SAN FRANCISCO STATE UNIVERSITY

Procurement & Contracts Office

1600 Holloway Avenue
San Francisco, California 94132

Tel: 415/338-1833
Fax: 415/338-1984
Email: purchase@sfsu.edu

Memorandum

To: Procurement credit Card Users/Approvers

From: Patricia Piotrowski
Interim Director of Procurement

Subject: Policy & Procedures Revision/Amendment dated September 1, 2000

The Policy and Procedures Manual, page 3, item #3.0 Prohibited Use of Procurement Credit Card had been amended to remove Advertisements from the Prohibited List. Advertising costing $1,000 & under can now be placed using your Procurement Credit Card.

Help/Wanted Employment Advertising may be placed using the Procurement Credit Card **provided** that the user has the as reviewed and approved by the Human Resources Department Employment Division prior to insertion in any publication. The signed approval form must be attached to the invoice payment. Help Wanted/ Employment Advertisements invoices presented to Accounts payable without the HR signed off Approval Form will be rejected.

Sample F of the Policy and Procedures Manual, titled SAN FRANCISCO STATE UNIVERSITY PROCUREMENT CARD PROGRAM AGREEMENT, has also been amended to delete the word Advertisements.

Attached are a Revised page 3, item # 3.0 Prohibited Use if Procurement Card, a new Employment/ Help Wanted Advertisement Human Resource Department Employment Division Approval Form, and revised Sample F, SFSU Procurement Card Agreement, for your update of the June 2000 Policy and Procedures Manual.

Package # I

FISCAL AFFAIRS

PROCUREMENT CREDIT CARD PROGRAM

POLICY & PROCEDURES

REVISED JUNE, 2000

SAN FRANCISCO STATE UNIVERSITY

Procurement Credit Card Procedures

TABLE OF CONTENTS

1.0 General Information

2.0 Authorized Procurement Credit Card Purchases

3.0 Prohibited Use of Procurement Credit Card

4.0 Area of Responsibility

5.0 Cardholder Procedures

6.0 Approving Official Procedures

7.0 Fiscal Affairs – Program Administration

8.0 Replacing Procurement Credit Cards

9.0 Common Dispute Reasons

10.0 Exhibits

- **A. Monthly Bank Card Purchase Report**
- **B. Statement of Account**
- **C. Cardholder Statement of Questioned Item**
- **D. Master Account Summary**
- *** E. Participant Request Form**
- *** F. PCC Agreement**

*** Must be submitted and on file with the Procurement Credit Card Coordinator prior to activation of account.**

SAN FRANCISCO STATE UNIVERSITY
Procurement Credit Card Procedures

1.0 GENERAL INFORMATION

San Francisco State University uses a variety of methods for the purchase of goods and services, including petty cash, purchase orders, emergency purchase orders and direct pay. Processing purchase orders is not always cost effective for low dollar value goods and occasionally suppliers refuse to accept a purchase order. In our effort to continually improve service, the Fiscal Affairs Department has initiated a Campus Procurement Credit Card.

The Procurement Credit Card should be used as the first option before other existing methods to obtain supplies and services costing less than $1,000 including tax freight which are not restricted or prohibited. Cardholders are encouraged to use the Procurement Credit Card for low value purchases in order to achieve cost savings and improve processing time for such items.

Legal Reference and Authority

The California State University authority to obtain goods is granted in Public Contract Code Section 10295.

Definitions: Restricted or Prohibited

The policy regarding "Restricted or Prohibited Uses" is defined below:

1. **If the goods are "restricted", the Procurement Credit Card may still be used if established approvals and criteria are met.**

2. **If the goods are "prohibited", the use of the Procurement Credit Card is unauthorized and should not be used to procure such items.**

2.0 AUTHORIZED PROCUREMENT CREDIT CARD PURCHASES

Purchase of supplies and services costing less than $1,000 per transaction including tax which are not restricted or prohibited are authorized.

Emergency Purchases

The Procurement Credit Card may be used for an emergency purchase when the quantity of items or services is an emergency and where time is of the essence. "Emergency" is defined as the need for goods necessary for the continuance of critical daily operating functions or when an emergency condition exists involving public health, welfare or safety. Failure to allow adequate lead time does not constitute an emergency.

Emergency purchases must be supported by a written explanation attached to the monthly Procurement Credit Card Purchase Report stating:

a. Why the item(s)/service was necessary; and
b. Program impact of order/service had it been filled through normal ordering procedures.

The quantity ordered on a Procurement Credit Card purchase must only be enough to cover the nature of the emergency.

