CITY OF SAN ANTONIO

Finance Department

P-Card User Guide

Policies and Procedures

Version 14.3 Last Updated October 2014

CITY OF SAN ANTONIO

Finance Department Purchasing Card Program

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Section

1

Introduction

To establish a more effective, efficient and convenient process to facilitate small dollar purchases not required to be bid and their settlement.

Program Objective

The primary objective of The Purchasing Card (P-Card) is to simplify the procurement process and to provide a more efficient, cost-effective method of purchasing and paying for non-biddable and small dollar transactions. Many purchases that are currently made by means of purchase orders, non-PO's, or from petty cash accounts can now be accomplished through the use of a P-Card.

Authorized individuals may use P-Cards for the procurement and payment of non-contracted / non-biddable goods and services where it is efficient, economical and operationally feasible to do so.

The P-Card is not a traditional credit card, but has several features that are similar.

Goals

1. To implement P-Card processes that will result in fewer administrative steps in both user and support areas than the current purchase requisition/check requisition or shopping cart processes.

2. To facilitate and provide a more timely method for non-biddable and small dollar purchases.

3. To reduce the use and cost of small dollar, non-biddable purchase orders.

4. To reduce the use of check requisitions.

5. To decrease the use of petty cash in departments.

6. To enable both user and support areas to make more effective use of their resources.

The P-Card program is not intended to circumvent existing City of San Antonio (COSA) Procurement guidelines and procedures regulating purchasing of materials, supplies and services. Purchase Orders will still be required for certain Purchases. It is intended only as a means to ease the administrative burden associated with making non-biddable and small dollar purchases. **(See COSAweb for a copy of the guidelines and procedures and AD 1.6 & AD 8.3.)**

Section

2

Definitions

Cardholder - An Employee who is approved by their Department Head / Department Site Administrator to use the Purchasing Card to execute purchase transactions on behalf of the City.

Reconciler (Optional) - One or more employees in each department designated by the Department Fiscal Administrator (DFA) to be responsible for collecting and reviewing transaction logs of individual Cardholders to make sure the transactions are legitimate business-related expenses that are within the approved P-Card policies and procedures. They will be required to classify all transactions to the appropriate financial category, indicate purpose for purchase, and sign off in the online banking system provided by the bank. If no reconciler is identified, these tasks may be performed by the Cardholder.

Approver – Department Fiscal Administrator or designated employee within the Fiscal Division that will oversee Reconcilers and Cardholders. Approver will be responsible for review of transactions to make sure the transactions are legitimate business-related expenses, are recorded in the correct cost center and general ledger account number, and are within the users approved P-Card policies and procedures. They will be responsible for the approval of transactions in the online banking system provided by the bank.

Department Site Administrator - Department Fiscal Administrator (or fiscal designee) that will oversee all Approvers, Reconcilers, and Cardholders within their department. Department Site Administrator will be final reviewer of the Cardholder's transactions by approving all transaction logs provided by the Cardholder. They will be responsible for new card requests and recommended purchase limits. They are the liaison between Department Cardholders and the Program Administrator for all questions and concerns.

Program Administrator - The Finance Department Fiscal Analyst or designated individual who coordinates the Purchasing Card program for the City of San Antonio.

Supplier/Merchant - Vendor that provides goods or services.

Transaction Dollar Limits - P-Cards have a single transaction dollar limit. This is the amount available on the P-Card for a single purchase. The maximum limit allowed is $3,000.00, unless another amount has been specifically authorized (see p. 10).

Monthly Cumulative Dollar Limits - All P-Cards have a monthly Cardholder spending limit. This is the amount allowed to spend within a billing cycle for each Cardholder. Limits may vary for each Cardholder and are established by the Department Site Administrator. The maximum limit allowed is $10,000.00, unless another amount has been specifically authorized (see p. 10).

Section

3

Benefits and Efficiencies

Cardholders and User Departments

- Streamlines purchasing process by reducing the need for shopping carts, purchase orders and check requests.
- Reduces petty cash / reimbursement handling and processing .
- Provides a more direct and efficient means of obtaining goods and services.
- Improves customer service.
- Expands supplier list.
- Encourages business with small, local and minority enterprises.

Finance Department

- Reduced burden on the Procurement Process for small dollar and non-biddable goods and services.
- Reduces overhead expenses related to accounting processes for payments.
- Increases efficiency through the consolidation of multiple charges on one billing summary requiring only one payment.
- Enhanced management information provides opportunity to identify areas for consolidation of purchases through contracts and / or to negotiate better terms in Supplier contracts.

Suppliers

- Lower overhead (i.e. billing, collection, paperwork).
- Opportunity to strengthen customer relations.
- Improve payment to Suppliers.
- Reduces credit and payment risk.

Section

4

Program Participants and Responsibilities

Cardholder

An Employee who is approved by their Department Head/Department Site Administrator to use the Purchasing Card to execute purchase transactions on behalf of the City of San Antonio.

- Cardholder is responsible for understanding the processes here outlined and adhering to policies and procedures relating to the P-Card program and City of San Antonio Procurement.
- Cardholder is required to attend P-Card training once per Fiscal Year and to pass the exam, in order to ensure appropriate P-Card usage. Training is required for all new Cardholders prior to receipt of P-Card.
- Cardholder is required to collect and submit itemized receipts or detailed packing slips for each transaction and to notate the purpose of purchase on the required transaction log (see Section 28, Number 6).
- Cardholder is required to sign off on all posted transactions at a Cardholder level via the online banking system unless assigned to a Reconciler.
- Cardholder must ensure all transactions are exempted from Texas sales and use tax. Cardholder is responsible for requesting and obtaining the sales & use tax exemption form from his/her Department Fiscal Administrator prior to making the purchase.
- Cardholder is not permitted to share his/her card with others.
- Cardholder must report any accidental or inadvertent misuse as well as fraudulent use and misapplication of the P-Card to the Approver or Department Site Administrator immediately.
- Cardholder is responsible for promptly investigating any erroneous charges and implementing the dispute resolution process by forwarding all information and proper documentation to their Approver or Department Site Administrator.
- All Cardholders are responsible for the safe keeping of the P-Card. Card must be safely secured when not in use.

Reconciler

One or more employees in each department designated by the Department Site Administrator to be responsible for reviewing transactions of individual Cardholders to make sure the transactions are legitimate business-related expenses that are within the approved P-Card policies and procedures

and are classified in the appropriate financial category. This role is optional and responsibilities may be performed by Cardholder.

- Reconciler is responsible for understanding the processes here outlined and adhering to policies and procedures relating to the P-Card program and COSA Procurement.
- Reconciler is required to attend P-Card training once per Fiscal Year and to pass the exam, in order to ensure appropriate P-Card usage.
- Reconciler is required to review every transaction. Must ensure that the P-Card was not used for goods or services that are on contract or catalogue. Also must pay particular attention to indications of questionable transactions. May be the first line of defense against fraud and misuse.
- Reconciler must report any accidental or inadvertent misuse as well as fraudulent use and misapplication of the P-Card to the Approver or Department Site Administrator.
- Reconciler is responsible for coding the appropriate accounting information, providing purpose, and signing off on all posted transactions at the Cardholder level in the online banking system for all Cardholders assigned.

Approver *

Employee designated by the Department Site Administrator to oversee Reconcilers and Cardholders. Approver will be responsible for reviewing transactions, ensuring the transactions are legitimate business-related expenses and are within the user's approved P-Card limits. The Approver is the second line of defense against fraud and misuse.

- Approver is responsible for understanding the processes here outlined and adhering to policies and procedures relating to the P-Card program and City of San Antonio Procurement.
- Approver is required to attend P-Card training once per Fiscal Year and to pass the exam, in order to ensure appropriate P-Card usage.
- Approver is responsible for reviewing and approving Cardholder transactions.
- Approver is responsible for reviewing every transaction for indications of split, duplicate, or other questionable transactions.
- Approver initiates appropriate actions when P-Card misuse is evident. The Approver will initiate a memo addressing the misuse and action taken. A copy of this memo will be included with the Cardholder's transaction log.
- Approver may sign off on transactions at the Approver level within the online banking system.
- In the event of employee termination (voluntary or involuntary) or transfer, the Approver is responsible for recovering the P-Card from the exiting employee and advising their Department Site Administrator. Card must be shredded beyond recognition by the respective department. Maintenance form for cancellation must be submitted to the Program Administrator with a written statement from the respective DFA stating "P-Card destroyed on [date]". DFA must sign and date the form.

* Some departments with fewer staff may not have an Approver. This role would then be filled by a Department Site Administrator.

Department Site Administrator

The Department Fiscal Administrator (DFA) is the Department Site Administrator (DSA) for his/her respective department(s). DFA's are accountable for their departments' fiscal budgets which include P-Card purchases. DFA's may designate alternate Department Site Administrators to assist in overseeing the program. The Department Site Administrator oversees Approvers, Reconcilers, and Cardholders, and will approve new card requests, recommend purchase limits, issue sales and use tax exemption forms, and provide final approval of Cardholder transactions on P-Card transaction logs and within the online banking system. They are the liaison between Cardholders and the Program Administrator.

- The Department Site Administrator is responsible for understanding the processes here outlined and adhering to policies and procedures relating to the P-Card program and City of San Antonio Procurement.
- Department Site Administrator is required to attend P-Card training once per Fiscal Year and to pass the exam, in order to ensure appropriate P-Card usage.
- Department Site Administrator is encouraged to develop internal policies and procedures relevant to P-Card use within his/her respective department(s).
- Department Site Administrator must ensure that the job functions within his/her department(s) have appropriate security levels and he/she must regularly assess if individual job functions require the issuance of or termination of a P-Card.
- Department Site Administrator is responsible for card cancellations and re-issues, as well as changes to accounting codes and funding sources assigned to P-Cards in his/her department(s).
- Department Site Administrator is responsible for reviewing and assessing the accuracy of the P-Card transactions and supporting documentation along with verification of proper approval signatures.
- Department Site Administrator is responsible for reviewing/explaining Cardholder transaction declines each month.
- Department Site Administrator is responsible for ensuring that all Cardholders attend Cardholder Training annually and that they understand program policies.
- Department Site Administrator is responsible for providing training to Cardholders as it relates to the online banking system.
- Department Site Administrator should be well versed on the policies and procedures of the P-Card program and should be able to answer most questions posed about the policy and the online banking system.
- Department Site Administrator is responsible for responding to requests for information from the Program Administrator and is responsible for communicating information to Cardholders and Approvers, per the request of the Program Administrator.
- Department Site Administrator is responsible for keeping all P-Card transaction documentation for all transactions that were conducted by a Cardholder in his/her department(s). Files will be kept for the current year and three prior. Files will be kept by fiscal year and month. Files may be retained in either original hard copy or electronic format.

Program Administrator

The Program Administrator role is held by the Finance Department Fiscal Analyst or designated individual who coordinates the Purchasing Card program for the City of San Antonio.

- Program Administrator sets P-Card policy. P-Card policy must be consistent with and not detract from current Procurement policies and overall City policies as stipulated in the available administrative directives (AD). (See AD 1.6 and AD 8.3.)
- Program Administrator promotes the P-Card program throughout the City to expand its use as a preferred payment method for the City's non-biddable, small purchases, due to the efficiencies the P-Card program offers.
- Program Administrator is responsible for approving P-Card requests submitted by Department Site Administrators.
- Program Administrator approves departmental requests for Reconcilers and Approvers.
- Program Administrator must notify Department Site Administrators in the event of non-compliance and work with them to resolve any issues.
- Program Administrator receives request for changes to Cardholder status, new Cardholders, issuance of new or replacement cards, and any necessary administrative action(s) unavailable for Cardholders to perform on their own between the City and the banking institution.
- Program Administrator shall receive and safeguard all credit cards from the Issuing Bank until released to the Cardholder or Department Site Administrator. Before releasing a new card to a Cardholder or Department Site Administrator, the Program Administrator verifies receipt of a signed Cardholder agreement.
- Program Administrators will provide training to all Cardholders, Approvers, Reconcilers and Department Site Administrators on the policies and procedures of the P-Card, along with guidance relating to the online banking system.
- Program Administrator will publish and distribute program changes to Department Site Administrators.
- Program Administrator is expected to respond to any questions regarding P-Card program.

Program Administrator Information:

Preferred contact method is through the P-Card designated email address found in Microsoft Outlook. This will reach both Program Administrators and is useful should one of them be unavailable.

PCard@Sanantonio.gov

Finance Dept. Fiscal Analyst, James Moore
Email: james.f.moore@sanantonio.gov
210-207-5884

Finance Dept. Fiscal Analyst, Maria (Beth) Carrillo
Email: mariabeth.carrillo@sanantonio.gov
210-207-7847

111 Soledad, Suite 500
San Antonio, TX 78205

Controller Division

- Finance Department Controller Division will be responsible for processing the monthly billing and charging costs to the cost centers, internal order numbers, and general ledger numbers entered in the online banking system by the departments.
- The Accountant posting the transaction will notify the Department Site Administrator for any transactions posted to the Unclassified PCard Charges GL, and ensure the GL is cleared before the next billing cycle.
- The Controller or designee will review the posting for reasonableness of vendor, amount, and general ledger classification. Any concerns will be sent to the Department Site Administrators for follow up.

Compliance and Resolution Division

- Compliance and Resolution will conduct departmental audits on an ongoing basis as part of their annual audit plan.
- The Division will also review users, their roles, and any changes made to users in the system periodically.

Section

5

Cardholder Points of Contact

Banking Institution should be contacted for the following:

- Card balances
- Reasons for decline
- Troubleshooting
- When planning extended travel
- To report a lost or stolen card

★★★★★★★★★★★

If card is lost or stolen,
CALL WELLS FARGO IMMEDIATELY!

Then contact your Department Site Administrator

★★★★★★★★★★★

Department Site Administrator should be contacted for the following:

- Special purchase requests and temporary (or permanent) P-Card limit increases/decreases
- Training on how to use online banking system where applicable
- General information on allowed purchases with the P-Card
- General information regarding the P-Card Program and internal policies and procedures
- Problems or concerns with Suppliers or the banking institution
- Sales & Use Tax Exemption Form
- Spending trends within the department
- Cancellation of P-Cards
- Transfer or Termination from COSA

Suppliers should be contacted for the following:

- To request purchase documentation for your transaction if it was not provided or was lost.
- To request a credit transaction slip as proof to verify that a credit has been issued for a returned item(s).
- To dispute a charge on your billing summary. If the Supplier cannot address your concern, (and after consulting with your Department Site Administrator), complete the disputed transaction form through the online banking system.

Program Administrator should be contacted (by the Dept. Site Administrator) for the following:

- Flag Suppliers that currently do not accept MasterCard
- Cancellation of P-Cards
- Notification of a change in your business location or email address
- Request additional training on any aspect of P-Card use for any P-Card Program participant
- Process account closures associated with a terminated or a transferred employee
- Problems or concerns with Suppliers or the banking institution

Section

6

P-Card Setup

Approver will submit memo and / or Cardholder application form to their Department Site Administrator. Department Site Administrator will review application, set limits and then forward approved application to the Program Administrator for processing.

The new Cardholder will be scheduled for a mandatory training class and must satisfactorily complete the training before receiving the P-Card. Processing of the application by the banking institution generally takes one to two weeks. Training may be completed before or after the application is processed.

All P-Cards are set up with the following:

Transaction Dollar Limits – All P-Cards have a single transaction dollar limit. This is the amount available on the P-Card for a single purchase. The maximum limit allowed is $3,000.00. The Finance Department Director or designee may authorize a different limit, assuming sufficient justification is provided and mitigating controls are established to monitor appropriate usage.

Monthly Cumulative Dollar Limits - All P-Cards have monthly Cardholder spending limits. Limits may vary for each Cardholder and are established by the Department Site Administrator. The maximum limit allowed is $10,000.00 per month. The Finance Department Director or designee may authorize a different limit, assuming sufficient justification is provided and mitigating controls are established to monitor appropriate usage.

