

Subject: PROCUREMENT CARD

Date: November 4, 2015

Pages: 1 of 13

Replaces Policy Dated: November 30, 2011

PURPOSE: To establish County policies and procedures for procuring lower dollar value goods and services using a P-Card. The P-Card program is designed to streamline the purchasing and accounts payable process by reducing the time and paperwork generated by small dollar, high volume transactions, eliminating the need for purchase orders and facilitating quick payment to suppliers. The policy is also intended to accomplish the following:

- To ensure that purchases made with P-Cards are for an appropriate County purpose and represent good value for the funds being expended.
- To establish auditable internal controls for managing the program.
- To ensure the County bears no legal liability from inappropriate use of P-Cards

SCOPE: This policy applies to all employees of Pinal County, Elected Officials and board and commission members who use a P-card.

STATEMENT OF POLICY: Employees who use the P-Card to perform official County business will use the Card in accordance with the procedures outlined in this document. All P-Cards shall be governed by this policy and used in a manner that complies with State Law and County Procurement Code regulating the procurement of goods and services.

DEFINITIONS

BANK: The bank selected by the County to provide the P-Card Program.

CARDHOLDERS: County employees who have been designated by the Elected Official or Department Director and approved by the Director of Finance to be issued a P-Card in their name for use under these policies and procedures.

DEPARTMENT P-CARD LIAISON: An individual identified and approved by the Elected Official or Department Director who is responsible for implementation, administration and oversight of P-Card Policies and Procedures within the department. This position is also responsible for the monthly P-Card statement reconciliation for their department.

P-CARD: The P-Card is a commercial credit card for small dollar purchases of goods and services necessary for official County business. The P-Card may also be used for travel needs.

P-CARD ADMINISTRATOR: The designee who will serve as a single point of contact between Pinal County, its internal departments, as well the Bank for purposes of general oversight and administration of the County's P-Card program.

A. CARD USAGE

1. Accountability - All P-Cards are the property of Pinal County and Bank of America. Use of the County P-Card is limited to authorized purchases that are necessary to conduct County business. See list of “acceptable” and “unacceptable” uses: Attachment C
 - a. As per the terms of the Cardholder Agreement, both the Cardholder and the Supervisor are equally bound to provide oversight of all taxpayer dollars accessed by means of the P-Card Program. Failure to adhere to these policies and procedures will result in the loss of card privileges and possible personal liability for purchases made that are not in compliance with the policies and procedures defined in this document.
2. Assignment – Each P-Card must be assigned to an individual employee of Pinal County. Department cards are permissible but must be assigned to an individual.
3. Card Security - Cardholders must safeguard their card and account number by not posting it in a conspicuous place or leaving the card unattended. Except for department cards, the card cannot be given out or used by any other individuals to make a purchase.
4. Cardholder Spending Limits - The P-Card Administrator and Department P-Card Liaison recommend single transaction and monthly spending limits to the Department Director and Finance Director who approve or disapprove. Subsequent changes to the spending limits must also be approved by the Department Director and Finance Director. It is recommended that the lowest practical limit be set in order to minimize risk. (See Setting P-Card Limits for additional detail)
5. Pre-Purchase Approval - Cardholders are expected to obtain advance approval for all purchases in accordance with internal department procedures.
6. Receipts – The Cardholder shall obtain and keep a receipt, invoice or confirmation for each card transaction. The receipt, invoice or confirmation must show itemized totals, tax, shipping (if applicable), and date.
7. Required Usage - All orders for goods and services costing less than \$5,000.00 on a per transaction basis or a lower amount as set by the Cardholder’s department are strongly encouraged to be processed on a P-Card instead of more costly purchase requisition.
8. Inactive Cards - Cardholders are expected to use their card. Periodic reviews will be made to identify cards that have been inactive for six months or more and the cardholder and supervisor will be asked to verify a continued need. If a continued need is not required, the card will be cancelled or deactivated and the holder of the card notified. Cards reserved for emergency response may be set up as inactive then activated by the Department Liaison as needed.
9. Return/Refund - If items purchased with a P-Card are found to be defective, the cardholder is responsible for returning item(s) to the supplier for replacement or to receive a purchase credit. If the supplier refuses to replace or correct the faulty item, the cardholder should contact their Department Liaison for instructions on reporting disputed purchases that can’t be resolved with the supplier. Disputed amounts must be paid to ensure the County does not incur late fees, but will later be credited after the dispute is settled with the bank and supplier.