3.0 PROHIBITED USE OF PROCUREMENT CREDIT CARD

The use of the Procurement Credit Card is strictly prohibited for the following:

Awards
Animals (Except for Instruction Related Purposes)
Cash Advances
Cellular Telephones & Air Time Service
Construction/Modifications/Special Repairs
Explosive/Firearms
Food/Beverages/Entertainment/Gifts/Flowers
Internet Services
Leases and Maintenance Agreements
Narcotics and other controlled substances
Pagers and Air Time Service
Personal Purchases
Postage - All US Postal Service (USPS) Services - Except for Off-Campus University/Project locations
Property/Equipment Additions/Computer Components/Palm Pilots
Purchases for other department(s)
Services (Personal, Consulting or Contractual)
Software Licenses (Contractual)
Splitting of purchases to circumvent $ limitation
Travel (Except for Conference Reg. Fees)

NOTE: Non-adherence to the above will result in revocation of individual cardholder privileges. Cardholder shall be held personally liable for fraudulent use of this credit card.

4.0 AREA OF RESPONSIBILITY

U.S. Bank

U. S. Bank (I.M.P.A.C. Government Services) is the Procurement Credit Card contractor who will issue the credit cards. All cardholders will receive their credit card through the Fiscal Affairs Department. Cardholders will be advised when their card is available. The cardholder must sign a memorandum acknowledging receipt of the Procurement Credit Card.

Fiscal Affairs

Purchasing/Accounting jointly, will administer the program and be responsible for accumulating, reporting, coordinating and evaluating all aspects of the program. The Accounts Payable unit within Fiscal Affairs is responsible for processing all payments.

Cardholder

The cardholder is responsible for:

1. **Security of the Procurement Credit Card;**
2. **Appropriate use of the Procurement Credit Card;**
3. **Compliance with SFSU Procurement and Contracting Procedures and Policies for purchase of commodities;**
4. **Timely preparation of monthly Procurement Credit Card Purchase Report.**

Approving Official

The approving official is responsible for:

1. **Reviewing all charges;**
2. **Ensuring all purchases are appropriate;**
3. **Ensuring no prohibited items have been purchased;**
4. **Ensuring all proper documentation is attached to the monthly Procurement Credit Card Purchase Report.**

5.0 CARDHOLDER PROCEDURES

Responsibility

The Cardholder is responsible for ensuring the Procurement Credit Card is used in accordance with SFSU Procurement Credit Card Program Policy and all purchases of commodities are in compliance with CSU procurement and contracting procedures and policies.

Obtaining Goods

Cardholder uses the Procurement Credit Card to purchase goods in person or by telephone.

Security of Procurement Credit Card

Cardholder is responsible for the security of the Procurement Credit Card.

Determine the Need

Cardholder determines the need to purchase goods for $1,000 or less and screens requests to determine if the request is an appropriate use of the Procurement Credit Card.

Small, and Minority, Women-Owned, and Disabled Veterans Business Enterprises Requirements (M/W/DVBE)

When at all possible, the cardholder will patronize, small and minority, women-owned businesses and disabled veterans enterprises to assist SFSU in obtaining the participation goals of 15 percent for minority business, 5 percent for women-owned business and 3 percent for disabled veteran business. Departments are encouraged to consult with Purchasing staff to identify small, minority, women and disabled veteran suppliers to meet department needs.

If a vendor is a small business, record the small business/ethnic code in the area provided on the monthly Procurement Credit Card Purchase Report.

If this information is not available from the merchants, employees should record "unknown" on the monthly Procurement Credit Card Purchase Report (Sample A).

Obtain Commodity

The cardholder will go to the place of business and obtain the commodity or call and place the order. In either case, the cardholder will require the vendor to itemize the receipt/invoice. An itemized receipt/invoice consists of the following information for commodity purchases.

- **Description of commodities purchased**
- **Quantity purchased**
- **Price per item**
- **Amount of sales tax and total amount**
- **Shipping charges if applicable**

Monthly Procurement Credit Card Purchase Report

Upon completing the Procurement Credit Card transaction, whether by telephone or in person, the cardholder shall immediately record the transaction on the monthly Procurement Credit Card Purchase Report (Sample A) including the following information:

- **Date of purchase**
- **Receipt/invoice number**
- **Description of purchase**
- **Vendor's Name**
- **University Account Number**
- **Small business M/W/DVBE code**
- **Dollar amount**
- **Use tax (8 ½% Sales Tax)**

Procurement Credit Card Receipt/Invoice

Whether the purchasing transaction is made by telephone or in person the cardholder shall require the vendor to itemize the receipt or invoice. If the receipt or invoice is not itemized, the cardholder must write in the items and have the sales person sign it.