A list of all new P-Cards and delimited P-Cards will be provided to the Assistant Director of Finance or Designee for review and sign off monthly.

Section

7

Training

The Department Site Administrator shall be responsible for insuring that all P-Card Program participants attend the P-Card Training provided by the Program Administrator, and for providing any relevant online banking system training as needed. Prior to the issuance of a P-Card, each prospective Cardholder must attend orientation and training on the following:

- Overview of the program
- Ethics and misconduct
- Definition of a split purchase
- Prohibition against misuse
- Transaction documentation requirements
- Reconciliation process
- Online banking system overview
- Using the P-Card
- Cardholders limitations
    1. Single Transaction Limits
    2. Spending Limit Per Monthly Cycle
    3. Merchant Category Code (MCC)

Each P-Card Program Participant will be required to sign a contract acknowledging acceptance of the P-Card Program policies and procedures, and the responsibilities associate with holding or managing a City of San Antonio P-Card. The P-Card User Guide is available through COSAWEB at http://www.sanantonio.gov/purchasing.

Each P-Card Program Participant will be required to attend an annual training class in order to retain their current or receive their User Access / P-Card. This is to receive information on any revisions to the program and discuss any issues pertaining to the use of the P-Card that need to be addressed. A test will be administered as part of the training. Each Cardholder must pass the test before receiving the purchasing card. The Program Administrator will retain related documents in accordance with retention requirements, including signed contracts, completed tests, and training sign-in sheets.

Section

8

P-Card Use and Guidelines

The P-Card is to be used only by the named Cardholder and shall not be used by another employee or any other person

- The P-Card is issued in the Cardholder's name with a unique number. All purchases made on the P-Card must be made by the individual to whom the card is issued. The Cardholder is responsible for the security of the Purchasing Card and the transactions made with it. **Failure to follow the guidelines of the P-Card Program could result in disciplinary action, including termination.**
- Generic department cards authorized by Finance Director or designee that do not contain Cardholder names are the responsibility of Department leadership and the DFA to ensure compliance with the P-Card policies and procedures and mitigating controls established for those specific cards. Generic cards, when not in use, should have their limits reduced to $1 and be locked in a secure location within the department safe with authorized access limited to certain assigned individuals. Failure to follow guidelines and policies and procedures could result in removal of generic cards.
- Separate Policies & Procedures are required to be drafted by the department and approved by Finance that: identifies mitigating controls surrounding usage of generic P-Card.
- The P-Card is a corporate credit card that must only be used to make authorized City of San Antonio purchases within the established P-Card User Guide and AD 1.6 and AD 8.3.
- Cardholder may use the P-Card to purchase supplies, materials, and services to include reservations related to City business, which do not exceed the single dollar transaction limit that was established by the Department Site Administrator unless approved by the Finance Director or designee.
- Cardholder must not exceed the maximum monthly dollar limit assigned to the P-Card in any given month without prior authorization from the Finance Director or designee.
- An annual contract should be coordinated with the Procurement Division for goods and / or services that will be ordered on a regular basis with the same supplier in an amount to exceed $3k per year. These goods and/or services should not be purchased using the P-Card.

P-Card Use and Guidelines (continued)

- Cardholder must communicate with City internal service departments that provide goods and services to all City departments prior to using the P-Card for such goods and services.

    - **ITSD** for all computer and phone goods and services.

    - **Building and Equipment Services (Fleet Maintenance)** for all automobile goods and services.

    - **Finance (Purchasing)** for all printing, office supplies, and postage handling.

- Cardholder must maintain a Transaction Log showing all purchases made and purpose of each transaction, and reconcile their transactions to ensure all charges are accurate. Once reconciled, Cardholder must sign and date the Transaction Log in the space provided.

- Cardholder must review and sign off on all transactions in the online banking system, if Cardholder has access to do so. Otherwise, the Reconciler must complete this task.

- It is the responsibility of the Cardholder to resolve any disputes with the Supplier. If resolution cannot be reached, the Cardholder should report the problem to their Department Approver or Department Site Administrator for assistance.

- To dispute a transaction, complete the form as directed by Issuing Bank.

- The P-Card is **NOT** for **PERSONAL** use.

- **Sales and Use Tax -** The City of San Antonio is exempt from Texas Sales and Use Tax. This is noted on each card. The Cardholder should inform supplier before making a transaction. If a supplier is requesting a tax-exempt number, please contact the Department Fiscal Administrator for the appropriate form. Be prepared to provide the supplier name and address, as well as a description of the purchase. It is recommended that Cardholders request the form prior to making a purchase.

- **Security of the Purchasing Card -** The Cardholder is responsible for security of the P-card. It should be treated with the same level of care as the Cardholder would his/her own personal funds. Guard the account number, CVV, PIN, etc. carefully. It should not be posted in a work area or left in a conspicuous place. The card is to be used for **City of San Antonio business purposes only and only by the person named on the card**.

Section

9

Restricted Purchases

The P-Card **MUST NOT** be used for purchases including, but not limited to:

1. **Personal or Private Use**
2. Goods and services that are included in existing City of San Antonio annual contracts provided the contract meets delivery requirements.
3. Capital equipment purchases
4. Office Supplies, Postage and Printing
5. Computer hardware and software
6. Furniture and Fixtures
7. Entertainment Providers
8. Fuel and Oil
9. Automobile and Truck Dealers (excluding Parts & Service Department)
10. Utilities Services
11. Financial Institution Providers
12. Personal Care Services
13. Professional Services
14. Gift Certificate and Gift Cards for employees

CHARGES FOR AN ITEM MUST NOT BE SPLIT INTO SEPARATE PAYMENTS TO CIRCUMVENT THE SINGLE TRANSACTION LIMIT

Transaction Dollar Limits - Single transaction dollar limits will be established for a Cardholder. This is the amount available on the P-Card for a single purchase. The maximum transaction dollar limit is $3,000.00 (see p. 10). Cardholder should not attempt to make a single purchase greater than his/her approved amount without prior authorization from Finance Director or designee.

Monthly Cumulative Dollar Limits - All P-Cards have billing cycle spending limits. Limits may vary for each Cardholder and are established by the Department Site Administrator. Cardholder should not attempt to make purchases during the billing cycle that will result in the total amount exceeding the approved amount without prior authorization from Finance Director or designee.

Restricted Merchant Category Code (MCC) Suppliers - the P-Card Program is restricted from use with certain types of suppliers. Presenting the P-Card at any of these suppliers will result in the purchase transaction being declined (see p. 19). All declined transactions will be flagged and reviewed by the P-Card Program Administrator and brought to the attention of the Department Site Administrator.

Section

10

Utilizing Your P-Card

The P-Card is issued in the Cardholder's name. It is the sole responsibility of the Cardholder to properly safeguard the purchasing card, account number, CVV, and PIN. All purchases made on the P-Card must be made by the Cardholder.

An Employee will present the P-Card for an authorized purchase. Cardholder will notify supplier of tax-exempt status, and will ensure that the purchase does not include sales tax. Upon completion of sale, Cardholder must obtain an itemized sales receipt and MasterCard transaction slip (see p. 22). Cardholder should immediately log transaction on the Transaction Log with description and purpose and place the documentation in a location designated by Cardholder until turned into Approver or Department Site Administrator**.** At the end of each statement period Cardholder shall review and sign off on transactions in the online banking system and forward transaction log with receipts to Approver or Department Site Administrator for review.

Before using the P-Card, the following conditions must be met:

1. Purchases must be authorized
2. No purchases of annual contract items or services are allowed
3. Purchases shall not exceed the single transaction limit without prior approval from Department Site Administrator
4. Cardholder is required to know the authorized limits on the card
5. Purchases shall not be split to stay within the single transaction limits
6. Merchant Category Code is not restricted

Section

11

Split Transactions

CHARGES FOR AN ITEM MUST NOT BE SPLIT INTO SEPARATE PAYMENTS TO CIRCUMVENT THE SINGLE TRANSACTION LIMIT.

1. Always remember your single transaction limits when considering a purchase.
2. If your limit is not sufficient, do not continue with the purchase without having prior approval from Department Site Administrator and verification that a one-time change to your profile has been made.
3. If purchase is made over the phone or internet, confirm full transactional pricing with shipping and handling before approving the charge. Be sure that the purchase excludes sales and use tax and is not split into separate transactions. Some suppliers will take it upon themselves to split transactions in order to complete the sale.
4. Contact your Approver or Department Site Administrator for assistance with reviewing your limits.

BEWARE:

Some suppliers will take it upon themselves to split transactions in order to complete the sale.

Section

12

Rebates and Promotional Items

Any manufacturer rebates or credits received by the Cardholder as a result of a P-Card transaction shall be credited to the P-Card. Documentation reflecting the transaction shall be included on Transaction Log. Any rebate and promotional type items received as the result of a P-Card transaction shall become the property of the City of San Antonio and utilized by the respective department. Misuse could result in disciplinary action.

Section

13

Card Declines

The following are some reasons that a P-Card transaction may be declined:

- The transaction is greater than the Cardholder's single transaction limit amount.
- The P-Card has reached its assigned monthly transaction limit amount.
- The Supplier's Merchant Category Code has been purposely excluded from the P-Card program by the City.

In the event a decline occurs the Cardholder should contact the issuing bank to determine the reason for the decline. In most cases, the Cardholder should then contact their Approver or Department Site Administrator to inform him/her of the decline, the reason, and to request resolution.

If purchase is attempted outside normal business hours, an alternate payment method should be found or the purchase should be terminated.

Section

14

Merchant Category Code (MCC) Blocking

Merchant category codes (MCC) are codes that best describe what commodities or services the supplier provides. When using a Merchant Category Code listed on the blocked Merchant Category Code List, the transaction will be denied at the point-of-sale (in person, over the phone, or on the Internet). These categories listed on the blocked MCC List are maintained by the Program Administrator. Suppliers are assigned a MCC by their bank that best describes the commodity or service they provide. Cardholders should be familiar with this list. There will be a monthly report provided to each Department Site Administrator requesting an explanation of all declines. If an authorized transaction is declined, the issuing bank should be contacted for assistance (see p. 18).

Section

15

Receipt and Return of Goods

It is the Cardholder's responsibility to confirm receipt of goods and services and to follow up with Suppliers to resolve any delivery problems, discrepancies, and / or claims for damaged goods.

1. At the time of return, the Cardholder must request that the Supplier issue a MasterCard credit transaction slip in order to verify that credit was given. A credit memo showing the reason(s) for applying a credit to the transaction should also be requested.
2. The Cardholder will be required to include this information on their monthly Transaction Log.

UNDER NO CIRCUMSTANCE SHOULD A CARDHOLDER ACCEPT CASH OR GIFTCARDS OR STORE CREDIT IN LIEU OF A P-CARD CREDIT RETURN.

Section

16

Emergency Transactions

Emergency transactions above assigned monthly spending limits may not be performed with the P-Card without the approval of the Finance Director or Designee. For any transactions that exceed the spending controls assigned to the card, the Cardholder should contact their Approver or Department Site Administrator for assistance.

If emergencies made by natural or man-made disasters are declared, the Finance Department will initiate an Emergency Purchasing Card Program that will be monitored by the Office of Emergency Management (OEM) and overseen by OEM's Department Site Administrator during the declared disaster period.

At no time is a Cardholder allowed to make purchases for a declared disaster without the authorization of the Finance Department.

TRANSACTIONS THAT SHOULD HAVE BEEN REASONABLY ANTICIPATED ARE NOT CONSIDERED "EMERGENCY TRANSACTIONS"

Section

17

Transaction Documentation Requirements

Every P-Card transaction, including credit or return transactions must be supported by valid and complete documentation. Not providing supporting documentation for all transactions within established deadlines is a Cardholder violation. Documentation should show supplier name, itemized list, price, date, and proof of credit card payment.

Acceptable Supporting Documentation is defined as one of the following:

- Detailed receipt and MasterCard transaction slip from the Supplier
- A packing slip which shows the cost of each item
- Order forms, or a copy of the form used to pay memberships, subscriptions, registration fees and similar items
- Invoice indicating "Credit Card Payment"

When making <u>over-the-counter</u> purchases:

1. Advise supplier that the City of San Antonio is a Tax-exempt entity and confirm that no sales tax has been charged to the card before signing.
2. Review itemized receipts to ensure proper charges are shown.
3. Retain the customer copy of the MasterCard transaction slip as proof of P-Card purchase.
4. Obtain the itemized receipt for your records.
5. Ensure that all carbons showing full account number are destroyed.
6. **Include all supporting information on the Transaction Log.**
7. Indicate purpose of purchase on the Transaction Log.

When placing a <u>telephone order</u>:

1. Confirm with supplier that charges will be made only upon shipment of goods or when the service has been performed.
2. Request supplier to send itemized invoice directly to the Cardholder.
3. Advise suppliers that the City of San Antonio is a Tax-exempt entity and confirm that no sales tax will be charged.
4. The supplier will not be allowed to keep account number on file.
5. **Include all supporting information on the Transaction Log.**
6. Indicate purpose of purchase on the Transaction Log.

Transaction Documentation Requirements (Cont.)

When placing an <u>online order</u>:

1. A copy of the order is printed (prior to order confirmation). Review the itemized order form to ensure proper charges are applied.
2. Review the order form for Tax Exempt procedures. (May have to call prior to placing order.)
3. A copy of the order confirmation is printed.
4. **Include all documentation in Transaction Log.**
5. Indicate purpose of purchase on the Transaction Log.

When placing a <u>mail order</u>:

1. You may have a different "Ship To" address than the billing address.
2. Review the order form for accuracy.
3. Review the order form for Tax Exempt procedures.
4. Make a copy of the order form before mailing for record.
5. **Include all documentation in Transaction Log.**
6. Include purpose of purchase on the Transaction Log.

City of San Antonio Billing Address:

111 Soledad St

Suite 500

San Antonio, TX 78205-2288

Section

18

End of Billing Cycle Responsibilities

Cardholder or Reconciler

1. Cardholder must make sure that all itemized receipts with purpose are properly listed on the Transaction Log. Cardholder or Reconciler should download statement in CEO and reconcile against transaction log.
2. Cardholder is required to review transactions and code the appropriate funding source and general ledger number to each transaction unless this task is assigned to a Reconciler.
3. Cardholder or Reconciler must edit posting information and approve all posted transactions via the online banking system. "Review Statement" in CEO within 8 calendar days of the statement closing date (the 15th); the deadline is end of day on the 23rd each month. (Should the 23rd fall on a weekend or holiday, the task should be completed by the last business day before.)
4. Cardholder must ensure that all receipts requiring signature are properly signed and Transaction Log is complete.
5. **Cardholder must forward transaction log with receipts, signature, and date to his/her immediate supervisor, Reconciler, Approver, or Department Site Administrator as established by the Department Site Administrator.**

Failure to comply with the program guidelines and duties assigned may result in cancellation of Card and/or User roles. Please review Standard responses to an infraction on pages 33-34.

Approver

1. Download list of CH transactions for the statement period.
2. Collect transaction log and receipts/documentation from all Cardholders or Reconcilers to whom you are assigned by the Department Site Administrator. Reconcile transactions to the monthly statement and list of transactions downloaded. Report any discrepancies to the Department Site Administrator and respective Cardholder or Reconciler.
3. Review transactions to ensure that proper procedures were followed and items on annual contracts were not purchased if the need could have been reasonably anticipated and the delivery timeline could be met by contractor. Ensure that documentation is included with Transaction Log.
4. Ensure that all purchases are allocated to the proper general ledger number and funding source in the online banking system. Approver must "Approve" in CEO within 7 calendar days of the CH Review deadline (the 23rd); the deadline is end of day on the 30th each month. (Should the 30th fall on a weekend or a holiday, the task should be completed by the last business day before.)

End of Billing Cycle Responsibilities (Continued)

5. Sign and date or initial Transaction Log as appropriate.
6. Forward all Transaction Logs with a copy of the monthly statement to the Department Site Administrator for review.