10. Splitting Purchases - Purchases may not be artificially or intentionally split in order to stay within the single transaction or monthly limits or to avoid competitive procurement actions required by the Procurement Code.
11. Contracted Suppliers - In order to assure that pricing is competitive and to comply with the County Procurement Code, cardholders should make every reasonable effort to purchase from suppliers who are contracted with the County. A list of contracted suppliers can be found through the referenced link:

<http://pinalcountyaz.gov/Departments/Finance/Documents/P-card%20Contracted%20Suppliers.pdf>

12. Lost or Stolen Cards - Should any employee lose or have their P-Card stolen, it is their responsibility to notify the P-Card Administrator of the loss as soon as the loss is discovered. The P-Card Administrator will then notify the bank. If the loss is discovered during non-business hours it is the Cardholder's responsibility to immediately notify the bank then the P-Card Administrator the next business day.
13. Travel Usage - The P-Card may be used for the following travel related expenses in conjunction with official County business:
 - Public transportation, including airline, rail, or mass transit
 - Travel lodging
 - Meals while travelling
 - Business travel-related phone calls, facsimile charges or copying
 - Training conferences/classes/seminars & related materials
 - Car rental
 - Training and meeting related expenditures in conjunction with County travel
 - Pinal County Travel Policies must be followed. The Travel Policy is administered by the Finance Department and can be found at this location: <http://pinalcountyaz.gov/Departments/HumanResources/Policies%20Procedures%20and%20Rules/pnp8.50.pdf> Questions relating to Travel Policy should be referred to the Accounts Payable Manager.
 - P-Cards are not to be used to circumvent Travel, Food, or Purchasing policies and procedures. The County's Travel Policy should be used in conjunction with this policy as it details appropriate travel guidelines which apply to travelers regardless of the method of payment used to fund the travel.
 - Merchant Category Codes for travel will be activated on P-Cards for Elected Officials, the County Manager, Assistant County Managers and Department Directors. Other individuals requiring travel capability will need the approval of the Elected Official or Department Director.
 - Travelers, with the exception of Elected Officials, are responsible for preparing a Travel Request Expense Form and receiving approval before reservations or any expenditure confirmations occur. The Travel Request Expense Form should be signed and dated to document approval. The signed originals, or copy if an Employee Request for Reimbursement should accompany the monthly P-Card statement, are to be included as part of the backup statement documentation. The Travel Request Expense Form can be located at: <http://pcgov/adminserv/finance/Pages/Forms.aspx>
 - If meals associated with cardholder travel are purchased on the P-card and are in an amount that exceeds the U.S General Services Administration (www.gsa.gov) limit, the traveler will be required to reimburse the County and include a copy of the Treasurer's receipt with the travel documentation that is sent to Finance. The public purpose of the purchases should be appropriate, documented and approved.

- Per Diem/Advances – When a per diem advance is received the P-Card cannot be used for per diem expenses.
- The traveler must request a copy of the itemized bill at hotel checkout and pay for all personal expenses incurred during the stay. All unauthorized charges at a hotel must be cleared before the final bill is issued.
- An itemized copy of the final bill, containing only authorized charges, must be submitted by the traveler to the Department P-Card Liaison upon return.
- Urgently needed purchases which are not allowed by Procurement Code may be made when the traveler is on official County business and no other alternatives exist. Documentation explaining the need for the purchase must be included with the original itemized receipts and shall be submitted to the Department liaison with the approved Monthly Statement Report. An example of an allowable urgently need purchase might include clothing if luggage is lost, or copy services if it was not possible to make copies before the trip.

B. NEW CARD REQUESTS AND CARD HOLDER SPENDING LIMITS

1. New Card Requests - All requests for new P-Cards must be approved by the Department Director or Elected Official and the Finance Director. The request must be submitted on the P-Card Request Form to the P-Card Administrator. The form and contact information is located at:

<http://pcgov/adminserv/finance/Pages/Forms.aspx>

2. Setting Spending Limits - Department Directors in conjunction with the Finance Director will approve the single transaction limit and monthly credit limit for each employee based upon recommendation from the P-Card Administrator and Department Liaison with the maximum per transaction limit of \$5,000.00. P-Card requests will be declined should the transaction amount exceed this limit. It is recommended that the lowest practical limit be set to minimize risk. The total of a single purchase for goods or services may be comprised of multiple items but cannot exceed the authorized single purchase limit set by the Department Director and Finance Director or \$5,000.00, whichever is less. Each time a cardholder makes a purchase with the P-Card, these limits will be checked.
3. Spending Limit Exceptions - A temporary or permanent situation may require a transaction which exceeds a Cardholder's established limit. In these situations, the Department Director or Elected Official may request a temporary card limit increase in advance of purchase by notifying the P-Card Administrator by email. Temporary increases revert to previous limits at the beginning of the next billing cycle. Requests for a permanent increase in card limits require the approval of the Finance Director. Upon approval, the P-Card Administrator will increase the cardholder's spending limits and notify the requestor.
4. Training - Training in the use of the P-Card is required prior to taking possession. When a requested new card is received by the P-Card Administrator, he/she will notify the Cardholder, provide the training, and require the Cardholder to sign a Cardholder Agreement (See Attachment A) to receive their P-Card. Upon approval by the Director of Finance, the P-Card Administrator may delegate training activities to the Department Liaison.
5. Account Codes - When requesting a new P-Card, the Department Director will designate an account code on the Request Form that authorizes the Finance Department to pay invoices using the predetermined account for all P-Card expenses incurred by the Cardholder. The designated Waiver Account Code must be "live" and have budget dollars in it. Departments must notify the P-Card Administrator whenever the Waiver Account Code changes. The Waiver Account will only be

used if a Department does not submit their monthly payment request on time.

C. DOCUMENTATION, RECONCILIATION AND PAYMENT PROCEDURES

1. Receipts - Cardholders are required to obtain and submit original itemized receipts for all purchases in order to reconcile and process their monthly statement. In instances where the receipt is lost, the Cardholder must obtain a copy at their own expense from the vendor or bank. A pattern of missing receipts will result in the revocation of the Cardholders P-Card.
2. Statement Reconciliation – Department internal procedure typically delegates reconciliation activities to the Department Liaison; however, the Cardholder is ultimately accountable for reconciliation. At the end of the billing cycle, Department Liaisons are required to download copies of the billing statement for his/her department from the P-Card bank website.
 - a. Departments will have 5 business days to match statements to receipts and reallocate their billings to accounting object codes. If the Department does not complete this operation within the defined timeframe, the billing will be paid against the Waiver Account Code specified on the original Request Form and against which the department has pre-approved for Finance to pay. If Finance has to pay against the Waiver Account Code it is the Department's responsibility to request a journal entry if needed.
 - b. Supporting documentation shall be scanned, uploaded and sorted so that receipts follow the same order as shown on the statement. If the cardholder does not have documentation of the transaction to verify the monthly statement, he/she must upload an explanation document that includes a description of the item, date of purchase, vendor's name and why there is no supporting documentation. The cardholder will sign the explanation document. The document should not be seen as a replacement or alternative for submitting receipts, but rather an explanation of why a receipt is missing.
 - c. The Department Director is required to review all cardholder purchases in order to determine if the items purchased were for official use and properly authorized. This review will be documented by approving the Monthly Statement Report on line. Approval signifies that the approver has examined the statement and agrees with the Cardholder that the expenditures were made for a valid County purpose and all County policies have been adhered to.
3. Disputed Charges – The Cardholder is responsible for disputing any charges deemed incorrect or fraudulent. The Cardholder should notify the Department Liaison to report disputed issues that can't be resolved with the vendor. Disputed amounts must be paid in full each month to avoid incurring finance charges and late fees, but will later be credited after the dispute is settled. County departments are responsible for monitoring their account statements to ensure they receive all credits due.
4. Record Retention – General record retention requirements which also apply to P-Card usage can be found at the following website: http://apps.azlibrary.gov/records/general_rs/Financial.pdf

D. TERMINATING OR TRANSFERRING EMPLOYEES

1. The Department Liaison is responsible to collect and destroy cards for terminating or transferring employees and to provide notification to the P-Card Administrator verifying destruction. The P-Card Administrator will arrange to deactivate the card. In the event the Cardholder's manager is not able to collect the P-Card, he or she must notify the P-Card Administrator immediately who will ensure that the P-Card is deactivated.

