfer of a cardholder to a new department and a new card may be issued at the discretion of the new department by submitting a Purchasing Card Request in Service now for a new card. Follow request to cancel procedures as shown above.



## PROCUREMENT CARD RESPONSIBILITY SUMMARY

### **Accounts Payable (Auditor's Office)**

The Accounts Payable Department audits and verifies monthly Procurement Card transactions for appropriate usage and pays the County Procurement Card bill. Accounts Payable also communicates closely with the Procurement Card Administrator about cardholder infractions and issues.

- ✓ Receives monthly billing statement from JPMorgan Chase Bank.
- ✓ Receives monthly Expense Reports with attached receipts from all Cardholders.
- ✓ Notifies the Program Administrator of any discrepancies or concerns from JPMorgan Chase Bank or Cardholders.
- ✓ Processes monthly payment to JPMorgan Chase Bank **by invoice due date**.
- ✓ Notifies Purchasing Director and Procurement Card Administrator of any late payments to JPMorgan Chase Bank.
- ✓ Notifies Purchasing Director and Procurement Card Administrator of all rebate funds received from JPMorgan Chase Bank.
- ✓ Monitors / audits all Procurement Card transactions each month to include the following:
  - Sales tax included on purchases.
  - Detailed invoices or receipts are not included for each purchase.
  - Back-up documentation lacking or not included.
  - Personal purchases made on the County Procurement Card.
- ✓ Provides written documentation with a recommendation to the Program Administrator of any Cardholder infractions, suspensions, or cancellations to be implemented.

### **JPMorgan Chase Bank**

JPMorgan Chase Bank is the issuer of the Williamson County Procurement Card Program. Their responsibilities will include all activities related to the underwriting, promotion, and issuance and servicing of the card:

- ✓ JPMorgan Chase Bank utilizes Smart Data Online web-based reporting system for posting all transactions to the County's Procurement Card account and includes all cardholder accounts for review.
- ✓ JPMorgan Chase Bank processes reported lost, stolen, canceled or reassigned cards as reported to them by the Program Administrator for Williamson County. The Bank will assist in processing errors and disputes with suppliers as necessary.

***JPMorgan Chase Bank Customer Service: 1-800-890-0669***



## **PROCUREMENT CARD RESPONSIBILITY SUMMARY**

### **Program Administrator (Purchasing Department)**

The Program Administrator serves as the primary contact for the Williamson County Procurement Card Program. The Program Administrator acts as the intermediary for establishing and maintaining all management reports, procedures, training, card maintenance and monitors the overall performance of the Program.

- ✓ Coordinates the Procurement Card Program procedures and maintains Procurement Card Program User Manual.
- ✓ Processes properly authorized card requests, card changes, card limits and card cancellations, as approved by Department Heads.
- ✓ Assigns merchant codes to particular card types and groups and blocks merchant category codes when appropriate.
- ✓ Administers Procurement Card training programs for all county departments and stakeholders.
- ✓ Administers web based Smart Data Online (SDOL) applications internally and externally.
- ✓ Evaluates Procurement Card feedback from suppliers and departments.
- ✓ Reports non-received cards to JPMorgan Chase immediately.
- ✓ Alerts all cardholders immediately, if merchant fraud is detected or suspected.
- ✓ Works with Accounts Payable on any Cardholder infractions, suspensions, or cancellations to be implemented.
- ✓ Reports employee fraud to Department Head, Human Resources and proper law enforcement.
- ✓ Coordinates and maintains internal controls.
- ✓ Assists in resolving billing disputes.
- ✓ Participates in ongoing program reviews, upgrades, and corporate level training offered.
- ✓ Attends industry driven seminars and conferences to stay current with market trends.
- ✓ Tracks monthly Procurement Card spend, trends and issues.
- ✓ Tracks monthly Procurement Card rebate and ensures timely receipt from the bank.

# PROCUREMENT CARD ESSENTIALS

## REQUESTING A PROCUREMENT CARD



### **Department Head:**

Authorizes permanent employees of Williamson County to purchase goods, materials and services on behalf of the County. Only the Department Head can authorize this responsibility.