Department Site Administrator

1. Review transactions to ensure that proper procedures were followed and items on annual contracts were not purchased. Ensure that documentation is included with Transaction Log.
2. Review monthly statement and reconcile to the Transaction Logs. Retain transaction logs, documentation, and monthly statement.
3. Review and approve all transactions by signing and dating the Transaction Log and by signing off in the online banking system.
4. Verify all transactions are assigned proper GL. All transactions will default to "Unclassified PCard Charges" GL if not coded in the online banking system beforehand and will require a JE in SAP to be completed by the end of the current period / month.
5. Review and require an explanation for all declined transactions from his/her Cardholders.
6. Review and provide explanation for declined transactions and paid sales tax from Program Administrator and for Controller's comments on monthly load file.

Program Administrator

1. Provide transaction declines and sales tax amounts to Department Site Administrators for review and corrective action each month, if needed.

Central Finance

1. Controller's Office downloads the monthly statement and a spend report reflecting the funding source updated by departments reconciling the two.
2. The Controller's Office will do a test run to upload all information into SAP. If no problems are encountered, the information will be posted to SAP. If there are problems with incorrect cost codes, the Controller's Office contacts the respective Department Site Administrator to resolve.
3. Controller's Office forwards Request for Payment to General Ledger Manager with monthly statement and a copy of SAP documentation for payment.
4. Accounts Payable reviews all forwarded paperwork to ensure that everything is in balance.
5. Controller reviews load file for reasonableness of vendor, amount, and GL account. Any concerns are forwarded to the Department Fiscal Administrator for resolution.
6. Accounts Payable prepares payment to Issuing Bank in accordance with the agreement.
7. Any transactions that the department fails to update and approve in the online system will be posted to the Unclassified PCard Charges GL. The Controller's Office will send a list of the transactions to the respective Department Site Administrators. A JE in SAP will be required of the respective department before the next billing cycle.

Section

19

End of Fiscal Year Procedures

Accounting Procedures

Goods and services should be expended in the year they are received. When the P-Card is used, the supplier may hold the P-Card posting for several days and it could take up to 5 days for actual posting to the bank statement. These charges can create an accounting problem at the end of the fiscal year. To ensure that P-Card expenditures are properly recorded in the year goods and services are received, the Finance Department will send a year end close memo specifying a time period at the end of the fiscal year that P-Card use will be suspended. Any purchases not posted by the issuing bank by the close of September 30, will be applied and paid the following Fiscal Year.

Annual Review of P-Cards

In conjunction with the end of each fiscal year, the Program Administrator will provide a report to Department Directors and Department Site Administrators with the following information for their review:

1. Cardholder's Name
2. Cardholder's Single Transaction Limit
3. Cardholder's Monthly Transaction Limit
4. Total amount of purchases for the year by Cardholder
5. Total number of transactions for the year by Cardholder
6. Total number of declined transactions for the year by Cardholder

Each Department Director with the help of the Department Site Administrator will review the usage and spending to determine if cards need adjustments or if a card should be closed for limited use or non-use. Department Directors will submit a revised Cardholder list at the start of each fiscal year. Department Site Administrators are responsible for submitting maintenance forms that reflect the changes identified.

Record Retention

Record of purchases made with the P-Card (Transaction Log, receipts, other supporting documents, and monthly statements) will be retained by each department for audit purposes and to facilitate reconciliation and account verification. Files may be retained in either original hard copy or electronic format. Departments should establish internal policies that are consistent for their Cardholder's P-Card documents.

Retention period of these records is three (3) years plus the current fiscal year.

Section

20

P-Card Maintenance

Cardholder

Cardholder should inform Approver of any changes in status (Name, work address, and limit increase/decrease requests).

Department Site Administrator

Department Site Administrator shall forward approved maintenance requests to the Program Administrator for processing. At a minimum, all forms must include the department name and the SAP # of the affected employee. Please see p. 39 and 45 for sample forms. Form may be accessed at the following web address:

http://www.sanantonio.gov/portals/0/files/purchasing/pdf/FIN-PCardSetupMaintenance.pdf

Program Administrator

Program Administrator submits all maintenance requests through the online banking system and retains the paperwork in the Cardholder's or department's file as appropriate.

- Cardholder forms in the Cardholder file, organized alphabetically by department and Cardholder name.
- Reconciler, Approver, and Department Site Administrator forms in a department file.

Section

21

When a P-Card is Lost or Stolen

IMMEDIATELY REPORT THE LOST/STOLEN CARD TO ISSUING BANK

FOR INFORMATION REFER TO FORMS LIST #1

Cardholder:

- Call the bank first. Reduce the amount of time available for unwanted activity by making contact with the bank the first priority. (Recommend saving phone number somewhere it can be quickly accessed.)
- Notify your Department Site Administrator and Program Administrator immediately after notifying the Issuing Bank. Under no circumstance should you assume the "lost" card would be found.
- Create a memo detailing the situation. The memo should be on department letterhead and should be signed by the Cardholder's Manager and Department Site Administrator.
- Cardholder monitors the account to ensure that there are no fraudulent charges incurred.

Department Site Administrator:

- Immediately contact the Program Administrator.
- Forward the signed memo to the Program Administrator.
- Monitor Cardholder's account to ensure that no fraudulent charges are incurred.
- Work with the issuing bank to dispute fraudulent charges if any occur; notify Program Administrator of any disputed charges.

Program Administrator:

- Verify with Issuing Bank that the account has been closed.
- Requests and/or verify that a new card be issued, if requested by Department Site Administrator.
- Receives the replacement card and requires the Cardholder to sign a new contract.
- May require additional Cardholder training prior to issuing the replacement card.

Section

22

Lost Receipts

Any lost documentation is the responsibility of the Cardholder to obtain. If you lose documentation then:

- Contact Supplier to obtain a copy of the invoice and / or receipt.
- If unable to obtain a copy of the invoice / receipt, contact your Approver or Department Site Administrator.
- Be sure to log purchase with description and purpose on the Transaction Log as a lost receipt.
- You must include with your documentation a memo stating Supplier's name, why the Supplier could not provide a copy, what was purchased, the price paid, how the purchase was used, and the reason for not having a receipt or invoice. Memo should be on department letterhead, from Cardholder to Approver or Department Site Administrator.

Department Site Administrator must do the following:

- Review memo for accuracy concerning the purchase.
- Sign memo signifying that you verified all information is correct and accounted for.
- Include signed memo with Cardholder's documentation for that statement period.

Section

23

Unresolved Disputes and Billing Errors

In the event of a discrepancy with charges, the Cardholder shall contact the Supplier immediately to rectify the problem and ensure that an adjustment for the transaction appears on the statement. A "good faith" effort must be made to resolve the issue with the Supplier first.

1. The Cardholder should request that the Supplier issue and send MasterCard transaction slip to verify that credit was given.
2. If resolution is not possible, complete the dispute form in the online system and notify the Department Site Administrator.
3. Department Site Administrator should notify the Program Administrator.
4. Charges billed by Issuing Bank, and any credit transactions, will be posted to Department account.

   Example: Department has a fraudulent charge of $20.00 and is unable to resolve with the Supplier. Department will have a $20.00 expense and a resulting $20.00 credit if disputed.

Sales and Use Tax is the most common disputed charge. Most suppliers will gladly refund the sales tax once the proper Tax Exempt form is submitted. It is the Cardholder's responsibility to prevent being charged sales and use tax <u>before</u> the transaction occurs.

Section

24

Employment Changes

Transferred Employees

When an employee transfers to a different Department within the City, the P-Card and / or user roles do **NOT** follow to the next Department. The card must be turned in to the Department Site Administrator where the P-Card was first issued and the request to cancel the account must be sent to the Program Administrator.

1. Department Site Administrator secures P-Card from transferring employee, notifies the Program Administrator and fills out the Maintenance Form (for non-cardholding users, just the form is turned in).
2. Department Site Administrator destroys the card and sends the signed form to the Program Administrator.
3. Program Administrator updates status for the Cardholder in the banking system and files the Maintenance Form in Cardholder's / Department's file as appropriate.

Terminated Employees

When an employee is terminated or voluntarily separates from the City of San Antonio, the P-Card must be turned in to the Department Site Administrator and cancelled. Non-Cardholding Users access must be delimited upon notification.

1. Department Site Administrator secures P-Card from terminated employee and notifies the P-Card Program Administrator.
2. Department Site Administrator shreds the card and disposes of it locally.
3. Program Administrator updates status for the Cardholder in the banking system and files confirmation in Cardholder's / Department's file as appropriate.

Maintenance Form:

http://www.sanantonio.gov/portals/0/files/purchasing/pdf/FIN-PCardSetupMaintenance.pdf

Section

25

Internal Control

Internal Control

Department Site Administrators should review the P-Card Review Check List to provide direction on reviewing transactions and to verify Cardholder is using the P-Card appropriately. The P-Card Program and its participating departments are subject to the various auditing programs. Audits of card use and charges for appropriateness will be performed.

Areas to be monitored include, but are not limited to:

- Compliance with purchasing card regulations
- Compliance with City of San Antonio regulations
- Segregation of Duties
- Process for review and approval of transactions
- Record Keeping
- Sales and use tax charges
- Non-use of card by Cardholders
- Type or volume of declined transactions

Compliance and Resolution Division will conduct departmental audits on an ongoing basis as part of their annual audit plan.

Section

26

Program Infractions

Failure to comply with the program guidelines or the purchasing Cardholder Agreement may result in one or more of the following circumstances:

a. Oral or written warning;
b. Cancelation of the card;
c. Oral or written reprimand;
d. Termination of employment.

See below table for a sample of standard responses to an infraction. The severity of the infraction can affect the standard response. These are recommendations, but departments may establish internal disciplinary policies.

Type of Infraction	1st offense	2nd offense	3rd offense	4th offense
CH- Card lent to other COSA employees to conduct standard COSA business	**CH** - suspend card 90 days and Approver and Department Site Administrator alerted. Memo from Director will be required to reinstate.	**CH** - Card is canceled.	n/a	n/a
CH- Card lent to other COSA employees **Department Site Admin/Approver** - allowing/ instructing employees to lend cards	**CH** - suspend card 90 days and Approver alerted. **Department Site Admin/Approver** - 90-day temp suspension of department's cards and upper management alerted Memo from Director will be required to reinstate.	**CH** - Card is canceled. **Department Site Admin/Approver -** Department's cards canceled.	n/a	n/a
Card given to non-COSA employees to conduct standard COSA business	Card is canceled.	n/a	n/a	n/a

Program Infractions (Cont.)

Type of Infraction	1st offense	2nd offense	3rd offense	4th offense
Perpetrate a fraud or theft Card given to non-COSA employees to perpetrate fraud or theft	Card is canceled, employment terminated, possible criminal charges.	n/a	n/a	n/a
Split Purchases	Department Site Administrator is contacted. Written warning to Cardholder is required from Department.	Department Site Administrator is contacted; card suspended 30 days. Memo from Director will be required to reinstate.	Card is canceled.	n/a
Failure to turn in receipts	Written warning – CH should submit a memo to the Department Site Administrator with description of purchase and reason for missing receipt.	Second written warning and card suspended for 30 days. Department Site Administrator should submit a request to the Program Administrator to suspend.	Card is canceled.	n/a
CH / Approver / Department Site Administrator - Not submitting receipts by the due date or not approving in CEO	**CH / Approver** - Written warning - All transactions will be posted with default GL. **Department Site Administrator –** Must ensure journal entries are completed to move charges to proper CC/IO/WBS and GL.	**CH** -possible 30-day card suspension **Approver** – possible 30 day suspension of duties and/or possible 30 day suspension of cards in jurisdiction **Department Site Administrator** - possible 30-day suspension of department's cards	**CH**- card suspended for 90 days **Approver** – duties suspended 90 days and/or cards in jurisdiction suspended 90 days **Department Site Administrator** - department's cards suspended for 90 days	**CH** - card is canceled **Approver** - duties revoked **Department Site Administrator** - department's cards canceled

Section

27

COMMERCIAL ELECTRONIC OFFICE (CEO) PORTAL

The Wells Fargo Commercial Electronic Office portal provides online access to your P-Card account from work, home, or on the road. Details of the P-Card program are found under the Commercial Card Expense Reporting (CCER) service link. Only authorized users can access the CEO portal and CCER link.

Cardholder

A Cardholder is any employee in your department who has a P-Card. Most Cardholders are assigned a username and password in the application.

Reconciler

A Reconciler is a user in your department who is assigned to a Cardholder(s). This user is assigned a username and password in the application and given access to CCER.

Approver

Once Cardholder or Reconciler reviews his/her statement, the approver is responsible for final editing to make sure that the funding source and GL coding on each transaction is correct before ultimately declaring the statement reviewed. All Department Fiscal Administrators are Approvers, as well as their designees.

Cardholders, Reconcilers, and Approvers can perform the following basic tasks:

1. Review transactions details
2. Reclassify transactions
    a. Modify the account assignments
        i. Update the assigned Cost Center or Internal Order or WBS Element
        ii. Update the assigned GL as appropriate
    b. Modify a single transaction to include multiple assignments
3. Add detailed description to each transaction
4. Declare a "Statement Reviewed"
5. Dispute a transaction

Section

28

Forms and Samples

1. Issuing Bank
2. New Cardholder Setup Form
3. Online Banking System Access Request Form
4. P-Card Maintenance Form
5. Sample Contract
6. Sample Transaction Log
7. Standard Merchant Category Code List
8. Dispute Details Page Snapshot
9. P-Card Review Check List
10. Administrative Directive 1.6

    (http://www.sanantonio.gov/hr/admin_directives/cosa/ads/AD1-6.pdf)
11. Administrative Directive 8.3

    (http://www.sanantonio.gov/hr/admin_directives/cosa/ads/AD8-3.pdf)
12. CEO/CCER Guide: Quick Reference – Cardholder
13. CEO/CCER Guide: Quick Reference – Reconciler
14. CEO/CCER Guide: Quick Reference – Approver

Issuing Bank

The city currently participates in the MasterCard Procurement Card program with:

WELLS FARGO BANK, N.A.

420 MONTGOMERY

SAN FRANCISCO, CA 94104

The current web-based expense management and reporting tool:

Commercial Electronic Office (CEO)

https://www.wellsfargo.com/com/

CEO is a secure, web-based card management system. CEO allows you to quickly and easily manage your Wells Fargo Card Program. CEO gives you the automated reporting tools you need for managing and reducing expenses, analyzing program activities, and presenting program results.

Technical Helpdesk: 1-800-289-3557 (option 5)

The technical helpdesk is available from 8:00am to 9:00pm EST for any software problems or questions you may have if for some reason you are unable to pick up your file from Wells Fargo, the helpdesk will work with you to resolve the issue. If there is an aspect of the software that you need training on, they will be happy to help you with that as well.

FOR
LOST OR STOLEN
1-800-932-0036

City of San Antonio
P-Card Setup/Maintenance Request

Finance Department

☐ CEO Website Access Only ☑ New Credit Card Request ☐ Cardholder Maintenance

Personal Information

*First: John M.I.: ____ *Last: Smith Suffix: ____

*User Name: JS12345 *COSA E-Mail Address: john.smith@sanantonio.gov

*SAP Employee ID: 123456 *Department: Finance

*Department Approver for this CardHolder (CH): *Name: Jane Doe *SAP Nr.: 654321

*Does CardHolder (CH) require a Reconciler? ◉ Yes ○ No *Name: ____ *SAP Nr.: ____

Card Setup

*CardHolder Name (as it is to appear on card--25 characters total): First: ____ + Last: ____

Accounting Codes

Default Cost Type	Default Code	Description

Set Cardholder Limits

*Limits Requested: ____

Comments: ____

Signature

* ☐ By checking this box, I swear or affirm that the information contained on this form, to the best of my knowledge and belief is true, correct and complete.

Enter your credential information and select the ***Sign*** button:

*User ID: ____ *Password: ____

*Department Approver/Site Administrator: ____ Sign Date: ____

Authorizing the creation of the above cardholder account.