2. Should a cardholder be transferred to another Department within the County, it will be the responsibility of the Department Liaison and new Department Director to determine if the cardholder should be issued a new P-Card

E. UNAUTHORIZED USE OF THE P-CARD

1. Use of the P-Card for personal or unauthorized purchases may result in card suspension, revocation, disciplinary action, termination or civil and/or criminal prosecution.
2. Suspected misuse of the P-Card program should immediately be reported to the P-Card Administrator.
3. Resolution for unauthorized use of the P-Card will be the responsibility of the Department.
4. If the P-Card Administrator or Department Liaison question a purchase(s) made by a Cardholder, it is their responsibility to investigate the issue with the Cardholder. If they cannot be satisfied that the purchase was necessary for conducting County business, the Cardholder's Supervisor will be notified.
5. If a violation is verified by the Supervisor, the Supervisor is responsible for taking corrective measures related to the transaction(s) as well as initiating disciplinary action.
6. The Cardholder will be required to provide documentation verifying item(s) have been returned for credit, or have written a personal check for the full amount of that purchase payable to the County. Reimbursements to the County should be deposited with the Treasurer's office upon receipt. A copy of the reimbursement payment (if made by check or money order) along with the Treasurer's deposit slip should be forwarded to the Finance Department.
7. All fraudulent and intentional misuse of P-Cards will result in the card being revoked.
8. The P-Card Administrator may suspend or revoke the card for misuse at the direction of the Department Director or Finance Director.
9. The Finance Department will conduct periodic audits to monitor compliance.
10. EXAMPLES OF CARD MISUSE ARE FOUND IN ATTACHMENTS

F. ATTACHMENTS

- Procurement Cardholder Agreement
- Procurement Card Request Form
- Acceptable and Unacceptable Uses
- General Responsibilities

Questions about the policy may be directed to the P-Card Administrator: **Elizabeth Zink, x6667. Email: elizabeth.zink@pinalcountyz.gov**

PROCUREMENT CARDHOLDER AGREEMENT

Requirements for Use:

In accordance with the policies and procedures provided herein, you are hereby authorized to accept, use and be responsible for a Procurement Card (P-Card) issued to you by Pinal County. This authorization shall become effective upon the date issued, and shall remain effective until terminated by your Department Head, the Chief Financial Officer, the Finance Department Procurement Card Program Administrator (P-Card Administrator), the card issuer or upon your reassignment or termination of employment. Depending on the parameters selected by your Department Head, this P-Card could be used for purchases of goods and services only, travel only, or a combination of both.

As an employee of Pinal County, you are required to comply with strict rules of accountability. In addition, you must comply with the procedures and rules for Conflict of Interest as detailed in Pinal County Policy 3.35 and the Arizona Revised Statutes, Article 8, 38-510. You must report violations or possible violations to the appropriate supervisor(s) through the appropriate channels.

All purchases must be made in accordance with the Procurement Card Policy, the Travel Policy, applicable State of Arizona statutes and the limitations imposed by the card issuer.

Subject to appropriate authorization by your department and when funds are available, you may make purchases FOR OFFICIAL GOVERNMENT USE ONLY. The following purchases are not allowable:

- Cash Advances: Your card is set up to prevent cash advances
- Alcohol may not be purchased
- Items that must be back ordered unless the card is not charged until the item(s) are shipped (This is to ensure receipt of the items prior to the end of the billing cycle)
- Fuel for County vehicles. This is required to be purchased on fuel credit cards
- Personal purchases or expenses are prohibited

Your duties and responsibilities include:

- Obtaining charge/cash register receipts or order confirmations
- Unless delegated by Department policy, reconciling your card holder's monthly statements and forwarding receipts, order confirmations, cash register receipts and payment request to the Finance Department within five (5) business days of receipt of the statement
- Reading and complying with the requirements of Pinal County policies and procedures regarding travel and use of the P-Card
- Ensuring that items ordered conformed to your requirements
- Reporting discrepancies to the supplier for resolution. If further assistance is needed then contact the P-Card administrator
- Receiving and applying training about the P-Card and/or Travel program rules and procedures

Your P-Card authority may be suspended or revoked and you may be financially responsible for unauthorized purchases. Examples of unauthorized usages can be found in the Procurement Card Policy – Unauthorized Use of The P-Card.