- ✓ **All card requests must be entered into Service Now by Department Head or designated manager.** The Department Head or designated manager will recommend the dollar amount for limits that will be authorized to purchase by the cardholder and sign the application. The Procurement Card Request Form in Service Now must be utilized for this request. The Purchasing Program Administrator will place the order with JP Morgan Chase and notify cardholder when card arrives. The Procurement Card Request Form must be utilized for new cards, changes, and cancellations.

### **Applicant:**

- ✓ Completes the application for a Procurement Card. Upon receipt of the card from the bank, the cardholder will sign the cardholder agreement and be scheduled for training.
- ✓ Form can be located on the Purchasing Portal SharePoint site in the *Procurement Card* section under *Forms and Tools*.

## EXCLUSIONS BY MERCHANT CATEGORY CODE (MCC)



MCC is a numeric 4-digit code MasterCard assigns to each supplier to identify the supplier's primary product or service. **Specific MCC's are excluded or included according to use on all Williamson County Procurement Cards.** These exclusions or inclusions will cause a transaction to be declined at suppliers registered with these codes, i.e. (1) access to cash such as banks, ATM's, casinos and lotteries; (2) personal service providers such as barbers and beauty studios, health spas, and carpet cleaners; and (3) amusement and entertainment suppliers, such as theaters, bowling alleys and arcades. **NOTE:** If a supplier accepts MasterCard but the transaction is rejected, and the belief is that the purchase should be allowed, call the Program Administrator to determine the



cause. Some suppliers have codes that do not necessarily make sense, e.g. plumbing parts and supply wholesale/retail supplier may register as a “contractor”.

## RETURNS, CREDITS & REJECTED MERCHANDISE

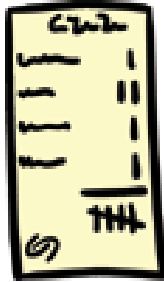


The cardholder is responsible for making all arrangements associated with Procurement Card returns. Cardholders are expected to follow up until the appropriate credit is issued against their Procurement Card.

### To arrange a return:

- ✓ Notify supplier of items to be returned. (Many suppliers will not accept returns without prior return authorization).
- ✓ Ask the supplier to credit the Procurement Card for the return.
- ✓ **Under no circumstances should you accept cash or store credit in lieu of a credit to the Procurement Card account.**
- ✓ Follow supplier’s packaging and labeling instructions.
- ✓ Complete appropriate documentation of shipment.

## RECEIVING MATERIALS



- ✓ Every purchase must be documented with a receipt which will typically be a standard store receipt.
- ✓ If the purchase is shipped, request an invoice (marked paid) in addition to the packing slip in order to have an adequate receipt that includes total costs. Under certain circumstances, such as magazine subscriptions, membership applications and conference registrations, copies of the order forms will be acceptable as receipts. If ordering on the internet, print a copy of the final bill before leaving the website. This can serve as the receipt.
- ✓ The charge slip should be attached to the receipt for each transaction. Keep all receipts for use in reconciliation of Expense Reports.

## TAX EXEMPT INFORMATION



### **Purchases made with the Procurement Card are Sales Tax Exempt.**

- ✓ The county Sales Tax Exemption Form can be located on the Purchasing Portal SharePoint site, in the *Forms and Tools* section under Sales Tax. It can be downloaded and either emailed or faxed to any requesting supplier.
- ✓ Cardholders must inform suppliers that the County is tax exempt before any order is purchased or processes.
- ✓ The County is **not tax exempt from hotel and airline excise taxes**, these taxes **ONLY** are permitted for purchases using the procurement card.
- ✓ Users must be careful not to make purchases on the Web from Texas based suppliers that will not honor the tax exemption. **Users should contact the online supplier to make certain that tax will not be charged before the purchase is made.**
- ✓ **The County will require the user to obtain a reversal or credit back to the Procurement Card for errors in charging tax on any and all purchases using the Procurement Card. A receipt for the credit issued to the Procurement Card is required for reporting.**
- ✓ **Under no circumstances will cardholder accept cash or store credit in lieu of a credit to the Procurement Card account.**
- ✓ Some suppliers may require that sales tax exempt purchases be processed at their customer service desks. **Before leaving the store cardholders should review the receipt to verify they have been changed the correct prices and that sales tax was not charged. If the receipt is not correct, the cardholder is responsible for immediately correcting the transaction including the recovery of overcharges and incorrectly charged sales tax.**