Record the receipt/invoice number on the monthly Procurement Credit Card Purchase Report.

Individual receipts/invoices smaller the 4 ¼" X 5 ½" must be taped on an 8 ½ X 11 sheet of paper to ensure they are not lost in transit.

If the cardholder has lost receipt/invoices, and a duplicate copy cannot be obtained from the vendor, attach a memo with explanation to the monthly report.

NOTE: If there are excessive instances of lost receipts, the Procurement Credit Card will be revoked.

Cardholder Settlement Procedures

At the close of each monthly billing cycle, each Cardholder will receive an individual statement directly from U. S. Bank. The postmarked envelope must be retained and attached to the bank statement (Sample B).

Cardholder reviews the statement for accuracy and reconciles the bank statement with monthly Procurement Credit Card Purchase Report and vendor receipts/invoices.

Cardholder is responsible for attaching to the bank statement the envelope and the Monthly Procurement Credit Card Purchase Report with the corresponding receipts/invoices listed in the same order as they are listed on bank statement.

If an item is billed incorrectly, the cardholder must provide a complete explanation on the monthly statement. In addition the cardholder must complete a "Cardholder Statement of Questioned Item" form (Sample C).

Cardholder is responsible for contacting U. S. Bank, not Purchasing or Accounting on questionable items or disputed items which appear as a transaction on the bank statement within 15 days after the date of the invoice report.

a. **Cardholder will complete the "Statement of Questioned Item" form and mail or fax as instructed on bottom of the form. Cardholder will attach a copy to the monthly Procurement Credit Card Purchase Report.**

b. **Cardholder will indicate "dispute" on the bank statement.**

c. **If items purchased with the credit card are found defective, the cardholder has the responsibility to return the item(s) to the merchant for replacement or to receive a credit on the purchase. If the merchant refuses to replace the defective item, then the purchase of this item will be considered to be in DISPUTE and must be noted on the Statement of Questioned Item.**

d. **A list of common dispute reasons can be found on page 11.**

Procurement Credit Card receipts shall be kept until the credit transaction shows up on the bank statement. Procurement Credit Card receipts then shall be attached to the bank statement.

Cardholder will approve/sign/date the bank statement and Monthly Procurement Credit Card Purchase Report.

Within three (3) working days from receipt of the bank statement, cardholder is to attach receipts/invoices and other documentation to the bank statement and forward the original and three (3) copies of all documents to their Approving Official for review and approval.

6.0 APPROVING OFFICIAL PROCEDURES

Reconcile Bank Statement

Within five (5) working days after receipt of the cardholder's bank statement and documentation, the approving official will be responsible for the following:

1. **Comparing the bank statements (Sample B) and documentation received from the cardholder with the approving official's bank statements (Sample D) provided by the bank contractor (U.S. Bank).**

2. **Reviewing charges to ensure that purchases are appropriate and any purchase of restricted items are appropriately documented. Reviewing the Purchase Report (Sample A) to be sure all receipts/invoices are included.**

3. **Approving, initialing, and dating the monthly Procurement Credit Card Purchase Report and bank statements prepared by cardholders in their department.**

4. **Distribute copies as follows:**

    1. **Signed, completed cardholder's bank statement**
    2. **Original plus one (1) copy of the PCC Purchase Report**
    3. **Original receipts/or detailed invoices**
    4. **Copies of disputed/or _____ item if applicable**
    5. **Justification for memberships are to be sent to:**

    Procurement Credit Card Coordinator
    ADM 350

Special Note:
One copy of the monthly Procurement Credit Card Purchase Report, bank statements, and receipts/invoices are to be kept by the approving official for 90 days.

7.0 FISCAL AFFAIRS – PROGRAM ADMINISTRATION

Accounts Payable unit is responsible for auditing the U. S. Bank Account Statement and processing it for payment.

Procurement Credit Card Coordinator

Procurement Credit Card Coordinator is responsible for coordinating the program, issuing Procurement Credit Credit Cards, reporting information and assisting departments in maximizing utilization of Disadvantaged Suppliers.

1. **Reports**

   a. **Monthly Report**
   A monthly summary report will be prepared from the individual copies of the Monthly Procurement Credit Card Reports. Upon receipt of information from all the approving officials, a monthly report will be prepared with agency billing code and distributed to participating departments.

   b. **Small, Minority, Women, Disabled Veteran-Owned Business Enterprise Reporting**
   Purchasing will accumulate and report small, minority, women-owned, and disabled veteran business enterprise activity from all monthly Procurement Credit Card Purchase Reports to be included in SFSU and systemwide utilization reports.