City of San Antonio
P-Card Setup/Maintenance Request

Finance Department

☑ CEO Website Access Only ☐ New Credit Card Request ☐ Cardholder Maintenance

Personal Information

*First: John M.I.: ____ *Last: Smith Suffix: ____

*User Name: JS12345 *COSA E-Mail Address: john.smith@sanantonio.gov

*SAP Employee ID: 123456 *Department: Finance

*Role: **Reconciler**

Choose from roles listed: **View only** allows users to pull reports only (all departments);
Approver allows users to allocate transactions and approve for the department;
Reconciler allows users to allocate transactions and review statement(s) for assigned cardholder(s).

*Enter details of those accounts which are being Approved/Reconciled by this Approver/Reconciler:

Comments:

Signature

* ☐ By checking this box, I swear or affirm that the information contained on this form, to the best of my knowledge and belief is true, correct and complete.

Enter your credential information and select the ***Sign*** button:

*User ID: _____ *Password: _____

*Department Approver/Site Administrator: _____ Sign Date: _____

City of San Antonio
P-Card Setup/Maintenance Request

Finance Department

☐ CEO Website Access Only ☐ New Credit Card Request ☑ Cardholder Maintenance

Personal Information

*First: John M.I.: ____ *Last: Smith Suffix: ____

*User Name: JS12345 *COSA E-Mail Address: john.smith@sanantonio.gov

*SAP Employee ID: 123456 *Department: Finance

Cardholder / User Information Change

*Change is: ○ Permanent ◉ Temporary / Return Date 10/01/2014 Last 4 Digits of Card Number: ____

☐ Change Profile Transaction Limits

☐ Cardholder or User Name Change

☐ CEO Role Changes:

Comments:

Cardholder / Manager Signature

☐ I swear or affirm that the statements contained in the Form, including any attachments, to the best of my knowledge and belief are true, correct and complete.

Enter your credential information and select the ***Sign*** button:

*User ID: ____ *Password: ____

*Cardholder / Manager Signature: ____ Sign Date: ____

CITY OF SAN ANTONIO
CARDHOLDER PURCHASING CARD POLICY
(NEW CARD)

I _____, card holder, hereby acknowledge receipt of my City of San Antonio (COSA) Mastercard Purchasing Card, No. **XXXXXXXXXXXX**_____. As a cardholder, I agree to comply with the terms and conditions of this Agreement, the Purchasing Card procedures, and AD's 1.6 and 8.3.

I agree to use this card for City of San Antonio approved purchases only and agree not to charge personal purchases. I understand that City of San Antonio will audit the use of this card and report any discrepancies.

I understand that any use of this card other than to carry out my job responsibilities is grounds for disciplinary action, including suspension and termination of employment.

I understand that City of San Antonio may terminate my use of this card at any time for any reason. I agree to return the card to the City of San Antonio immediately upon request, transfer, or upon termination of employment.

Cardholder:

Signature: _____ Date: _____

Print Name: _____

Program Administrator/Card Administrator:

Signature: _____ Date: _____

Monthly: (Max. 10,000) Single: (Max. 3,000)

$ - $ -

CITY OF SAN ANTONIO
PURCHASING CARD
TRANSACTION LOG

FOR PERIOD ENDING: _____

NAME: DEPARTMENT:

TRANS DATE	MERCHANT NAME	DESCRIPTION / PURPOSE	COST CENTER CODE	GL CODE	AMOUNT	Receipt Missing
				Total Amount		

I have reviewed each transaction and agree with all charges above.

Employee Name (PRINT) Signature Date

Division Manager Name (Print) Signature Date

I have reviewed each transaction and agree with all charges above and recommend payement.

Site Administrator Name (PRINT) Signature Date

MERCHANT CATEGORY CODE LISTING
WELLS FARGO

BLOCK?	MCC	GROUP - DESCRIPTION
	0742	VETERINARY SERVICES
	0763	AGRICULTURAL COOPERATIVES
	0780	LANDSCAPE AND HORTICULTURAL SERVICES
	1520	GENERAL CONTRACTORS-RESIDENTIAL
	1711	HEATING, PLUMBING, AIR CONDITIONING CONTRA
	1731	ELECTRICAL CONTRACTORS
	1740	MASONRY,STONEWORK,TILE SETTING,PLASTERING,
BLOCK	1750	CARPENTRY
	1761	ROOFING & SIDING, SHEET METAL WORK
BLOCK	1771	CONTRACTORS, CONCRETE WORK
	1799	SPECIAL TRADE CONTRACTORS
	2741	MISCELLANEOUS PUBLISHING & PRINTING
	2791	TYPESETTING,PLATE MAKING & RELATED SERVICE
	2842	SPECIALITY CLEANING,POLISHING & SANITATION
	(3000-3299)	ALL AIRLINES
	(3351-3441)	ALL RENTAL AGENCIES
	(3501-3827)	ALL HOTELS
BLOCK	4011	RAILROADS - FREIGHT
	4111	LOCAL SUBURBAN COMMUTER PASSENGER TRANSPOR
	4112	PASSENGER RAILWAYS
BLOCK	4119	AMBULANCE SERVICES
	4121	TAXICABS/LIMOUSINES
	4131	BUS LINES, CHARTERS, TOUR BUSES
	4214	MOTOR FREIGHT CARRIERS, TRUCK-LOCAL/LONG D
	4215	COURIER SERVICES-AIR OR GROUND,FREIGHT FOR
	4225	PUBLIC WAREHOUSING-FARM PROD,REFRIDGERATED
BLOCK	4411	STEAMSHIP/CRUISE LINES
BLOCK	4457	BOAT RENTALS AND LEASE
	4468	MARINAS, MARINE SERVICE/SUPPLIES
	4511	AIRLINES, AIR CARRIERS
	4582	AIRPORTS, FLYING FIELDS, AIRPORT TERMINALS
	4722	TRAVEL AGENCIES
BLOCK	4723	PACKAGE TOUR OPERATORS - GERMANY ONLY
	4761	TRANSPORTATION/TRAVEL-RELATED ARRANGEMEN
	4784	TOLLS, ROAD AND BRIDGE FEES
	4789	TRANSPORTATION SERVICES NOT ELSEWHERE CLAS
	4812	TELECOMMUNICATION EQUIPMENT INCLUDING TELE
	4813	KEY-ENTERED TELECOM MERCHANT
BLOCK	4814	TELECOMMUNICATION SERV.INCLUD. LOCAL/L.DIS

BLOCK?	MCC	GROUP - DESCRIPTION
BLOCK	4815	MONTHLY SUMMARY TELEPHONE CHARGES
BLOCK	4816	COMPUTER NETWORK/INFORMATION SERVICES
BLOCK	4821	TELEGRAPH SERVICES
BLOCK	4829	MONEY TRANSFER-MERCHANT
BLOCK	4899	CABLE, SATELLITE & OTHER PAY TV/RADIO SE
	4900	UTILITIES-ELEC/GAS/HEAT OIL/SANITARY/WTR
	5013	MOTOR VEHICLE SUPPLIES AND NEW PARTS
	5021	COMMERCIAL FURNITURE
	5039	CONSTRUCTION MATERIALS
	5044	OFFICE, PHOTOGRAPHIC, PHOTOCOPY, AND MICRO
	5045	COMPUTERS,COMPUTER PERIPHERAL EQUIPMENT, S
	5046	COMMERCIAL EQUIPMENT, NOT ELSEWHERE CLASSI
	5047	LAB/MEDICAL/DENTAL/OPHTHALMIC HOSPITAL EQU
	5051	METAL SERVICE CENTERS AND OFFICES
	5065	ELECTRICAL PARTS AND EQUIPMENT
	5072	HARDWARE EQUIPMENT AND SUPPLIES
	5074	PLUMBING & HEATING EQUIPMENT AND SUPPLIES
	5085	INDUSTRIAL SUPPLIES NOT ESLEWHERE CLASSIFI
BLOCK	5094	PRECIOUS STONES AND METALS, WATCHES & JEWE
	5099	DURABLE GOODS,NOT ELSEWHERE CLASSIFIED
	5111	STATIONERY,OFFICE SUPPLIES,PRINTING AND WR
BLOCK	5122	DRUGS,DRUG PROPRIETARIES AND DRUGGIST'S SU
	5131	PIECE GOOD,NOTIONS AND OTHER DRY GOODS
	5137	MEN'S,WOMENS'AND CHILDREN'S UNIFORMS AND C
	5139	COMMERCIAL FOOTWEAR
	5169	CHEMICALS AND ALLIED PRODUCTS NOT ESLEWHER
BLOCK	5172	PETROLEUM AND PETROLEUM PRODUCTS
	5192	BOOKS,PERIODICALS AND NEWSPAPERS
	5193	FLORISTS SUPPLIES,NURSERY STOCK & FLOWERS
	5198	PAINTS,VARNISHES AND SUPPLIES
	5199	NON-DURABLE GOODS NOT ELSEWHERE CLASSIFIED
	5200	HOME SUPPLY WAREHOUSE STORES
	5211	LUMBER AND BUILDING MATERIALS STORES
	5231	GLASS, PAINT, WALLPAPER STORES
	5251	HARDWARE STORES
	5261	NURSERIES, LAWN AND GARDEN SUPPLY STORES
	5271	MOBILE HOME DEALERS
	5299	WAREHOUSE CLUB GAS
	5300	WHOLESALE CLUBS
BLOCK	5309	DUTY FREE STORES
	5310	DISCOUNT STORES
	5311	DEPARTMENT STORES

BLOCK?	MCC	GROUP - DESCRIPTION
	5331	VARIETY STORES
	5399	MISCELLANEOUS GENERAL MERCHANDISE STORES
	5411	GROCERY STORES, SUPERMARKETS
	5422	FREEZER AND LOCKER MEAT PROVISIONERS
	5441	CANDY, NUT CONFECTIONERY STORES
	5451	DAIRY PRODUCTS STORES
	5462	BAKERIES
	5499	MISC FOOD STORES-SPECIALITY,CONVENIENCE,MA
	5511	AUTO AND TRUCK DEALERS-(NEW&USED)-SALES,SE
	5521	AUTOMOBILE AND TRUCK DEALERS- (USED ONLY)
	5531	AUTO AND HOME SUPPLY STORES
	5532	AUTOMOTIVE TIRE STORES
	5533	AUTOMOTIVE PARTS, ACCESSORIES STORES
	5541	SERVICE STATIONS
BLOCK	5542	AUTOMATED FUEL DISPENSERS
BLOCK	5551	BOAT DEALERS
	5561	RECREATIONAL AND UTILITY TRAILER, CAMPER D
	5571	MOTORCYCLE DEALERS
BLOCK	5592	MOTOR HOMES DEALERS
BLOCK	5598	SNOWMOBILE DEALERS
	5599	MISCELLANEOUS AUTOMOTIVE DEALERS
	5611	MEN'S AND BOYS' CLOTHING AND ACCESSORIES S
	5621	WOMEN'S READY TO WEAR STORES
	5631	WOMEN'S ACCESSORY AND SPECIALITY SHOPS
	5641	CHILDREN'S AND INFANT'S WEAR STORES
	5651	FAMILY CLOTHING STORES
BLOCK	5655	SPORTS APPAREL, RIDING APPAREL STORES
	5661	SHOE STORES
BLOCK	5681	FURRIERS AND FUR SHOPS
BLOCK	5691	MEN'S AND WOMEN'S CLOTHING STORES
BLOCK	5697	TAILORS, SEAMSTRESS, MENDING, ALTERATIONS
BLOCK	5698	WIG AND TOUPEE SHOPS
	5699	MISCELLENEOUS APPAREL AND ACCESSORY STORES
	5712	FURNITURE, HOME FURNISHINGS AND EQUIPMENT
	5713	FLOOR COVERING, RUG AND CARPET STORES
	5714	WINDOW COVERING, UPHOLSTERY AND DRAPERY ST
BLOCK	5715	ALCOHOLIC BEVERAGE WHOLESALERS
BLOCK	5718	FIREPLACE, FIREPLACE SCREENS, AND ACCESSOR
	5719	MISCELLANEOUS HOUSE FURNISHING SPECIALITY
	5722	HOUSEHOLD APPLIANCE STORES
	5732	ELECTRONIC SALES
	5733	MUSIC STORES-MUSICAL INSTRUMENTS, PIANOS,

BLOCK?	MCC	GROUP - DESCRIPTION
	5734	COMPUTER SOFTWARE STORES
BLOCK	5735	RECORD SHOPS
	5811	CATERERS
	5812	EATING PLACES, RESTAURANTS
BLOCK	5813	DRINKING PLACES (ALCOHOLIC BEV.)-BARS,TAVE
	5814	FAST FOOD RESTURANT
	5912	DRUG STORES, PHARMACIES
BLOCK	5921	PACKAGE STORES, BEER, LIQUOR
	5931	USED MERCHANDISE STORES, SECOND HAND STORE
BLOCK	5932	ANTIQUE SHOPS
BLOCK	5933	PAWN SHOPS
	5935	WRECKING AND SALVAGE YARDS
BLOCK	5937	ANTIQUE REPRODUCTION STORES
	5940	BICYCLE SHOPS-SALES AND SERVICE
	5941	SPORTING GOODS STORES
	5942	BOOK STORES
	5943	STATIONARY, OFFICE AND SCHOOL SUPPLY STORE
BLOCK	5944	JEWELRY STORES-WATCHES, CLOCKES, AND SILVE
	5945	HOBBY,TOY, AND GAME SHOPS
	5946	CAMERA AND PHOTOGRAPHIC SUPPLY STORES
	5947	GIFT, CARD, NOVELTY, AND SOUVENIR SHOPS
	5948	LUGGAGE AND LEATHER GOODS STORES
	5949	SEWING, NEEDLEWORK, FABRIC AND PIECE GOODS
	5950	GLASSWARE AND CRYSTAL STORES
BLOCK	5960	DIRECT MARKETING INSURANCE SERVICES
	5961	MAIL ORDER HOUSES INCLUD. CATALOG ORD.STOR
BLOCK	5962	TELEMARK. TRAVEL-RELATED ARRANGEMENT SERV.
BLOCK	5963	DIRECT SELLING ESTABLISHMENTS, DOOR TO DOO
	5964	CATALOG MERCHANTS
	5965	COMBINATION CATALOG AND RETAIL MERCHANT
BLOCK	5966	OUTBOUND TELEMARKETING MERCHANTS
BLOCK	5967	INBOUND TELESERVICES MERCHANTS
	5968	CONTINUITY/SUBSCRIPTION MERCHANTS
	5969	ALL OTHER DIRECT MARKETERS
	5970	ARTIST SUPPLY STORES, CRAFT SHOPS
	5971	ART DEALERS AND GALLERIES
BLOCK	5972	STAMP & COIN STORES-PHILATELIC & NUMISMATI
BLOCK	5973	RELIGIOUS GOODS STORES
	5974	RUBBER STAMP STORES
BLOCK	5975	HEARING AID SALES, SERVICE, SUPPLY STORES
BLOCK	5976	ORTHOPEDIC GOODS-ARTIFICIAL LIMB STORES
	5977	COSMETIC STORES