Procurement Card Account Number:

Single Purchase Limit:

P-card only

Travel Card only

Combination P-card/T-card

Received by:

Monthly Credit Limit:

Printed Name/Department

Signature:

Date:

My signature above certifies that I have read, understand and will comply with Pinal County Procurement Card Policy 9.20

Finance Department Procurement Card Program Administrator:

Date:

Signature



PINAL COUNTY FINANCE PROCUREMENT CARD REQUEST

To request a new or revised Procurement Card or enroll in the web order program, complete the following:

New Card Request (check all that apply)		Current Card Holder (check all that apply)	
Procurement and travel		Limit Change	
Procurement only		Add travel	
Travel only		Add procurement	
Web order program (procurement only)		Remove travel	
		Remove procurement	

Employee Name (As it will/does appear on card)			
Title			
Department			
Telephone			
Email address			
Requested Monthly Limit (includes travel, if applicable)	\$	Single Transaction Limit - \$5,000 Max	\$

Web Order Program			
Website login Requested? (X= Yes)	Type of Supplies Supplier Name	For Finance Use Only	
		Date Requested	Date Setup
	Office and Copier Supplies, Office Paper (Wist/Staples/Vision)		
	Janitorial Supplies (Waxie)		
	Industrial Supplies (Grainger)		
	IT Equipment/Supplies (Gov Connection/CDW)		
	Medical Supplies (McKesson)		

Requester's Signature: _____ Date _____

Supervisor Signature: _____ Date _____

Department Director
Or Elected Official: _____ Date _____

Finance Director: _____ Date: _____

Default Account: _____ (to be used by Finance to pay card expenses if no alternate account is provided. List Cost Center and if needed, sub-ledger code)

Send completed form to: Elizabeth Zink, P-card Administrator
Pinal County Finance, (520) 866-6667

ACCEPTABLE AND UNACCEPTABLE USES

Below are lists of representative “acceptable and unacceptable” uses of County P-Cards. The lists are not intended to be comprehensive and should a question arise, the cardholder should consult the P-Card Administrator.

ACCEPTABLE:

- All pre-approved contracted and non-contracted goods and services less than \$5,000.00 per transaction. A list of contracted suppliers can be found at:

<http://pinalcountyaz.gov/Departments/Finance/Documents/P-card%20Contracted%20Suppliers.pdf>

- Computer or IT Equipment – Any pre-approved equipment that the IT department will install, configure or maintain that can be purchased through the “web order” program
- Computer and phone accessories such as Keyboards, Mice, Batteries, Chargers, Cases etc., may be purchased on a P-Card.
- Travel/Training: Hotel and airline reservations, meals, car rentals, conference fees, and training fees. County related telephone calls are authorized expenses
- Food - Non-travel related food purchases are allowed for business meals and food related functions. There must be a business (public) purpose and an approved Business Meals and Food Related Function form must be included with the monthly statement. The Guideline for the Approval of Food Expenditures and form are available at the following link:
<http://pinalcountyaz.gov/Departments/HumanResources/Policies%20Procedures%20and%20Rules/pnp8.60.pdf>

UNACCEPTABLE:

- Personal expenditures
- Cash advances or refunds
- Fuel for County vehicles. Fuel for County vehicles must be purchased on the Voyager Fuel card to take advantage of the discounts afforded by the State’s fuel contract
- Entertainment of any kind, including the purchase of alcohol or patronage of drinking establishments.
- Cell phones
- Transaction amounts greater than the Cardholder’s transaction limit

EXAMPLES OF P-CARD MISUSE:

- The source of supporting documentation does not provide line item information including line item descriptions, quantity and dollar amounts.
- Supporting documentation is missing (original packing slip, paid invoice or register receipt).
- A purchase was made without advance approval from the Cardholders Supervisor.
- The reconciled statement and supporting documentation was not uploaded to Bank of America’s “Works” program within five (5) business days after the end of the billing cycle.
- Reimbursement for meals related to travel is requested when per diem has been received.
- The purchase was made by an individual other than the cardholder except when a department card is used for travel purposes or has been signed out to the cardholder.
- Repetitive purchases (splitting) from the same vendor resulting in circumvention of the Pinal County Procurement Code.
- A purchase was made with a non-contracted supplier when a contracted supplier was available at a better value to the County.