2. **Program Evaluation**

   Fiscal Affairs will be responsible for accumulating, reporting and analyzing Procurement Credit Card usage, as well as program evaluation.

8.0 REPLACING PROCUREMENT CREDIT CARDS

There may be instances where it becomes necessary to replace Procurement Credit Cards or obtain additional cards. It will be the approving official's responsibility to initiate this process. Follow those instructions below which apply:

1. **Reporting Lost Procurement Credit Card**

   a. **Cardholder will immediately contact U. S. Bank Customer Service at 1-800-227-6736.**
   b. **Cardholder will immediately contact the approving official.**
   c. **The approving official will notify Fiscal Affairs by telephone and follow up with written notification.**
   d. **Procurement Credit Card Coordinator will contact the bank contractor to obtain a replacement card. U. S. bank will mail replacement cards to Fiscal Affairs within five (5) working days of notification.**

Fiscal Affairs will notify departments when replacement card is available.

2. **Replacement of Worn Out/Defective Cards**

   a. **If a Procurement Credit Card needs to be replaced because it is defective, a memo from the approving official requesting a Procurement Credit Card replacement must be submitted along with the defective credit card to:**

      Fiscal Affairs, ADM 350
      Attn: Procurement Credit Card Coordinator

3. **Replacing a Cardholder**

   a. **When a cardholder leaves the department, a memo from the approving official will be submitted along with the credit card to Fiscal Affairs.**
   b. **The memo must include the name of the new cardholder. U. S. Bank will issue a new card within five (5) days after receipt of memo from Fiscal Affairs.**

Fiscal Affairs will notify departments when new card(s) is available.

9.0 COMMON DISPUTE REASONS

The most common dispute reasons are listed below and the reasons correlate with those found on the Cardholder's Statement of Questioned Item form (Sample C). If you have any questions regarding the appropriate dispute reason to use, please contact U. S. Bank (I.M.P.A.C. Government Services) staff at 1-800-227-6736.

Unauthorized Mail/Phone Order

This reason should be used for telephone or mail order transactions. If a sales slip is signed or imprinted with the cardholder's card, this reason does not apply.

Duplicate Processing

This reason is used when a transaction has been billed multiple times to an account. The amounts must be the same. The cardholder should provide the transaction details of the original billing, such as dollar amounts, transaction date, etc. A copy of the monthly bank statement on which the billings occur and a copy of the original sales slip should be forwarded with the Cardholder's Statement of Questioned Item form.

Merchandise Not Received

This reason is used when the goods were paid by other means. The cardholder should attempt to resolve the dispute with the vendor. The cardholder should detail this attempt and provide the date of expected delivery of service or merchandise. If the goods/services were paid by another means, a copy of the payment (front and back of check or other payment document) should be provided and a copy of the Statement of Account should be forwarded with the Cardholder's Statement of Questioned Item form.

Merchandise Returned

In the event merchandise was returned and a credit has not yet been posted, the cardholder should describe the reason for returning the merchandise and the date the item was returned. A copy of the reference number on the monthly statement, postal, UPS or other official receipt proving the merchandise was returned should be forwarded with the Cardholder's Statement of Questioned Item form.

Credit Not Received

This reason may be used when the cardholder has received a credit voucher or written refund acknowledgement from the vendor, but the credit has not been posted to the cardholder's account within 30 days from the date on the voucher or acknowledgement. The cardholder acknowledges participation in the transaction but the goods were returned or the service canceled.

The cardholder should state the amount of credit they are expecting and provide a copy of the Statement of Account and credit voucher or acknowledgement letter and forward these with the Cardholder's Statement of Questioned Item form.

Alteration of Amount

This reason is used when the cardholder participated in the transaction and indicates that the amount was altered without permission. The cardholder must acknowledge the amount before alteration and a copy of the cardholder's copy of draft must be provided to support this reason. The amount of the credit would be the difference between the amount before alteration and after alteration. The sales draft copy should be forwarded with a copy of the Statement of Account and Cardholder's Statement of Questioned Item form.

Inadequate Description or Unrecognized Charge

In the event the cardholder does not recognize the transaction description, they should request that U. S. Bank (I.M.P.A.C. Government Services) supply a copy of the sales draft due to inadequate description or unrecognized charge. This should be requested only after reviewing their supporting documentation and ensuring a merchant (vendor) description or location error has not occurred.

Check the box "request for copy" on the Questioned Item Form so that U. S. Bank (I.M.P.A.C. Government Services) will order a copy of the sales slip which is generally received within 30 days.

In the event the vendor's processing bank cannot provide the copy within Visa allotted time frames, the cardholder's account will be credited until a valid draft is received.