BLOCK?	MCC	GROUP - DESCRIPTION
	5978	TYPEWRITER STORES-SALES,SERVICE RENTALS
	5983	FUEL DEALERS-FUEL OIL, WOOD, COAL, LIQUEFI
	5992	FLORISTS
BLOCK	5993	CIGAR STORES AND STANDS
	5994	NEWS DEALERS AND NEWSSTANDS
	5995	PET SHOPS-PET FOOD AND SUPPLY STORES
	5996	SWIMMING POOLS-SALES AND SUPPLIES
BLOCK	5997	ELECTRIC RAZOR STORES-SALES AND SERVICE
	5998	TENT AND AWNING SHOPS
	5999	MISCELLANEOUS AND RETAIL STORES
BLOCK	(6010-6760)	FINANCIAL SERVICE PROVIDERS
	7011	LODGING, HOTELS, MOTELS, RESORTS
BLOCK	7012	TIMESHARES
BLOCK	7032	SPORTING AND RECREATIONAL CAMPS
BLOCK	7033	TRAILER PARKS AND CAMPGROUNDS
	7210	LAUNDRY, CLEANING, AND GARMENT SERVICES
	7211	LAUNDRIES SERVICES-FAMILY AND COMMERCIAL
	7216	DRY CLEANERS
BLOCK	7217	CARPET AND UPHOLSTERY CLEANING
	7221	PHOTOGRAPHIC STUDIOS
BLOCK	7230	BEAUTY SHOPS AND BARBER SHOPS
	7251	SHOE REPAIR SHOPS, SHOE SHINE PARLORS & HA
BLOCK	7261	FUNERAL SERVICE AND CREMATORIES
BLOCK	7273	DATING AND ESCORT SERVICES
BLOCK	7276	TAX PREPARATION SERVICE
BLOCK	7277	COUNSELING SERVICE-DEBT, MARRIAGE, PERSONA
	7278	BUYING/SHOPPING SERVICES, CLUBS
BLOCK	7280	HOSPITAL PATIENT PERSONAL FUNDS WITHDRAWL
BLOCK	7295	BABYSITTING SERVICES
	7296	CLOTHING RENTAL-COSTUMES/UNIFORMS
BLOCK	7297	MASSAGE PARLORS
BLOCK	7298	HEALTH AND BEAUTY SPAS
	7299	MISCELLANEOUS PERSONAL SERVICES
	7311	ADVERTISING SERVICES
BLOCK	7321	CONSUMER CREDIT REPORTING AGENCIES
BLOCK	7322	DEBT COLLECTION AGENCIES
	7332	BLUEPRINTING AND PHOTOCOPYING SERVICES
	7333	COMMERCIAL PHOTOGRAPHY, ART, AND GRAPHICS
	7338	QUICK-COPY AND REPRODUCTION SERVICES
BLOCK	7339	STENOGRAPHIC SERVICES
	7341	WINDOW CLEANING SERVICES
	7342	DISINFECTING AND EXTERMINATING SERVICES

BLOCK?	MCC	GROUP - DESCRIPTION
	7349	CLEANING AND MAINTENANCE, JANITORIAL SERVI
BLOCK	7361	EMPLOYMENT AGENCIES, TEMPORARY HELP SUPPLY
	7372	COMPUTER AND DATA PROCESSING SERVICES
BLOCK	7375	INFORMATION RETRIEVAL SERVICES
BLOCK	7379	COMPUTER MAINTENANCE,REPAIR & SERVICES NOT
	7392	MANAGEMENT, CONSULTING AND PUBLIC RELATION
	7393	DETECTIVE AGENCIES & PROTECTIVE AGENCY,ARM
	7394	EQUIP RENTALS & LEASING SERVICES, TOOL REN
	7395	PHOTOFINISHING LABORATORIES, PHOTO DEVELOP
	7399	BUSINESS SERVICES NOT ELSEWHERE CLASSIFIED
BLOCK	7511	TRUCK STOP TRANSACTIONS
	7512	CAR RENTAL AGENCIES NOT ELSEWHERE CLASSIFI
	7513	TRUCK AND UTILITY TRAILER RENTAL
BLOCK	7519	MOTOR HOME AND RECREATIONAL VEHICLE RENTAL
	7523	AUTOMOBILE PARKING LOTS AND GARAGES
	7524	EXPRESS PAYMENT SERVICES - PARKING/GARAGES
	7531	AUTOMOTIVE BODY REPAIR SHOPS
	7534	TIRE RETREADING AND REPAIR SHOPS
	7535	AUTOMOTIVE PAINT SHOPS
	7538	AUTOMOTIVE REPAIR SHOPS (NON-DEALER)
	7542	CAR WASHES
BLOCK	7549	TOWING SERVICES
	7622	RADIO, TELEVISION AND STEREO REPAIR SHOPS
	7623	AIR CONDITIONING AND REFRIGERATION REPAIR
	7629	ELECTRICAL AND SMALL APPLIANCE REPAIR SHOP
BLOCK	7631	WATCH, CLOCK AND JEWELRY REPAIR
	7641	REUPHOLSTERY AND FURNITURE REPAIR, FURNITU
	7692	WELDING
	7699	MISCELLANEOUS REPAIR SHOPS AND RELATED SER
BLOCK	(7829-7999)	ALL ENTERTAINMENT PROVIDERS
BLOCK	8011	DOCTORS, PHYSICIANS
BLOCK	8021	DENTISTS, ORTHODONTISTS
BLOCK	8031	OSTEOPATHIC PHYSICIANS
BLOCK	8041	CHIROPRACTORS
BLOCK	8042	OPTOMETRISTS, OPTHAMOLOGISTS
BLOCK	8043	OPTICIANS
BLOCK	8044	OPTICAL GOODS AND EYEGLASSES
BLOCK	8049	CHIROPODISTS, PODIATRISTS
BLOCK	8050	NURSING AND PERSONAL CARE FACILITIES
	8062	HOSPITALS
BLOCK	8071	MEDICAL AND DENTAL LABORATORIES
BLOCK	8099	MEDICAL SERVICES & HEALTH PRACTITIONERS NO

BLOCK?	MCC	GROUP - DESCRIPTION
	8111	LEGAL SERVICES, ATTORNEYS
BLOCK	8211	ELEMENTARY AND SECONDARY SCHOOLS
	8220	COLLEGES, UNIVERSITIES, PROFESSIONAL SCHOO
BLOCK	8241	CORRESPONDENCE SCHOOLS
	8244	BUSINESS AND SECRETARIAL SCHOOLS
	8249	VOCATIONAL AND TRADE SCHOOLS
	8299	SCHOOLS AND EDUCATIONAL SERVICES NOT ELSEW
BLOCK	8351	CHILD CARE SERVICES
	8398	CHARITABLE AND SOCIAL SERVICE ORGANIZATION
	8641	CIVIC, SOCIAL AND FRATERNAL ASSOCIATIONS
BLOCK	8651	POLITICAL ORGANIZATIONS
BLOCK	8661	RELIGIOUS ORGANIZATIONS
BLOCK	8675	AUTOMOBILE ASSOCIATIONS
	8699	MEMBERSHIP ORGANIZATIONS NOT ELSEWHERE CLA
	8734	TESTING LABORATORIES (NON-MEDICAL)
BLOCK	8911	ENGINEERING, ARCHITECTURAL AND SURVEYING S
BLOCK	8931	ACCOUNTING, AUDITING AND BOOKKEEPING SERVI
	8999	PROFESSIONAL SERVICES NOT ELSEWHERE CLASSI
BLOCK	9211	COURT COSTS INCLUDING ALIMONY AND CHILD SU
BLOCK	9222	FINES
BLOCK	9223	BAIL AND BOND PAYMENTS
BLOCK	9311	TAX PAYMENTS
	9399	GOVERNMENT SERVICES NOT ELSEWHERE CLASSIFIED
BLOCK	9401	I-PURCHASING PILOT
	9402	POSTAGE STAMPS
	9405	INTRA-GOVERNMENT PURCHASES- GOVERNMENT ONLY
BLOCK	9411	GOVERNMENT LOAN PAYMENTS
BLOCK	9700	AUTOMATED REFERRAL SERVICE
BLOCK	9701	VISA CREDENTIAL SERVER
BLOCK	9702	GCAS EMERGENCY SERVICES (VISA USE ONLY)
BLOCK	9751	U.K. SUPERMARKETS, ELECTRONIC HOT FILE
BLOCK	9752	U.K. PETROL STATIONS, ELECTRONIC HOT FILE
BLOCK	9754	GAMBLING-HORSE, DOG RACING-ST LOTTERY
BLOCK	9950	INTRA-COMPANY PURCHASES
BLOCK	9999	CLIENT DEFINED MCC

SAMPLE VIEW FOR TRANSACTION DISPUTE PAGE

Dispute Details

If your card has been compromised due to fraud, or has been lost or stolen and you have not yet reported it, please contact the Business Purchasing Service Center at 1-800-932-0036 immediately.

For all dispute types except Unauthorized, you must first contact the merchant and try to resolve the problem before filing a dispute with Wells Fargo.

Unauthorized Transaction

I certify that the disputed transaction was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by me or a person authorized by me.

Duplicate Transaction

A single transaction has posted more than once.

Cancelled Transaction

I cancelled the transaction on

Incorrect Amount

A transaction for posted on my statement as above.

Merchandise/Service not received

I did not receive the service or merchandise requested. I contacted the merchant, and they did not resolve my dispute. I expected to receive the merchandise/services on

Paid by other means

I have already paid this transaction by:

Select One

Credit not posted

The merchant did not process a credit transaction receipt.

Returned Merchandise

I have returned the merchandise to the merchant and I have not received a credit.

Unrecognized Transaction

I do not recognize the transaction.

Contact Information

Please enter a phone number so that we may contact you in case we have any questions about this dispute.

Phone Number:

Reason for Dispute

Briefly describe the reason for this dispute, and include what steps you took to resolve this matter. If the dispute is a hotel or auto rental charge, please provide the **Merchant Cancellation Number**.

Dispute Description:

Submit Cancel

City of San Antonio
Department Monthly
P-Card Review Check List

Cardholder / Reconciler:

	Action Item	Completed
1	Gather all receipts and update the corresponding transaction log. (Recommended at least weekly if not daily.)	
2	After cycle close date, log into online banking system to retrieve the Open Statement containing the list of purchases made during the most recently ended cycle. (Cycle end date is the 15th of each month.)	
3	Verify that your transaction log matches Open Statement from the online banking system. Take appropriate action(s) as needed (i.e. contacting vendors directly to clear any outstanding issues).	
4	Verify that cards were not used for: 1. **Personal or Private Use** 2. Goods and services that are included in existing City of San Antonio annual contracts 3. Capital equipment purchases 4. Office Supplies, Postage and Printing 5. Computer hardware and software 6. Furniture and Fixtures 7. Entertainment Providers 8. Fuel and Oil 9. Automobile and Truck Dealers (excluding Parts & Service Department) 10. Utilities Services 11. Financial Institution Providers 12. Personal Care Services 13. Professional Services 14. Gift Certificate and Gift Cards for employees	
5	Log into the online banking system. Review each transaction. (Cardholders and/or Reconcilers have 8 calendar days from the end of the cycle to complete the review.)	
6	Provide a description for each transaction. (Why was each item purchased? What was the COSA business purpose?) This is a mandatory step for every transaction.	
7	Update the cost assignments for each transaction (Cost Center, Internal Order, or WBS Element). (This step is dependent upon how your department's internal policies have been established. Please speak to your Department Site Administrator for further instructions with this step.) The system default cost assignment for each cardholder is determined by the Department Site Administrator when cards are initially requested.	
8	Update the general ledger (GL) code for each transaction. (Again, this step is dependent upon how your department's internal policies have been established. Please speak to your Department Site Administrator for further guidelines with this step.) The default GL assigned to all transactions is 5402999 *Unclassified PCard Charges* and must be changed prior to final approval.	
9	After updating each transaction, mark the "Statement Reviewed".	
10	Attach Open Statement Report to Transaction Log and forward to Department Site Administrator.	

Department Site Administrator (Approver):

	Action Item	Completed
1	Using your access to the online banking system, retrieve "Statement Summary" and "Reporting Download" showing all transactions posted into the most recent statement period by cardholders within your department.	
2	Review all transaction logs and current Open Statements against Reporting Download to verify that all receipts have been submitted and that all transactions are properly coded.	
3	Verify that your transaction log matches Open Statement from the online banking system. Take appropriate action(s) as needed.	
4	Verify appropriate usage. See page 14 of User Guide.	
5	Log into the online banking system. Review each transaction. (Approvers have 7 calendar days from the end of the cycle to complete the review.)	
6	Verify the description for each transaction. (Why was each item purchased? What was the COSA business purpose?)	
7	Update the cost assignments if needed for each transaction (Cost Center, Internal Order, or WBS Element). The system default cost assignment for each cardholder is determined by the Department Site Administrator as cards are initially requested.	
8	Update the general ledger (GL) code for each transaction. The default GL assigned to all transactions is 5402999 *Unclassified PCard Charges* and must be changed prior to final approval in the next step.	
9	After verifying each transaction, the documentation, cost and GL assignment, click "Approve Statement".	
10	Sign, and date Transaction Log(s).	
11	Retain records at the department according to records retention policies.	
12	**If transactions are not reviewed and recoded before the end of the review period, the transactions will be posted to the City's system of record (SAP) using the default coding. The department will be responsible for creating the necessary journal entries to move expenses to the proper account assignment(s) before the period closes.**	

Once the Approver clicks ***"Approve Statement"*** *this step cannot be undone! You must make sure all transactions are ready before clicking!*

CITY OF SAN ANTONIO

Administrative Directive	**A.D. 1.6 Purchasing Procedures**
Procedural Guidelines	Guidelines to ensure consistent and uniform purchasing procedures for all goods, non-professional and professional services contracts.
Department/Division	Purchasing and General Services Procurement Division
Effective Date	January 4, 1982
Revised Dates	March 1, 2001, Oct. 23, 2001, March 1, 2010
Project Manager	Paul J. Calapa, Purchasing and Contracts Administrator

Purpose

The purpose of this Administrative Directive (A.D.) is to establish uniform purchasing procedures for all goods, non-professional and professional services contracts.

Policy

Employees of the City of San Antonio shall conduct all procurement activity governed by this directive in compliance with federal, state, and local law as well as the rules and guidelines set forth by the Purchasing and General Services Department contained in this directive. Further, these City procurements will be conducted in a manner that safeguards taxpayer funds, promotes business effectiveness and efficiency, and advances opportunity for women, minority, and small businesses to participate in City contracting processes. Additional resource material is available in the **Procurement Policy and Procedures Manual**.

Policy Applies To

☐ External & Internal Applicants	☒ Current Temporary Employees
☒ Current Full-Time Employees	☐ Current Volunteers
☒ Current Part-Time Employees	☒ Current Grant-Funded Employees
☒ Current Paid and Unpaid Interns	☐ Police and Fire Academy Trainees
☒ Uniformed Employees Under Collective Bargaining Agreements	

Definitions	
Component Purchases	Purchases of the component parts of an item that in normal purchasing practices would be purchased in one purchase.
High Technology Procurement	The purchase of insurance or equipment, goods, or services of a highly technical nature, including data processing equipment and software and firmware used in conjunction with data processing equipment; telecommunications equipment, radio and microwave systems; electronic distributed control systems, including building energy management systems; and technical services related to those items.
Professional Services	Services that involve labor & skill that is predominantly mental or intellectual, rather than physical or manual; disciplines requiring special knowledge or attainment and a high order of learning, skill, and intelligence. Professional services include, but are not limited to: accounting, architecture, landscape architecture, land surveying, medicine, optometry, professional engineering, real estate appraising, or professional nursing.
Public Works Contracts	Contracts for the construction, alteration, repair, or renovation of a building, structure, road, highway, or other improvement or addition to real property.
Request for Proposals (RFP)	A competitive procurement process allowing the City to consider a variety of factors when selecting a party for award of a contract. RFP's may be used for the procurement of consulting and other professional services, except for architects, landscape architects, engineers, and land surveyors. The process includes soliciting proposals from respondents, then evaluating and ranking the proposals based upon predetermined criteria, which may include a cost component. Negotiations are then conducted to finalize a contract.
Request for Qualifications (RFQ)	The selection process for architectural, including landscape architectural, engineering, and land surveying services, as defined by the Professional Services Procurement Act set forth in Texas Government Code Chapter 2254. Qualification statements are solicited, then evaluated and ranked based upon demonstrated competence and qualifications. There is no request for a price proposal until the top ranked firm is selected. Negotiations are then conducted to finalize a contract.
Separate Purchases	Purchases, made separately, of items that in normal purchasing practices would be purchased in one purchase.
Sequential Purchases	Purchases made over a period, of items that in normal purchasing practices would be purchased in one purchase.
Executive Leadership Team (ELT)	The City of San Antonio's Executive Leadership Team made up of the City Manager, Deputy and Assistant City Managers, the City Attorney, the Chief Information Officer, the Executive Assistant to the City Manager, Assistant to City Council, and Director of Communications and Public Affairs.