## FREQUENTLY ASKED QUESTIONS



**Q: Can I send someone in my place to pick up my new or replacement Procurement Card?**

**A:** No. All cards must be picked up by the Cardholder for whom the card was requested. Forms must be signed and instructions given to the Cardholder at the time the card is picked up.

**Q: I have requested a new card. What do I do with the old card?**

**A:** The old card must be turned in to the Program Administrator at the time the new card is picked up.

**Q: How can I check the balance of my card to ensure I am not over the monthly spending limits?**

**A:** Call the phone number on the back of the card for customer service and they can provide you with your available balance. If you have additional issues or problems, please contact the Program Administrator.

**Q: My card is about to expire. What happens and when?**

**A:** The card is good until the end of the month in which it expires. A new card will automatically be sent to the Program Administrator and you will be notified when the card arrives so that you can pick it up and sign any needed documents.

**Q: How do I report a lost or stolen card?**

**A: IMMEDIATELY REPORT LOST OR STOLEN CARDS:**

- ✓ *Call JPMorgan Chase Bank at 1-800-890-0669 to report a lost or stolen card*
- ✓ Record the name of the person at JPMorgan Chase Bank that took the call of the reported lost or stolen card
- ✓ Notify the Program Administrators/Purchasing:
  - Brenda Fuller: 512-943-1607
  - Kerstin Hancock: 512-943-1546
- ✓ **Do not request or accept a new replacement card directly from JPMorgan Chase Bank**
- ✓ Purchasing will request a new card if applicable and follow up with distribution of the new card
- ✓ A new Cardholder agreement must be signed in order to receive a new card

**Q: How do I make changes to my information or card limits?**

**A:** Your Department Coordinator and/or Department Head must advise the Program Administrator by submitting a completed Procurement Card Request Form in Service Now of any name and/or limit changes of cardholders. The Program Administrator will make the appropriate changes to the cardholder's account.

**Q: How do I use the card to place an order?**

**A:** You should be prepared to provide name, card number, and expiration date when placing an order. Cardholders are not provided with PIN numbers. **Be sure to inform the supplier that the County is tax-exempt before the order is processed. All receipts must be checked before leaving the supplier's place of business to ensure tax has not been added to the purchase.** Ask the supplier to provide a detailed receipt/packing list that includes product description, price, and freight/delivery charges. **ALL charge slips and receipts are required for monthly Expense Report reconciliation.**

**Q: What do I do when there is an error while using my Procurement Card?**

**A:** Errors and disputes occur when charges on the monthly Expense Report appear to be incorrect:

- ✓ **Immediately try to resolve the dispute with the supplier.** Disputed items must be resolved and should appear on the next billing cycle report.
- ✓ If you are unable to resolve the dispute with the supplier, you should immediately notify your Department Coordinator or Department Head. Provide names and dates of persons contacted, copies of correspondence, and other documentation associated with any attempts to resolve the dispute.
- ✓ **Do not delay turning in Expense Reports to the Department Coordinator due to a dispute with a supplier.**
- ✓ Expense Reports must be turned in with all receipts and documentation.
- ✓ You should keep a copy of all documents to continue disputing transaction until resolved or if the determination is made to formally dispute the transaction with the Bank.
- ✓ **The Procurement Card Administrator should be informed of all possible disputes.**
- ✓ Allocate the transaction to the proper account code and allocate any credit for the resolution of the disputed charge to the same account code when it appears on the following monthly Expense.