If U. S. Bank provides the copy and the cardholder determines that a valid dispute exits, a new Cardholder's Statement of Questioned Item form should be sent to U. S. Bank immediately. In either instance, the applicable Statement of Account should be forwarded with the Cardholder's Statement of Questioned Item form.

Copy Request

This reason should be used when the cardholder recognizes the charge, but requires a copy of the sales draft for their records. The cardholder should be encouraged to keep all other supporting documentation, such as catalog information, magazine ad, shipping documents, etc., as evidence of their purchase. The copy of the applicable Statement of Account should be forwarded with the Cardholder's Statement of Questioned Item form.

Not as Described

This reason is used when the cardholder claims goods/services were not received as described. The written document of what was to be delivered must be different than what was actually delivered. It is important that the sales draft specifically describe what was purchased. For example, the reason could not be used when the cardholder was expecting a Sony tape recorder, model LXX210 and when he or she got back to the office, they determined that a Sony model B640 was in the box and the sales draft simply said "tape recorder."

In a telephone order situation, the verbal description is considered the "document characterization". The cardholder must explain in his or her letter how the verbal description was different from what was actually received.

An attempt must be made to return the goods and must be stated in the cardholder complaint. If merchandise was returned, proof of such return should be forwarded with a copy of the Statement of Account and Cardholder's Statement of Questioned Item form to the U. S. Bank.

Cardholder Dispute

This reason should be considered only after reviewing other specific dispute reasons. This reason requires that the cardholder attempt a resolution with the merchant. A complete description of the problem and the attempt resolution should be provided on the Cardholder's Statement of Questioned Item form. Additionally a copy of the sales slip and a copy of the Cardholder's Statement of Account on which the transaction appears should be forwarded with the Cardholder's Statement of Questioned Item form.

Other Dispute Reasons

In the event the reasons identified on the Cardholder's Statement of Questioned Item form do not fit the dispute circumstances, the cardholder should submit the form with the transaction detail, a copy of the applicable Statement of Account and a detailed letter of the circumstances of the dispute. Reference should be made to any contact with vendor, names, telephone numbers, etc., that would be helpful in the research of the dispute.

For all disputes submitted for consideration, a cardholder signature is required.

Package # II

FISCAL AFFAIRS

PROCUREMENT CREDIT CARD PROGRAM

CARD USE, PROCESS & STEPS

FY 1999/2000

PROCUREMENT CREDIT CARD COORDINATOR

415-338-2546

1 HOW TO GET STARTED

- **Activate card**
- **Prepare a folder. You will need:**
- **Delivery Code**
- **Blank copies of Questioned Item form (see Sample C)**
- **Pockets to hold receipts**

2 HOW TO PLACE AN ORDER

- **Note name of individual with whom order is placed**
- **Instruct vendor to note Receiving Code on shipping label**
- **Request itemized copy of receipt**
- **For out-of-state vendors, ask about California tax laws. Either vendor charges or you assess use tax.* (See Use Tax instructions.)**

3. WHAT IS USE TAX?

- **SFSU must pay 8-1/2 % tax on all items shipped to campus which are taxable based on California tax laws. (Call Procurement Credit Card Coordinator X82546 for clarification about specific items.)**
- **For tax not collected by the vendor, SFSU must remit directly to Sacramento.**
- **To assess use tax, calculate 8-1/2% of taxable items and note amount on PCC Purchase Report.**

4. MAINTAIN ORDERING RECORDS

- **Excel version is available and will be sent as an e-mail attachment upon request.**
- **PCC Purchase Report Form will be one of the forms required as part of the billing package and can be use to track credit card activity.**

5. RECONCILE STATEMENT

- **Compare bank statement with your records**
- **On statement, record university account and description for each transaction.**
- **For each transaction involving use tax, fill in the use tax amount in appropriate space. Make a second copy of fully completed form. (Sample A)**
- **Attach a receipt for each transaction.**

6. FORWARD BILLING PACKAGE

Send the following items to Song Park, Procurement Credit Card Coordinator, ADM 350

- **Signed, completed bank statement with attached receipts**
- **Original plus a copy of PCC Purchase Report**
- **Copies of Questioned Item Statement for disputed items**
- **Justification for memberships**

7. HOW TO HANDLE DISPUTES

- **Statement will be paid in its entirety. Disputed charges will be credited after proper paperwork is processed by bank.**
- **Complete Statement of Questioned Item form**
- **Make two copies of form:**
- **Save one copy for your records**
- **Forward one copy, attached to completed statement, to PCC Coordinator**
- **Mail/Fax to address listed at bottom of form**
- **Make note of date mailed/faxed**