Team Leader	Executive Leadership Team (ELT) member having supervisory responsibility for the particular department.
Solicitation Process Responsibilities	
Director of Purchasing and General Services	The Director of Purchasing and General Services, or her designee, is responsible for the procurement of goods and non-professional services requiring expenditures of more than $3,000, except as otherwise stated herein, and for the formal procurement procedures set forth in Texas Local Government Code Chapter 252 for all goods and non-professional services that require expenditures of more than $50,000.
Director of Capital Improvements Management Services ("CIMS")	The Director of the CIMS Department, or his designee, is responsible for all procurements involving a public work, including, but not limited to design and construction.
Other Department Directors	The Director of each Department, or his/her designee, is responsible for the procurement of the following with respect to their specific department: 1. Solicitation process for goods and non-professional services in the amount up to and including $3,000, except for: a. Items covered by existing City Annual Contracts issued by the Purchasing and General Services Department; b. Insurance or high technology procurements; c. Purchases of outside printing services; and d. Payments for employee travel and/or training expenses. For correct procedures to follow, see A.D. 2.3, Travel Authorization & Expenses. 2. Solicitation process for professional services in the amount up to and including $50,000. 3. Solicitation process for professional services in an amount more than $50,000 in coordination with Purchasing and General Services.

Contract Signature Authority

No Council Approval Required.

The following City Officials may execute the following types of contracts without City Council approval, so long as funds for such contracts are provided for in the budget and the procurement complies with applicable law:

Director of Purchasing and General Services (and her designee)	Contracts for the purchase of goods and non-professional services in the amount up to and including $50,000;
Director of Capital Improvements Management Services ("CIMS") (and his designee)	Non-professional service contracts constituting a public work in the amount up to and including $50,000.
All Department Directors (and their designees)	1. Contracts for the purchase of goods and non-professional services in the amount up to and including $3,000, except for: a. Items covered by existing City Annual Contracts issued by the Purchasing and General Services Department; b. Insurance or high technology procurements; c. Purchases of outside printing services; and d. Payments for employee travel and/or training expenses. For correct procedures to follow, see A.D. 2.3, Travel Authorization & Expenses. 2. Contracts for the procurement of professional services in the amount up to and including $25,000.
Deputy City Managers, Assistant City Managers, and the Chief Information Officer	Contracts for the procurement of professional services in amounts of more than $25,000 up to and including $50,000.

Council Approval Required.

City Council approval is required for the procurement of all contracts governed by this Administrative Directive where the expenditure is expected to be more than $50,000.

Departmental Internal Controls

Internal controls are a system of policies and procedures designed to provide reasonable assurance of compliance with this A.D. Each department is responsible for implementing sufficient internal controls and review procedures. The following elements are the minimum internal control requirements for each department:

1. Written procedures shall be readily available.
2. Internal controls shall be established to ensure that there is proper segregation of duties.
3. Supervision shall be provided to assure that approved procedures are followed.
4. Procurement transactions are to be authorized and executed only by persons acting within the scope of their authority.
5. Vendor performance, related to the requirements set forth in the respective contract, shall be documented.

Budget Review and Approval

All procurements shall be reviewed and approved by the appropriate department personnel to assure that budgeted funds are available. Each department shall establish internal controls to assure that sufficient funds exist within its budget to cover its purchases. If sufficient funds are not available, the department should seek guidance from the Office of Management and Budget before proceeding with the purchase.

Disciplinary Actions

Any employee in violation of this Administrative Directive will be subject to disciplinary action as provided by the "Municipal Civil Service Rules of the City of San Antonio."

Procedures

This section of the A.D. is to serve as guide for the acquisition of goods, non-professional and professional service contracts, with the exception of those non-professional service agreements for a public work procured by the CIMS Department. For additional details on various procurement types and process steps, refer to the Procurement Policy and Procedures Manual.

I. Procedures for Goods & Non-Professional Services

A. Petty Cash (up to and including $100). Purchases for up to and including $100 may be made using Petty Cash. For Petty Cash procedures, refer to A.D. 8.5, dated March 1, 2007.

B. Purchasing Card (P-card) (up to and including $3,000). The purchasing card may be utilized for non-contract or non-inventory items. For P-card procedures, refer to V. Procedures for Purchasing Card (P-card).

C. **Departmental Purchase Order (up to and including $3,000)**	
Purpose	This section of the A.D. delegates the authority to departments to purchase goods and non-professional services costing up to and including $3,000. For anticipated frequent or recurring purchases, an annual contract should be created with the assistance of the Purchasing and General Services Department.
Exclusions	The following types of purchases may not be made with Departmental Purchase Orders: 1. Items covered by existing City Annual Contracts issued by the Purchasing and General Services Department; 2. Insurance or high technology procurements; 3. Purchases of outside printing services; and 4. Payments for employee travel and/or training expenses. For correct procedures to follow, see A.D. 2.3, Travel Authorization & Expenses.
General Guidelines and Requirements	1. The $3,000.00 cost limit on Department Purchase Order purchases includes all costs for the item or service, shipping or other accompanying charges. 2. Purchases shall not be "split" in order to stay under the $3,000 maximum allowed. Splitting is acquiring a single item or service costing more than $3,000 by using multiple purchase orders. **It is a violation of this Administrative Directive to use separate, sequential, or component purchases in a manner that violates state competitive bidding laws and laws related to Historically Underutilized Businesses. Separate, sequential, or component purchasing shall not be used to avoid the requirement to contact historically underutilized businesses when the expenditure would otherwise be more than $3,000 or to avoid formal competitive bidding when the expenditure would otherwise be more than $50,000.** 3. Departmental purchase orders shall be used for applicable purchases in an amount up to and including $3,000. 4. When using a Departmental Purchase Order, departments are responsible for determining and documenting that the price of the item or service is fair and reasonable in accordance with the procedures outlined in the Procurement Policy and Procedures Manual.
Review and Approval of Departmental Purchase Orders	All Departmental Purchase Orders shall be reviewed and approved by staff authorized by the department director (or designee). As a normal internal control, the person requesting the purchase order and the person authorized to approve the purchase order should not be the same individual. Also, individuals that are responsible for the actual receipt of the goods/services should not be authorized to approve the purchase.

Receipt of Goods or Services	Departments issuing a Departmental Purchase Order are responsible for the inspection and receipt of goods or services purchased with a Departmental Purchase Order. After the goods or services have been deemed acceptable, the department shall promptly acknowledge the receipt and forward the invoice with any required supporting documents to Accounts Payable for payment. The department is fully responsible for the resolution of any delivery or invoice discrepancies with the vendor.
D. Purchase Requisition (more than $3,000 up to and including $50,000)	
Requisition Process	A Purchase Requisition is used to request the purchase of goods and non-professional services. A Work Order/Issue Slip is used to request items from Central Services. For additional details on various procurement types, refer to the Procurement Policy and Procedures Manual. The department requesting the purchase is responsible for: 1. Preparing the Purchase Requisition in SAP or the Central Services Work Order/Issue Slip, available from the COSA Forms Net. 2. Obtaining department approval. 3. Submitting approved requisition to the Purchasing and General Services Department or Central Services.
Solicitation Process	1. The Purchasing and General Services Department is responsible for all purchases in this category. The Purchasing and General Services Department will determine the procurement method best suited on a case by case basis. 2. Exceptions to the Solicitation Process – The Purchasing and General Services Department may authorize exceptions to the solicitation process if appropriate circumstances exist. These circumstances may include sole source purchases and other exemptions from competitive bidding authorized by State law. The Department Director (or designee) requesting the exception should prepare a Certificate of Exemption from Competitive Bid or Proposal Requirements explaining the reasons for this request. If the exemption is a procurement of items available from only one source, an additional Sole Source Justification Form must be submitted. For emergency purchases, see Procedures for Emergency Purchases below.
Negotiation	The Purchasing and General Services Department is responsible for coordinating contract negotiations with the appropriate department for purchases in this category, when applicable.

Purchase Order	The Purchasing and General Services Department is responsible for executing and monitoring purchase orders in this category.
Receipt of Goods or Services	The Department issuing the requisition is responsible for the inspection and receipt of goods or services purchased pursuant to this section. After the goods or services have been deemed acceptable, the department shall promptly process a goods receipt. Departments are primarily responsible for the resolution of any discrepancies with the vendor. Departments may consult with the Purchasing and General Services Department for assistance, if necessary. Accounts Payable is responsible for matching the goods receipt, invoice and purchase order prior to making payment.
Purchase Order Monitoring	The Purchasing and General Services Department, in cooperation with the department issuing the requisition, is responsible for monitoring all purchase orders. The department issuing the requisition is responsible for timely notification to the Purchasing and General Services Department of any perceived problems with any purchase order.
Purchase Order Changes	The Purchasing and General Services Department is responsible for any changes to purchase orders. The department issuing the requisition is responsible for timely notification to the Purchasing and General Services Department of any changes that need to be made to purchase orders.
Performance Issues	The end user department is responsible for timely notification to the Purchasing and General Services Department if any problems are encountered with any contract and providing documentation of vendor's performance regarding contract requirements. The Purchasing and General Services Department and end user department are jointly responsible for handling contract performance issues for purchases. The Purchasing and General Services Department will issue any performance cure letters and termination letters that may be required.

E. Procurements of more than $50,000

The following process shall be used for all goods and non-professional services procurements where the value of the contract is expected to be more than $50,000.

Requisition Process	A Purchase Requisition is used to request the purchase of all goods and non-professional services. A Central Services Work Order/Issue Slip is used to request items from Central Services. For additional details on various procurement types, refer to the **Procurement Policy and Procedures Manual.** The department requesting the contract is responsible for: 1. Preparing the Purchase Requisition in SAP or the Central Services Work Order/Issue Slip, available from the COSA Forms Net. 2. Obtaining appropriate department approval. 3. Submitting the approved requisition to the Purchasing and General Services Department or Work Order/Issue Slip to Central Services.

Solicitation Process	1. All purchases in this category will be handled by the Purchasing and General Services Department in accordance with procedures required by State law. Purchasing and Contracts Administrators will determine the procurement method best suited on a case by case basis. 2. Purchasing and General Services will issue the solicitation and prepare the bid tabulations for Department recommendation. Department will be responsible for providing all funding information. 3. Exceptions to the Solicitation Process – The Purchasing and General Services Department may authorize exceptions to the solicitation process if appropriate circumstances exist. These circumstances may include sole source purchases and other exemptions from competitive bidding authorized by State law. The Department Director (or designee) requesting the exception should prepare a Certificate of Exemption from Competitive Bid or Proposal Requirements explaining the reasons for this request. If the exemption is a procurement of items available from only one source, an additional Sole Source Justification Form must be submitted. For emergency purchases, see Procedures for Emergency Purchases below.
Negotiation	The Purchasing and General Services Department is responsible for coordinating contract negotiations for purchases in this category with the appropriate department, when applicable.
City Council Approval	The Purchasing and General Services Department is responsible for preparing the Request for Council Action (RFCA) memo and obtaining City Council approval for purchases in this category, with assistance from the department issuing the requisition.
Contract Execution	The Purchasing and General Services Department is responsible for: 1. Obtaining the required signatures on at least one original and two copies of the contract. 2. Verifying that the contract is properly executed, dated and distributed. 3. Creating the contract in SAP. 4. Issuing the Purchase Order, with the exception of Annual Contracts.
Receipt of Goods or Services	The end user departments are responsible for the inspection and receipt of goods or services purchased. After the goods or services have been deemed acceptable, departments shall promptly process a goods receipt. Departments are primarily responsible for the resolution of any discrepancies with the vendor. Departments may consult with the Purchasing and General Services Department for assistance, if necessary. Accounts Payable is responsible for matching the goods receipt, invoice and purchase order prior to making payment.

Contract Changes	The Purchasing and General Services Department is responsible for any changes to contracts. The end user department is responsible for timely notification to the Purchasing and General Services Department of any changes that may need to be made to contracts.
Performance Issues	The end user department is responsible for timely notification to the Purchasing and General Services Department if any problems are encountered with any contract and providing documentation of vendor's performance regarding contract requirements. The Purchasing and General Services Department and end user department are jointly responsible for handling contract performance issues for purchases. The Purchasing and General Services Department will issue any performance cure notices and termination letters that may be required, after consulting with the appropriate department.
Contract Closeout	The Purchasing and General Services Department is responsible for closing out all contracts for purchases and maintaining contract files.

II. Procedures for Annual Contracts

Purpose	This section of the A.D. delegates the authority to departments to purchase goods and non-professional services using Annual Contracts established or approved by the Purchasing and General Services Department.
General Guidelines	1. Annual Contracts are agreements established to provide for recurring purchases from the same supplier for a specified period of time. The Purchasing and General Services Department establishes these contracts. Some Annual Contracts may be used by all departments; however, some may be used only by specific departments. 2. The Purchasing and General Services Department will maintain an Annual Contract listing of all current Annual Contracts accessible via the City's Intranet site. 3. The Purchasing and General Services Department is responsible for preparing the Request for Council Action (RFCA) memo, and obtaining City Council approval for purchases in this category.
Placing Orders Against Existing Annual Contracts	1. Annual contracts are established so that departments are permitted to order contract items directly from the applicable contractor(s). 2. Only those individuals who have been specifically given authorized SAP roles by their department may place orders against existing Annual Contracts and only those items specifically defined in the contract can be purchased as a part of the contract. Placing orders with other contractors that were **NOT** awarded any portion of an Annual Contract will be considered an unauthorized purchase.

Placing Orders Against Existing Annual Contracts	3. If the target quantity or value limits are exceeded, or the SAP contract needs to be released, the departments shall submit an e-mail request to the Purchasing and General Services Department to review and adjust the SAP contract accordingly.
Monitoring of Annual Contracts	The end user department is responsible for timely notification to the Purchasing and General Services Department if any problems are encountered with any contract and providing documentation of vendor's performance periodically regarding contract requirements. The Purchasing and General Services Department and end user department are jointly responsible for handling contract performance issues for purchases. The Purchasing and General Services Department will issue any performance cure letters or termination letters that may be required.
III. Procedures for Professional Services	
Solicitation Process	1. Procurements in an amount up to and including $50,000 The department requesting professional services will prepare, issue, and receive responses to an informal solicitation in accordance with the procedures outlined in the Procurement Policy and Procedures Manual. The department is responsible for complying with the Small Business Economic Development Advocacy Ordinance. 2. Exceptions to the Solicitation Process – The department's Team Leader may authorize exceptions to these procedures if special circumstances exist. These circumstances may include time restrictions, unusual nature of a specific project or service, or if an existing agreement warrants variation from directive. The department should prepare a memo of exception to their Team Leader explaining the reasons for this request. If the exception is approved, the Team Leader will sign the memo and the department should file the approved memo in the project file. For emergency purchases, see Procedures for Emergency Purchases below.
Negotiation	The department requesting the service is responsible for coordinating contract negotiations for procurements in this category. Assistance with negotiations may be provided by the Purchasing and General Services Department when requested.
Contract Approval	The department requesting the service is responsible for obtaining the approval of the department's Team Leader.
Contract Execution	The department requesting the service is responsible for proper execution and delivery of the contract.

Contract Amendment/Extension	1. If a contract amendment or extension in this category will cause the expenditure to be more than $25,000 up to and including $50,000, the department's Team Leader must approve and execute the amendment. 2. If a contract amendment or extension in this category will cause the expenditure to be more than $50,000, it is the department's responsibility to obtain City Council approval.

Procurements of more than $50,000

The following process shall be used for all professional services governed by this A.D., where the value of the contract is expected to be more than $50,000, with the exception of those professional service agreements procured by the CIMS Department.