GENERAL RESPONSIBILITIES

MERCHANTS

- Ships orders including order forms, itemized invoices, in-store receipts, web receipt or email acknowledgement, packing slips as applicable
- Process Visa charges at the time of shipment
- Rectify any discrepancies in orders

BANK (BANK OF AMERICA)

- Receive Visa charges
- Assist cardholders with difficult supplier problems
- Issue P-Cards to P-Card Administrator
- Provide program administration guidance and training
- Cancel P-Cards immediately upon request of P-Card Program Administrator
- Notify P-Card Administrator of any suspected fraudulent use of card
- Issue 1099-Misc forms

FINANCE/ACCOUNTS PAYABLE

- Calculate and pay Use Tax
- Review monthly billing statements from the bank and ensure timely payment
- Issue Payment to Bank of America
- Procurement Department:
- Develop policy and procedures for the use of P-Cards that comply with State Law and County Procurement Code
- Analyze Cardholder merchant usage patterns; identify new contracting opportunities and negotiate lower price contracts based upon utilization data
- Negotiate discounted Procurement contracts with suppliers
- Establish guidelines and criteria for transactions and cumulative dollar limits for P-Cards
- Conduct periodic usage audits and report findings to Finance and Department management

P-CARD ADMINISTRATOR

- Administer the P-Card Program to including the following:
 - Serve as primary point of contact with the bank for P-Cards
 - Serve as the primary point of contact with Department Liaisons
- Receive card applications from departments; enter them into Bank of America system
- Keep a master list of all Cardholders
- Receive cards from B of A; store them securely until Cardholders are trained
- Maintain P-Card policy and procedure
- Schedule and conduct training for each department for Cardholders and reconciler/approvers. Train the department trainers as needed.
- Issue cards to Department Liaisons for distribution to Cardholders
- Conduct periodic random audits of P-Card transactions to act as a check on the departments carrying out their responsibility for audit and compliance with State Law and County policies
- Process approved changes to Cardholder limits and restrictions as authorized by Elected Officials and Department Directors
- Respond to Bank notifications of suspected fraudulent use
- Serve as contact for lost or stolen cards

- Report on un-reconciled transactions
- Report on disputed transactions
- Report on cards about to expire
- Track termination or transfer of Cardholders
- Cancel cards
- Make changes to Cardholder limits
- Issue renewed cards to existing cardholders
- Pre-authorize card or transaction exceptions

ELECTED OFFICIALS AND DEPARTMENT DIRECTORS

- Designate which employees will receive a P-Card and set limits for each Cardholder's account.
- Authorize initial request for cards
- Designate department liaison
- Approve changes to Cardholder limits
- Determine disciplinary action for P-card misuse or abuse
- Review employee transactions and activity

DEPARTMENT P-CARD LIAISON

- Serves as primary point of contact for Department to P-Card Administrator and Department employees
- Develop/enforce departmental-specific policies and procedures
- Monitors Department P-Card activity and ensures timely reconciliation and approvals
- Keep a current list of department Cardholders, card numbers and limits
- Maintain copies of cardholder applications, agreements and card numbers
- Submit applications and change requests to P-Card Administrator
- Assist with disputed charges that cannot be resolved by the Cardholder
- Advises Department Director of problematic Cardholder
- Coordinate training on P-Card usage and small purchase policies and procedures. Conduct training as authorized by P-Card Administrator
- Review departmental compliance/submission or approved expense reports with receipt reconciliations
- Collects cards from employees who terminate employment or transfer to another department and update Program Administrator of changes
- Maintain archived P-Card documents for a period of not less than three years from transaction date
- Provide guidance and program updates
- Report on un-reconciled and disputed transactions
- Assure correct accounts/object codes are used on transactions
- Assures County policies and procedures were followed
- Ensures records retention policy is followed

CARDHOLDERS

- Comply with policies and procedures
- Receive training and read and sign the Purchasing Card Cardholder Agreement (see Attachment A) prior to being issued a P-Card
- Assume responsibility for all purchases made with the P-Card, adhering to this policy insuring that no unauthorized purchase are made
- Safeguard card at all times

- Immediately report lost or stolen cards to the bank toll-free number and the P-Card Administrator and Department Liaison
- Obtain and submit proof-of-purchase documentation such as: order forms, email confirmations, in-store receipts, packing slips or invoices to card reconciler/approver
- Make every reasonable effort to use contracted suppliers
- Make every reasonable effort to resolve payment discrepancies directly with the supplier
- Report unresolved disputed purchases to the Department Liaison