8. RECORD CREDITS/DISPUTES

- **When a credit appears on your billing statement, fill in the account number to be credited.**
- **If a credit does not appear within two billing periods, follow up on unresolved disputes by contacting the bank.**

9. QUICK LIST OF DON'Ts

- **Not to be used for travel: no air, hotel or rental car. The exception is a registration which needs to be paid more than 30 days prior to event.**
- **No property, i.e. an individual item that costs over $500.**
- **Single transaction total cannot exceed $1,000 plus tax and freight.**
- **For a complete list of allowable transactions, see Procurement Credit Card Procedures.**

FISCAL AFFAIRS

PROCUREMENT CREDIT CARD PROGRAM

EXHIBITS

REVISED JUNE, 2000

Exhibit A: Monthly Bank Card Purchase Report

SAN FRANCISCO STATE UNIVERSITY

MONTHLY PROCUREMENT CREDIT CARD PURCHASE REPORT

PERIOD:	DEPARTMENT: PURCHASING	NAME: JULIE SAVIGNANO	EXT.7130
8/22/1995 - 9/22/95			

DATE	RECEIPT/ INVOICE #	DESCRIPTION OF PURCHASE	VENDOR NAME	UNIVERSITY ACCT NUMBER	ETHNIC CODE*	DOLLAR AMOUNT WITH TAX	DISPUTE AMOUNT	USE TAX**
9/2/95	88207	Life Jacket	3 Latern Ship Supply	7-42800-4500	E	122.95		0
9/3/95	75207	Paint Brushes	Building Center	1-16700-4500	L5	19.96		0.17
9/5/95	75070	Drop Clothes	Building Center	1-16700-4500	L5	23.8		0.21

This amount must equal the total from the Statement of Account

$166.71

* See reverse side for small business/ethnicity codes. **Attach use tax form.

total		$	$0.38
Total (+ use tax)	$167.09		
Amount to appear on University account			

CC ACCOUNT # 40550101123456

I certify that all purchases listed on this atatement, unless noted in disputed item column, are true and correct and were made for official CSU purposes. All goods or services have been received and payment is authorized R.M.B.C. system has been notified of all disputed items. (*Copy of cardholder statement of disputed item attached.)*

Cardholder Signature	9/25/95	*Approving Official Signature*	9/25/95
Cardholder Signature	Date	Approving Official Signature	Date

Exhibit B: Statement of Account

STATEMENT OF ACCOUNT

PAGE	1
CARDHOLDER ACCOUNT #	40550101123456
APPROVED ACCOUNT	40550101999999
BILLING CODE	
STATEMENT DATE	9/22/92
TOTAL	$166.71

B. HAMMOCK
ACCOUNTS PAYABLE OFFICE
1500 15TH STREET
SACRAMENTO, CA 95814

Sample B

CARDHOLDER:

JOHN BELL
DEPT. OF GENERAL SERVICES
1500 15TH ST., RM. 2
SACRAMENTO, CA 95814

APPROVING OFFICIAL:

R.F. JERMAN
DEPT. OF GENERAL SERVICES
1500 15TH ST., RM. 1
SACRAMENTO, CA 95814

STATEMENT OF ACCOUNT		STATE OF CALIFORNIA SMALL PURCHASE CARD	
PURCHASE DATE/PROCESSING DATE		MERCHANT NAME	AMOUNT
REFERENCE NUMBER		MERCHANT LOCATION/SIC CODE	
9/2/92	9/5/92	3 LATERN SHIP SUPPLY	$122.95
XM 88207	821598002217991	SALINAS CA 5551	
DESCRIPTION			
ACCTG. CODE			
9/3/92	9/6/92	BUILDING CENTER, INC.	$19.96
XM 75207	8218902164067460	SACRAMENTO, CA 5211	
DESCRIPTION			
ACCTG. CODE			
9/5/92	9/10/92	BUILDING CENTER, INC.	$23.80
XM 75070	8223902470028160	SACRAMENTO, CA 5211	
DESCRIPTION			
ACCTG. CODE			
DESCRIPTION			
ACCTG. CODE			
DESCRIPTION			
ACCTG. CODE			
DESCRIPTION			
ACCTG. CODE			

Total	$166.71

Exhibit C. Cardholder Statement of Questioned Item

I.M.P.A.C. ™ PROGRAM
CARDHOLDER STATEMENT OF QUESTIONED ITEM
(Please print or type in black ink.)

CARDHOLDER NAME (please print or type) _____ ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____ DATE _____ (AREA CODE) TELEPHONE NUMBER _____

The transaction in question as shown on Statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at 800/227-6736. We will be more than happy to advise you in this matter.