Requisition Process	A Purchase Requisition is used to request the contracting of professional services. For additional details on various procurement types, refer to the Procurement Policy and Procedures Manual. The department requesting the contract is responsible for: 1. Preparing the Purchase Requisition in SAP or the Central Services Work Order/Issue Slip, available from the COSA Forms Net. 2. Obtaining appropriate department approval. 3. Submitting the approved requisition to the Purchasing and General Services Department.
Solicitation Process	1. Determination of Solicitation Type The department requesting the service will work with the Purchasing and General Services staff to determine the best type of solicitation for procuring the required professional services. The requesting department may utilize either the Request for Qualifications (RFQ) or the Request for Proposal (RFP) format depending upon the type of professional service required. Contact the Purchasing and General Services Department to determine the appropriate solicitation method for procuring specific professional services. 2. The RFP/RFQ Selection Process a. The department requesting professional services will work with Purchasing and General Services to prepare, issue, receive responses to an RFP/RFQ and conduct the evaluation process. The RFP/RFQ should be prepared using the RFP template provided by the Purchasing and General Services Department, modifying as needed for RFQ's.

Solicitation Process	b. Exceptions to the Solicitation Process – The City Manager's Office may authorize exceptions to these procedures if special circumstances exist. These circumstances may include time restrictions, unusual nature of a specific project or service, or if an existing agreement warrants variation from directive. The department requesting the service should prepare a memo of exception to their Team Leader explaining the reasons for this request. If the exception is approved, the Team Leader will sign the memo and the department should file the approved memo in the project file. For emergency purchases, see Procedures for Emergency Purchases below.
Negotiation	The department requesting the service is responsible for contract negotiations for procurements in this category. Purchasing and General Services is available to assist in negotiations.
Contract Approval	The department requesting the service is responsible for contract drafting, preparing the RFCA item and obtaining City Council approval to award the contract to the selected offeror. Purchasing and General Services staff is available to assist with contract approval.
Contract Execution	After obtaining the required approval, the department requesting the service is responsible for proper execution and delivery of a contract resulting from the procurement in this category.
Contract Amendment/Extension	The department requesting the service is responsible for contract amendments whenever there is a change in any terms and conditions of the contract (i.e. contract amount, due dates, performance requirements). The department is also responsible for contract extensions to exercise any renewal provisions of the original contract or to allow additional time for performance of the contract. Contract extension should be completed prior to the expiration of the original contract.

IV. Procedures for Emergency Purchases

Purpose	This section of the A.D. establishes procedures for the use of emergency purchases to procure goods or services, other than those constituting a public work, needed by the City to respond to an emergency situation.
Definition	An emergency purchase is defined as: 1. a procurement made because of a public calamity that requires the immediate appropriation of money to relieve the necessity of the municipality's residents or to preserve the property of the municipality; or 2. a procurement necessary to preserve or protect the public health or safety of the municipality's residents; or 3. a procurement necessary because of unforeseen damage to public machinery, equipment, or other property; and 4. which, due to circumstances beyond the City's control, must be procured immediately and without following established procurement procedures.

Procedures	There are separate procedures to be followed for emergencies occurring during regular working hours and those occurring at all other times. 1. **During regular working hours (Monday through Friday, 7:45 a.m. to 4:30 p.m.)**, all emergency purchases are to be handled through the Purchasing and General Services Department. It will be left to the discretion of the Purchasing and General Services Department to either handle the purchase directly or to delegate authority to the requesting department. If the purchase is of more than $50,000, the department director (or designee) requesting the purchase is responsible for obtaining the approval of the Purchasing Director, the Team Leader, and the City Manager prior to the purchase. A copy of the approvals shall be forwarded to the Purchasing and General Services Department. 2. **After regular working hours and on weekends or holidays**, the following procedures shall apply: a. Emergency purchases may be authorized by the department director (or designee) requiring the purchase, and confirmed by transmitting a purchase requisition noted as an "EMERGENCY" to the Purchasing and General Services Department. The requisition should be submitted no later than noon of the next normal workday, along with a brief, but complete, explanation of the emergency and justification for the procurement action taken. The purchase requisition and explanatory information shall be approved by the initiating department director (or designee). b. Within one working day after the emergency procurement, the department shall notify the City Manager in writing of procurement actions taken. A copy of the notification shall be forwarded to the Purchasing and General Services Department. 3. **All emergency purchases costing more than $50,000** must be ratified by the City Council. The end user department shall prepare the Request for Council Action (RFCA) memo to ratify the contract and authorize payment. The department shall include a copy of the signed Certificate of Exemption in the RFCA packet. This ratification shall occur at the first possible scheduled City Council meeting after the emergency procurement has occurred. All ratifications require the approval of the Purchasing and General Services Director, the Team Leader and the City Manager.
Responsibility	The requesting department director (or designee) shall be responsible for determining the validity of an emergency purchase request and shall be held fully accountable for any actions requested or subsequently taken to procure emergency goods or services.

V. Procedures for Purchasing Card (P-Card)

Purpose	This section of the A.D. establishes uniform rules for the City's Purchasing Card. It is intended to ease the administrative burden for "small dollar" purchases that are not on an annual contract. A P-Card is a "bank card" used by authorized City employees to acquire specific goods and services. The rules and guidelines that govern the use of a Purchasing Card are administered and communicated by the City of San Antonio Purchasing and General Services Department.
General Guidelines	1. The purchasing card is utilized for non-contract or non-inventory items. The card may **NOT** be used for: a. Materials and Services under an existing annual contract b. Transportation (commuter/public) c. Automobile & Truck Dealers (excluding Parts & Service Departments) d. Professional Services e. Dine In Restaurants (catering services are allowed) f. Travel – Hotel or Airfare 2. Each cardholder has been provided a single dollar transaction limit, none of which is more than $3,000, and a monthly cumulative dollar limit. 3. Purchases shall not be "split" in order to stay under the assigned limits. Where it is obvious a purchase was "split" to stay under the assigned limit, the Department Director must submit a memo to the P-Card Program Administrator describing the reason for the "split" and action taken to limit future splitting. 4. Only specifically authorized materials and services may be purchased with a P-Card. 5. The P-Card shall not be used to circumvent existing City of San Antonio purchasing policies and guidelines. If recurring purchases of the same service or commodity will be made through out the fiscal year, contact the Purchasing and General Services Department about creating an annual contract for that good or service. **The P-Card shall not be used to make component, separate or sequential purchases in violation of State law.** 6. Purchase orders may still be required for certain purchases. Contact the Purchasing and General Services Department to see if an item is on an annual contract. 7. A memo from the Department Director addressed to the Purchasing and General Services Director must be created in order to obtain a Purchasing Card for the first time. 8. In an emergency situation, as determined by the Purchasing and General Services Director, the restrictions placed on the use of purchasing cards may be waived. The Purchasing and General Services Director may also raise the transaction dollar limits.

Attachments	
Acknowledgement Form	Attachment A

This directive supersedes all previous correspondence on this subject and revises AD 1.6 Purchasing Procedures.

Information and/or clarification may be obtained by contacting Purchasing and General Services, Purchasing Division at 207-7260.

CITY OF SAN ANTONIO

EMPLOYEE ACKNOWLEDGMENT FORM
FOR

ADMINISTRATIVE DIRECTIVE 1.6
Purchasing Procedures

Employee:

I acknowledge that on _____, 20____, I received a copy of Administrative Directive 1.6, Purchasing Procedures. I understand if I should have any questions I should contact my Human Resources Generalist.

_____	_____
Employee Name (Print)	Department
_____	_____
Employee Signature	SAP ID #

CITY OF SAN ANTONIO

Administrative Directive	**AD 8.3 Accounts Payable**
Procedural Guidelines	Guidelines to ensure consistent and accurate payment of City suppliers and vendors
Department/Division	Finance, Accounting Division
Effective Date	January 31, 2011
Project Manager	Juanita Mack, Disbursements & Receivable Administrator Kay Grant, Accounts Payable Manager

Purpose

This administrative directive establishes citywide guidelines and uniform procedures and related internal controls for management of accounts payable of the City of San Antonio.

Policy

The City of San Antonio (City) promotes effective controls to ensure the protection of City assets, accurate financial reporting and efficient use of City resources. The primary objective of this directive is to ensure that liabilities and expenditures/expenses are recorded timely and accurately for the payment of invoices for all vendor accounts. Additionally, this directive will promote fiscal responsibility and build positive relationships with City vendors by ensuring access to their funds when payment is due.

Policy Applies To

This Administrative Directive applies to all employees who are responsible for performing fiscal operations described herein. This may include, but is not limited to, staff that initiate, process and manage Accounts Payable transactions for the City; lead departmental fiscal staff; management of the Finance department; and other departmental staff deemed necessary by the lead fiscal staff.

Definitions

Account Group	A vendor account is defined further in the SAP system as belonging to a group with other like vendors. All vendor accounts belong to one of the following groups: Trade Vendors, Employee Vendors, Payroll Vendors.
Accounts Payable Section (AP)	The Accounts Payable Section of the Finance Department is responsible for outgoing payments for vendors, employee reimbursements, and other financial payment transactions.

Automatic Clearing House (ACH)	A secure payment transfer system which acts as the central clearing facility for all electronic fund transfer (EFT) transactions. It enables electronic transfer of City funds directly to an approved vendor's bank account.
Baseline Date	A SAP date field which is used as the first day in determining the due date a vendor invoice is payable. The field defaults to the invoice date but may be manually entered by Accounts Payable during the invoice entry process to correctly set the first day from which payment terms should calculate.
Discounts	Cash discounts offered by vendors for early payment of invoices prior to the standard 30 day payment terms. Also refers to cash discounts given by vendors for rebates or other reductions in the price that has no performance criteria established for it.
Due Date	The date for payment designated by the contract or stated on the invoice. If no terms are stated, due date is considered to be thirty (30) days from the later date of the actual receipt of goods or the receipt of a correct and valid invoice.
Good Receipt (GR)	A document created in the SAP system by the receiving department to acknowledge the physical receipt of the goods and/or services as specified in the Purchase Order. Entry of the GR posts the cost and liability associated with the goods purchase to the general ledger.
GR/IR Clearing	A process in the SAP system which based on the Purchase Order, compares goods receipt quantities against the invoice receipt quantities and 'clears' the items. A goods receipt quantity in surplus of an invoice receipt quantity indicates a vendor liability not recorded, an invoice receipt quantity surplus indicates an expense not recorded to the general ledger.
Invoice Receipt (IR)	Document created in SAP and posted to the vendor's account which represents the amount due (liability) to the vendor. It is entered by the AP section and includes all invoice information. Entry of the IR reduces the GR Liability and cash associated with the payment of the Invoice.
Non-Purchase Order (Non-PO)	Payment only documents created by and approved at the department level, using the SAP system, to initiate payment to vendors for items not required to be on a formal Purchase Order.
Open Vendor Payable items (open items)	Invoices entered into the SAP system and recognized as a vendor liability, that are pending payment based on the due date, or may require further processing to resolve an issue.
Payment Run	A SAP system transaction that batches open items for payment within certain parameters based on payment method, payment due date, account type, and bank account.
Payment Terms or Terms of Payment	The agreed upon amount of time, usually expressed in days, allowed for payment of a goods or service. May be negotiated between vendor and buyer as part of a contract, otherwise the default terms are Net 30. ▪ *Example*: payment terms 2/10 net 30, or (2 percent, 10 days, net 30) means if the customer pays the bill within 10 days of invoice date (or receipt of goods date), then the City can deduct 2 percent of the value of the bill. Otherwise the City has 30 days from invoice date or receipt date to pay the full value of the bill.

Positive Pay	An internal control to prevent fraudulent activity. A SAP file is created and electronically transmitted to the City's depository institution at the end of each business day. The file includes all check numbers and amounts issued and voided during that day's activity and are considered the authorization for honoring payment of the items listed and notice of items to be dishonored.
Purchase Order (PO)	Purchasing document issued prior to ordering of goods and services in accordance with the Procurement AD 1.6. PO's are created using the SAP system and approvals of the expenditures and creation of the PO are controlled by the issuing department and/or the Administrative Services Department.
Remit Address	An alternative address the vendor has supplied and requested payments to be forward to, other than the main location address. Usually this is a PO Box address or a centralized accounts receivable address for the vendor.
SAP Vendor Maintenance	Designated individual or team which is responsible for setup of new vendor accounts, updates to existing vendors and responsible for the validity and security of the vendor database.
SAP System	The Enterprise software system used by the City of San Antonio for the processing of all financial transactions and is the financial system of record.
Vendor	Any supplier, contractor, consultant or any individual supplying goods or services to the City
Policy Guidelines	
Compliance with Standards	The City will comply with all local, state and federal statutes, laws and regulations that are applicable to recording of liabilities and processing of vendor payments such as the Prompt Payment Act, the Governmental Accounting Standards Board (GASB), Texas Local Government Code, and the City's charter.
Approvals	Approvals are accomplished within the SAP workflow tracking system throughout the various steps of the procurement process from the initiation of a purchase requisition, issuance of a purchase order, and entry of the goods receipt through the resulting payment of an invoice for the goods and/or service received.
Management of Vendor Accounts	In SAP, a single master vendor record will be centrally established and maintained for each vendor. No payment can be made without a valid vendor record established. To create a new vendor record, a completed Vendor Master Creation form ***[Attachment A]*** and the required W-9 form is obtained and submitted for review and master data entry. The Vendor Master Change request form ***[Attachment B]*** is used to submit vendor record updates. Both requests for new vendors to be established and vendor updates are submitted by all City departments directly to SAP Vendor Maintenance. 1. The City maintains one (1) master vendor record for each legal entity based on the vendor's Employee Identification Number (EIN) as recorded on the W-9 form and as filed with the IRS.

Management of Vendor Accounts (Cont'd)	2. Change of address, additional remits, modifications of names, etc. must be documented in a manner to prove authority and legitimacy of changes prior to acceptance and any change made in the record. 3. Change in name, change in address, change in tax recipient code types may require completion of a new W-9 from the vendor as further supporting documentation. 4. Change of ownership or change of EIN will require creation of a new vendor record. 5. All Vendor names and dba names in the system are matched to and verified against the IRS "TIN Matching" system to confirm information and maintain our master data in a naming standard consistent to the IRS standards for reporting purposes.
Cash Management	1. By ordinance, The Finance Department is given authority to establish bank accounts as necessary and maintain signatory approvals for all disbursements to conduct City transactions. 2. The Finance Department holds responsibility to evaluate and approve or reject any offered early payment discount terms if terms are not monetarily beneficial to the City. All terms must allow a minimum of ten (10) calendar days for payment. 3. The Finance Department holds responsibility for the City's cash flow. Payments will not be made in fewer days than the vendor's stated payment terms or than the terms stated in a formal contract or other written agreement. Payments outside of the stated payment terms must be approved by the Chief Financial Officer (CFO) or designee. 4. If a vendors' stated payment terms for his business is other than Net 30, a formal written request should be submitted to the Finance Department to request payment within the given stated terms for the business, otherwise Net 30 will prevail. The Accounts Payable Manager is authorized to approve payment term changes on the vendor's master data file. 5. Department employees should not change or modify the vendor payment terms when creating Purchase Orders. The payment terms should derive from the Contract or SAP Vendor master data to the Purchase Order. Exceptions should be documented and have approval of the Finance Department prior to final agreement with any vendor.