**Q: Who do I call if I have questions or problems with my card?**

**A:** **Primary: Brenda Fuller** 512-943-1607; [brendafuller@wilco.org](mailto:brendafuller@wilco.org)  
**Back up: Kerstin Hancock** 512-943-1546; [khancock@wilco.org](mailto:khancock@wilco.org)

## TIPS FOR PURCHASING ON THE INTERNET



### **When purchasing a service or product online, the following should occur:**

- ✓ Cardholder should be fully informed as to all charges associated with making a particular online purchase. Shipping and handling, plus other special or hidden fees can greatly increase the cost of the purchase.
- ✓ Note the expected delivery time and determine whether or not the supplier's delivery schedule fits the need for the purchase.
- ✓ Read the online supplier's refund/return and customer privacy policies. Learn the terms of business practiced by a particular online supplier. Beware of online merchants who do not prominently display refund/return or privacy policies.
- ✓ Look for addresses that start with "https:." Never enter a Procurement Card account number on a web page that does not display "https:." at the beginning of the web page address. The "https:." in the URL (web address) means that information provided on an ordering form will be transmitted over an encrypted, secure connection to the supplier.
- ✓ Look for the security alert and the lock icon when making online purchases. Using Internet Explorer, will give a pop up "security alert" when connected to a secure server. The message will read something like "You are about to view pages over a secure connection" Continue by clicking "OK" on the pop up window and the connection to the secure server will take place. At this point the lock icon in the bottom-right portion of the web browser window is visible. The security alert and the lock icon are signs that the connection to the website using an encrypted secure connection has been accomplished.
- ✓ Guard personal information. Do not provide non-essential information online.
- ✓ Find out where a company is physically located to check on reliability through other verifying sources, such as the Better Business Bureau. Most reputable companies will offer an alternate means (retail outlets, mail orders, phone orders, etc.) of purchasing their products or services. Beware of online retailers that fail to list detailed contact information.
- ✓ Never reuse the same passwords for multiple e-commerce accounts. If a web browser asks to "remember or save" the password, decline the offer.
- ✓ Do not respond to unsolicited emails. JPMorgan Chase Bank does not send emails to ask for verification of account information. Any questions regarding unsolicited emails contact the Program Administrator.
- ✓ Look for seals or other symbols that identify a particular supplier as being a member of an online reliability, privacy, or secure site protection group. Organizations that sponsor these types of seals include Versign, TRUSTe, and Secure Assure. Verify that the supplier is in fact a member of the seal program by visiting the site that issues the seal and looking up the supplier's name and/or Web address.



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[purchase@wilco.org](mailto:purchase@wilco.org)

### CARDHOLDER PURCHASING CARD AGREEMENT

I, \_\_\_\_\_, hereby acknowledge receipt of a Williamson County MasterCard purchasing card, number \_\_\_\_\_. As a cardholder, I agree to comply with the terms and conditions of this Agreement and the purchasing card policies and procedures. Exp. \_\_/\_\_/\_\_

I acknowledge receipt of said Agreement and confirm that I have read and understand the terms and conditions. I understand that Williamson County is liable to JP Morgan Chase Bank and MasterCard for all Williamson County charges.

I agree to use this card for County approved purchases only and agree not to charge personal purchases. I understand that Williamson County will audit the use of this card and report any discrepancies. I also understand that the burden of proof will be upon me to show that the items purchased were made in compliance with the purchasing card policies and procedures.

I further understand that improper use of this card may result in disciplinary action, up to and including termination of employment. Should I fail to use this card properly, I authorize Williamson County to deduct from my salary an amount equal to the total of the discrepancy. I also agree to allow Williamson County to collect any amounts owed by me even if the County no longer employs me.

I understand and agree to read and uphold the policies and procedures written in the Williamson County Procurement Card Manual located on the Williamson County Portal Financial Center under Policies.

I understand that Williamson County may terminate my right to use this card at any time for any reason. I agree to return this card to the County immediately upon request or upon termination of employment.

I understand that the single transaction limit is \$\_\_\_\_\_ and the monthly limit is \$\_\_\_\_\_.

#### Cardholder:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Department: \_\_\_\_\_

#### Approved By:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Purchasing Card Administrator

Print Name: \_\_\_\_\_