1. **UNAUTHORIZED MAIL OR PHONE ORDER**
   [ ] I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.

2. **DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS _____.**
   [ ] The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.

3. **MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF $ _____.**
   [ ] My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. **(Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)**
   [ ] My account has been charged for the above listed transaction. I have contacted this merchant on _____ (date) and canceled the order. **I will refuse delivery should the merchandise still be received.**

4. **MERCHANDISE RETURNED IN THE AMOUNT OF $ _____.**
   [ ] My account has been charged for the above listed transaction, but the merchandise has since been returned ***Enclosed is a copy of my postal or UPS receipt.***

5. **CREDIT NOT RECEIVED**
   [ ] I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. **A copy of the credit voucher is enclosed.** (Please provide a copy of this voucher with this correspondence.)

6. **ALTERATION OF AMOUNT**
   [ ] The amount of this charge has been altered since the time of purchase. **Enclosed is a copy of my sales draft showing the amount for which I signed.** The difference of amount is $ _____.

7. **INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE**
   [ ] I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.

8. **COPY REQUEST**
   [ ] I recognize this charge, but need a copy of the sales draft for my records.

9. **SERVICES NOT RECEIVED**
   [ ] I have been billed for this transaction, however, the merchant was unable to provide the services.
   [ ] Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, or another credit card. **(Enclosed is my receipt, canceled check (front & back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.)**

10. **NOT AS DESCRIBED**
    [ ] (Cardholder must specify what goods, services, or other things of value were received.) The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint.)
    _____

11. If none of the above reasons apply - please describe the situation:
    _____
    _____

(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement.)

MAIL TO: I.M.P.A.C. Card Services, P.O. Box 6346, Fargo, ND 58125-6346
FAX TO: (701) 461-3466

CSQI-R0896

Exhibit D. Master Account Summary

USB R090 PROC 405501 CTR 405501 — I.M.P.A.C. DETAIL INVOICE AND A/O SUMMARY — DATE 02/22/00 PAGE 2
JOB:T2CDVSD1 PGM:PVI016 — RUN: 02/23/00-01:58
LEVEL1: 4055 LEVEL 2: 01 LEVEL 3: 09 LEVEL 4: 0004

APPROVING OFFICIAL NUMBER : 4055-0109-0005-5711
APPROVING OFFICIAL NAME : LARRY J WARE
ACCOUNTING CODE :

CARDHOLDER ACCOUNT NUMBER : 4055-0109-0005-5729
CARDHOLDER NAME : DAVID OBRIEN
ACCOUNTING CODE :

PURCH DATE	PROC DATE	SRC	REFERENCE	MERCHANT NAME	MERCHANT LOCATION	
02-03-00	02-04-00	XV	24246510034207452947032	NATIONAL ASSOC OF EDUCA-	5162732600	NY

CONV RATE	COUNTRY CODE	FOREIGN AMOUNT	PURCHASE AMOUNT ($)	PURCHASE ID	CUSTOMER CODE
0.0000		0.00	$495.00	000410	API REG

PURCH DATE	PROC DATE	SRC	REFERENCE	MERCHANT NAME	MERCHANT LOCATION
02-22-00	02-22-00	SG	99999	TRF TO 4055010900055711	

CONV RATE	COUNTRY CODE	FOREIGN AMOUNT	PURCHASE AMOUNT ($)	PURCHASE ID	CUSTOMER CODE
0.0000		0.00	$497.47-		00000000000000000

PURCH DATE	PROC DATE	SRC	REFERENCE	MERCHANT NAME	MERCHANT LOCATION
02-22-00	02-22-00	SG	99999	ADMINISTRATIVE FEE	0.500%

CONV RATE	COUNTRY CODE	FOREIGN AMOUNT	PURCHASE AMOUNT ($)	PURCHASE ID	CUSTOMER CODE
0.0000		0.00	$2.47		

TOTAL ACTIVITY FOR CARDHOLDER : $497.47

USB R090 PROC 405501 CTR 405501 — I.M.P.A.C. DETAIL INVOICE AND A/O SUMMARY — DATE 02/22/00 PAGE 3
JOB:T2CDVSD1 PGM:PVI016 — RUN: 02/23/00-01:58
LEVEL1: 4055 LEVEL 2: 01 LEVEL 3: 09 LEVEL 4: 0004

APPROVING OFFICIAL ACCOUNT NUMBER:4055-0109-0005-5711 OFFICE LIMIT $500,000.00

OFFICE TOTALS WITH ALL FEES :

TOTAL NUMBER OF ACCTS FOR CYCLE WITH ACTIVITY	1
TOTAL NUMBER OF ALL CARDHOLDER ACCOUNTS	1
TOTAL NUMBER OF PURCHASES FOR OFFICE	1
TOTAL AMOUNT OF PURCHASES FOR OFFICE	495.00
TOTAL NUMBER OF CASH ADVANCES FOR OFFICE	0
TOTAL AMOUNT OF CASH ADVANCES FOR OFFICE	0.00
TOTAL NUMBER OF IMPAC CHECKS FOR OFFICE	0
TOTAL AMOUNT OF IMPAC CHECKS FOR OFFICE	0.00
TOTAL NUMBER OF CHECK FEES FOR OFFICE	0
TOTAL AMOUNT OF CHECK FEES FOR OFFICE	0.00
TOTAL NUMBER OF ADMIN. FEES FOR OFFICE	1
TOTAL AMOUNT OF ADMIN. FEES FOR OFFICE	2.47
TOTAL AMOUNT OF OTHER FEES FOR OFFICE	0.00
OFFICE TOTAL	$497.47

SAN FRANCISCO STATE UNIVERSITY
PROCUREMENT CREDIT CARD (PCC) PROGRAM
PARTICIPANT REQUEST FORM

Please return form to:

PROCUREMENT CREDIT CARD COORDINATOR, ADM 350
Please complete the following information for each card requested. The cardholder's name will appear on the credit card exactly the way it reads on this form.

Cardholders will be responsible for making direct contact with vendors and ordering approved goods and services using the Procurement Credit Card. Cardholders will prepare monthly reconciliation of Procurement Credit Card purchases and forward to Procurement Credit Card Coordinator.

Approving Official will be responsible for reviewing the Monthly Procurement Credit Card Usage Report and approving it before it is sent to Procurement Credit Card Coordinator.

Department: _____

Cardholder Name: _____

Working Title: _____

Telephone Extension: _____

Campus Address: _____

Approving Official Name: _____

Approving Official Signature: _____

Participation Approval: _____ **Date:** _____
A.V.P. for Fiscal Affairs/Controller

Single Transaction $ Limit: _____
($1,000 Standard)

30-Day $ Limit: _____

Internal Information Only

Back-up Cardholder Name _____
(Documentation back-up only)

Back-up Approver Name _____
(Cannot be Cardholder)

SAN FRANCISCO STATE UNIVERSITY
PROCUREMENT CREDIT CARD PROGRAM
AGREEMENT

Name of Cardholder _____

Department _____ Phone Extension No. _____

The cardholder accepts the authority and responsibility to utilize the University Visa credit card. The cardholder agrees, upon receipt of the monthly statement from the bank, to verify the accuracy of the billings and to forward the statement, along with supporting itemized credit card receipts (including items purchased, amounts, price and vendor), and a completed monthly purchase report to your Approving Official, in order for these payment documents to be forwarded and received by Procurement Credit Card Coordinator within eight (8) working days after receipt of the bank statement by the cardholder, to pay the bank on time and to avoid late payment charges.

If a card is lost, the cardholder/user department has the responsibility to notify the bank and Procurement Credit Card Coordinator immediately. If the card is stolen, the cardholder/user department has the responsibility to notify the Campus Police in addition to the bank and Procurement Credit Card Coordinator.

The credit card is to be used only for authorized University purchases by the named cardholder and is not to be loaned to another employee. Should a cardholder terminate employment with the University, the user department is obligated to reclaim the credit card, cut it in half and return it to Procurement Credit Card Coordinator prior to the employee's termination date. The cardholder may not make personal purchases on the card and then reimburse the University.

As holder of this credit card, I agree to accept the responsibility for the protection and proper use of this card as enumerated above. I understand the following items are NOT to be purchased with the credit card:

Awards
Animals (Except for Instruction Related Purposes)
Cash Advances
Cellular Telephones & Air Time Service
Construction/Modifications/Special Repairs
Explosive/Firearms
Food/Beverages/Entertainment/Gifts/Flowers
Internet Services
Leases and Maintenance Agreements
Narcotics and other controlled substances
Pagers and Air Time Service
Personal Purchases
Postage - All US Postal Service (USPS) Services
Property/Equipment additions/Computer components/Palm Pilots
Purchases for other department(s)
Services (Personal, Consulting or Contractual)
Software Licenses (Contractual)
Splitting of purchases to circumvent $ limitation
Travel (Except for Conference Reg. Fees)

NOTE: Non-adherence to any of the above procedures will result in revocation of individual cardholder privileges. Cardholder shall be held personally liable for fraudulent use of this credit card.

Signature _____ Date _____
Cardholder
Signature _____ Date _____
Approving Official
Attest _____ Date _____
Procurement Credit Card Coordinator