Vendor Payment Processing	Vendor invoices are reviewed and are processed in compliance with generally accepted accounting principles (GAAP), City and Finance Department process and procedures, SAP procedures, applicable laws, and other accepted best practices to ensure prompt and accurate payments. All payments are processed under these principles: 1. All payments are remitted in United States Dollars only. 2. Original invoices for goods and services, including those submitted electronically as a normal business practice, shall be sent directly by the vendor to the Accounts Payable section and are required as backup for all transactions. Certain exceptions exist under special agreements and must be approved by the CFO or designee. a) The payment amount due on invoices may not be manually altered by City personnel. Disputed invoices or items should be reconciled with the vendor and a corrected invoice or a credit memorandum for the disputed amount or item should be issued by the vendor. Exceptions to allow a short pay (underpayment) of an invoice may be made by the Finance Department for small amounts for taxes and shipping that the City is not liable to pay. It is expected corrective action will be taken with the vendor to ensure future invoices are correctly billed. Manual corrections for pricing or quantity discrepancies are not allowed and require a corrected invoice or credit memorandum. b) Departmental requests for payment to Delegate Agencies should have accurate documents attached that properly support the request for payment. Documentation should include: ▪ An Agency invoice showing name and address, the amount being requested, dates, program name, signatures, etc. ▪ Summary of itemized reimbursable expenses – totaled to same amount on Agency invoice sheet. ▪ Departmental approval sheet showing date received, processing items (PO, GR) ▪ Sales agreements, contacts, or, City ordinance as applicable. ▪ Advance payments may require additional documentation including the authorization for the advance payment (ordinance or contract), Department Head approval, and a formal written request from the Delegate Agency including the methodology of calculating the advance amount. ▪ Other documents, including individual receipts for amounts submitted for reimbursement, should be retained at the department. c) Departmental requests for payment to vendors for capital projects, i.e. construction pay estimates, may be maintained in the official web portal designed to track capital projects, calculate payments due and maintain approvals. ▪ Upon completion of all approvals, the Estimate Certification Form and the approval audit log is printed, reviewed and forwarded to accounts payable for payment processing. ▪ Those payments not recorded in the portal require a manual Pay Estimate form with appropriate signatures (Department Director or designee).

Vendor Payment Processing (Cont'd)	▪ Written notice of designee, or other approved signatures, should be directed to the Finance Department and is the responsibility of the department to update as needed for personnel or process change. ▪ Vendor names on all portal files and all manual pay estimates must match the vendor name in the master data to which it will be paid. ▪ Additional forms, signatures or affidavits may be required for all final payments and/or retainage release. ▪ Manual changes for correcting minor mathematical calculations are allowed on both portal documents and the manual pay estimate form provided they are clearly notated and initialed by the person making the corrections. d) Certain expenditures require approval by ordinance as directed by the City Council. A copy of the approved ordinance may be requested as part of the backup documentation. e) Exceptions include: ▪ Utility invoices (i.e. water, phone service, electric, cable) should be sent directly to the department due to the detailed review and inter departmental billing process involved. ▪ Delegate Agency billing for organizations seeking funds from the City are submitted to the appropriate department for review purposes. ▪ Small dollar transactions for which the department will use a P-card or create a non-PO document as payment. ▪ City Council expenses are submitted to the City Council office. ▪ Other expenditures which require departmental review with prior approval of the Finance Department. 3. Discount terms will be calculated based on the later of 1) date of receipt of goods or 2) receipt by the City of a correct and valid original invoice. The SAP system uses the baseline date field, as completed during invoice entry by Accounts Payable, plus the payment terms to determine discounts and payment due dates. 4. The City policy is to pay for goods and services after completion of the service or receipt of the goods. Any payment request submitted which is for a payment in advance of actual receipt of goods or services may require special handling or coding within the SAP system and may be referred to the Controller in the Finance Department for direction regarding posting. 5. The City policy is to pay for goods and services in accordance with the **Prompt Payment Act (Ch. 2251 Government Code)** and the paying of interest on past due amounts which states vendor payments will be due and payable to the vendor within thirty days (31) from the receipt of goods or receipt of a correct and valid vendor invoice, whichever is later. Most payments for Goods, materials, or services consumed by the City to perform its key functions are subject to the Prompt Payment Act. Other payments, such as amounts to delegate agencies and other governmental agencies may be exempt from interest penalties under this code. ***{See Attachment C for examples}***

Vendor Payment Processing (Cont'd)	a) Exceptions to the Act include when the terms of a federal contract, grant, regulation or statute prevent the City from making a timely payment with federal funds or when there is a bona fide dispute about the goods delivered or service performed. b) Earlier payment may be made when the City is able to take advantage of vendor discounts. c) A payment begins to accrue interest based on a formula defined by the Act based on the rate in effect on September 1 of the fiscal year in which the payment becomes overdue. The Finance Department is responsible to calculate and publish the effective interest rate each fiscal year. d) The City must exercise due diligence regarding timely payments. The cost of late payment interest or other finance charges assessed by a vendor is always the responsibility of the department and may require the department to expense these payments from operating funds. 6. The frequency and timing of the execution of the payment run is determined by the Finance Department based on account type, method of payment and demand. The Trade vendor account type is run most frequently to achieve payment by due date and to capture all discounts offered. Payment runs for other account types including Employee/TRIP reimbursements, Accounts Receivable/Customer refunds and Payroll Third Party remit payments are performed no less than one (1) time per week on a scheduled day to facilitate workload. Other banking transactions are performed as requested. ***{Attachment D - Payment Schedule}*** 7. Rush requests, those payments required within less than 3 working days, will be evaluated on a case by case basis and may require a written explanation of the need for the payment, exact information regarding date and timing being requested and appropriate departmental approvals. Rush payments generally require a minimum of one (1) working day, after all valid documentation being in the SAP system and/or received by the Accounts Payable section of Finance by Noon to have a check available the next working day. Requests should be directed to the Accounts Payable Manager and/or the Disbursements and Receivables Administrator of the Finance Department for consideration. 8. The SAP system combines all vendor payments due and payable to one payment document as of the date of payment. This ensures system and department efficiencies in preparing, matching and distribution of checks. Requests for separate payment documents for the same vendor will be reviewed by the appropriate manager of the Finance Department on a case by case basis and may require written document(s) and explanation(s) to substantiate the additional workload this type of request creates.

Methods of Payment	The current primary payment method for the City of San Antonio is by check. Any requests for electronic payment (EFT) must be approved by the Finance Department prior to any verbal commitment to the vendor or inclusion in any written contract or agreement.
Check Payments	1. **All check payments will be mailed.** Special arrangements for payment pickup at the Accounts Payable counter of the Finance Department, other than those listed below, must be submitted to and approved by the CFO or designee. a) Departmental Exceptions: Pre-payments where a check is required to accompany vendor documents i.e. conference registrations, other travel expenses, postage, subscriptions, deposits or down payments as required by a contract or other legal agreement. b) Vendor exceptions: Vendor must submit a written notice to the Finance Department to request pickup of check at the Accounts Payable offices. Requests will be reviewed and approved by appropriate Finance management. The basis for waiver must include a specific and verifiable reason for the exception to policy. Vendors with issues with postal delivery may be required to accept ACH payments in lieu of picking up payments. ▪ One time exceptions to allow vendor pickup in response to urgent vendor payment issues may be directed to and approved by the Accounts Payable Manager. 2. Vendors are required to show proof of identity when picking up a check including a current driver's license and may be required to show proof of employment or affiliation with the vendor. 3. The Accounts Payable section will maintain a list of authorized employees from each department to pickup employee travel checks and other approved vendor checks. Employees are required to display their City issued badge and sign for checks at the time they are transferred. The department is responsible to submit an authorized employee listing and to update the list whenever personnel change. 4. Due to fraud prevention controls such as positive pay, check payments will not be valid and negotiable for payment on the day of issuance; therefore checks will not be released to departments or vendors until the next working day after issuance. Any exceptions require the approval of the CFO or designee. 5. Checks over $25,000 require further review and manual signatures, and may require additional time before they are valid and ready for distribution.
EFT Payments	1. Electronic Funds Transfer (EFT) includes both ACH payments and Wire Transfer payments. 2. Eligibility for all EFT Payment requests is determined by the Accounts Payable Manager based on criteria set by the Finance Department. Eligibility may be set at the vendor level for all payments or may require separate approval for each payment. 3. To promote security of vendor banking information, it is required that all vendors (and certain eligible customers) communicate directly with the Accounts Payable section to complete an EFT transfer agreement

	4. The Accounts Payable section is responsible to request the vendor master data updates with SAP Vendor Maintenance and to maintain all bank and account information in a secure location and manner. ▪ Exception: Retiree benefit payments to the City and all current employee direct deposit account records are maintained by Human Resources.
EFT Payments --- ACH	1. The frequency and timing of the execution of the ACH payment run is determined by the Finance Department based on account type and demand. The Vendor account type is run most frequently to achieve payment by due date and to capture all discounts offered. Payment runs for other account types including Accounts Receivable/Customer refunds, Payroll Third Party remit payments, and employee/travel reimbursements are performed no less than one (1) time per week on a scheduled day to facilitate workload. Other banking transactions are performed as requested. 2. Eligibility of vendors is based on an evaluation of historical activity that includes but is not limited to more than four payments per year for a total annual amount that exceeds $250,000. Finance is responsible to review and may modify the criteria periodically. 3. Vendors not meeting the criteria above may be approved for ACH payments by Finance for business purposes, including but not limited to legal requirements mandated by local, state, or federal agency or governmental entities. 4. Vendors approved and updated to ACH payments are no longer eligible or able to receive payment by check. Only one payment method will be maintained. Also, the Accounts Payable Section reserves the right to return a vendor to check payments if significant or repetitive issues occur with ACH. 5. Special requests for ACH payments outside the scheduled payment proposal are at the discretion of the Finance Department and will require a minimum of three (3) working day notification (from receipt of invoices and all needed documents) for approval and processing. 6. Other Account groups may be added at the discretion of the Finance Department.
EFT Payments --- Wire Transfer	1. Wires are a separate form of electronic payment and are manually processed with the City's depository bank for each transaction required. Due to their processing impact on productivity and efficiency, wires are limited to payments made to State and Federal entities as required by law, financial transfers as required by contract or best practice, and other special high-dollar transactions such as real estate acquisitions and lease/purchase payments are processed on an as needed basis. 2. Departmental or vendor requests for wire payments are approved at the discretion of the Accounts Payable Manager and require a minimum of three (3) working days notification for approval and processing. Payment may be transferred to the ACH process if deemed appropriate.

Purchasing Card (P-Card)	The City participates in a Purchasing Card program under the direction of the Purchasing and General Services Department. Use of the P-card for small dollar, non-contract items is encouraged when processed under the guidelines of this program.
Petty Cash Disbursement	Procedures for payment of small dollar vendor invoices and other reimbursements are specified in the Petty Cash Administrative Directive 8.5. All vendor documents paid by this process should be processed and maintained as per the guidelines established.
Document processing and documentation requirements	1. PO Purchases: The City's Purchasing Administrative Directive 1.6 is the authority for ordering of all goods and services. The Purchasing AD addresses specific requirements for bids, contracts, Purchase Requisitions, creation of Purchase Orders and the process for Good Receipts. This Administrative Directive works in conjunction with the Purchasing Administrative Directive. a) A properly executed Purchase Order, along with the required goods receipt from the department, and the vendor's invoice are the minimum documentation and approval needed for vendor payment. b) Documentation submission must be in accordance with the guidelines set out in this Accounts Payable AD c) The Accounts Payable section of the Finance Department is responsible for all record retention requirements for vendor payments against a Purchase Order. 2. Non-PO Purchases: Certain expenditures incurred do not require a Purchase Order. They are generally employee travel related expenses, small dollar one-time expenses under the bid requirements, or other small miscellaneous expenses. Within certain restrictions, the Department has the ability to enter and approve these vendor payments in the SAP system. a) Accounts Payable Manager, or designee, reviews all non-PO documents for correct entry and approval and then posts the document to the vendor record as a payable item. If the item is incomplete, incorrect, or not an expense authorized for payment by the non-PO process, the item can be rejected back to the creator. b) Non-PO documentation should be as stated in this Administrative Directive and is the responsibility of the initiating department to maintain the documents in accordance with the City's record retention policy. c) The non-PO process can be utilized by the Accounts Payable section to enter certain special payments as required such as the establishment of Petty Cash funds, payments from liability accounts, trade in allowances on fixed assets and other approved non-PO related transactions. A properly completed and approved Request for Payment (RFP) form ***[Attachment E]***, along with sufficient documentation, is required and is the authorization for Accounts Payable personnel to make the entry. AP is responsible for record retention for these documents.

Document processing and documentation requirements (Cont'd)	d) A list of allowed non-PO payments is maintained by the Accounts Payable Manager and is periodically reviewed and updated to ensure compliance to the Purchasing Directive and the general accounting guidelines as described in this AD. ***[Attachment F]*** e) The Accounts Payable Manager is responsible to update the SAP non-PO approver tables. Departments should assign an approver for each cost center and submit changes or additions to the existing tables in a timely manner by directing a memo with cost center and approver information to the CFO. ***{Attachment G}*** 3. <u>Pay Estimate / Retainage</u>: The department is responsible for timely submission of retainage release documentation as required to execute a vendor payment within the guidelines and exceptions listed in this AD. The RFP form may be utilized to list each SAP document to be released, along with the department head approval, and supported by the vendor's affidavit of completion and the project manager's acknowledgement and approval the work is complete and accepted. A request for a partial release of retainage monies should clearly designate the specific SAP vendor open items the partial payment is to be made from and be properly supported with documentation. The department is responsible for maintaining all other associated backup and contract information as needed for contract compliance reviews and record retention requirements. 4. <u>Employee Travel:</u> Employee travel payments are processed based on the documents created and approved in the TRIP transaction. Weekly system processes are performed to capture these payment documents and post the documents to the employee's vendor account, pending payment. Employee payments are then executed weekly as required and in compliance with the Travel Administrative Directive 8.31. The departmental travel coordinator and travel approvers are responsible to ensure all travel documents are maintained as per the City's record retention policy. 5. <u>Grant programs / Child Care Development Services (CCDS) specific</u>: Outside Agency submission to the City seeking reimbursement for program expenses can be extensive. Where there is not a true vendor invoice, documentation submitted must be sufficient to fully explain the amounts requested. A program summary sheet with appropriate agency and City department signatures and a detail list of expenses may be considered sufficient for payment. Actual receipts for each of the items on the detail list may be retained at the department. a) If specifically stated in the grant contract that original receipts must be retained for audit purposes, Finance may authorize the department to retain the original receipts in the departmental files. In these circumstances, the responsible department may be directed by the Finance Department to retain the original receipts and send a department-stamped and certified copy in its place. b) CCDS payment documentation is maintained in the State of Texas system and at the CCDS office. Since these payments are processed as non-PO payments, document retention is the responsibility of the department.

Document processing and documentation requirements (Cont'd)	6. Other Document processing methods: It is recognized that at times it is necessary and allowable to utilize alternate SAP transactions and processes which result in a vendor payment. Manual corrections, vendor-level journal entries, payments from funds held in trust, payments on behalf of promoters from revenue funds (per contract) occur. It is required that the department and/or employee generating such documents will comply with all documentation requirements pertaining to any process specifically listed in this AD. This includes: a) A written and detailed process, approved by the Finance Department, to include process narrative, approvals, internal controls, and requirements for documentation including record retention; and **b)** No vendor payment process should be developed or approved without express knowledge and agreement of the Accounts Payable Manager or the Disbursements & Receivable Administrator due to IRS reporting requirements.
Records Maintenance and Retention	The documents and records in any format (i.e. paper, electronic) providing proof of any account payable or tax records and any related IRS reporting documentation, shall be retained and disposed of according to the City's record retention requirements found in Administrative Directive 1.34 and the Local Government Records Retention Schedules. The office of the City Clerk can provide additional direction and information on records retention requirements. Departments are advised to file their accounts payable documents in a manner that facilitates both compliance with AD 1.34 and retrieval when documents are needed by City staff or external auditors. 1. Most accounts payable records, documents, ledgers and journals have a three year plus the current fiscal year retention requirement. Records should be maintained by fiscal year, and then by vendor number. ▪ ***Alternate method***: File by fiscal year, and then by program or event. 2. Files should be maintained in a secure manner, in 1 or 2 central filing areas per department. 3. Each department should have a designated person responsible for maintaining the files, compliance to retention policy, and to act as point of contact for retrieval of payment documents when needed. 4. Annual review for transfer to long-term storage and/or the record destruction process should be performed. 5. Documentation for non-PO transactions should include an original invoice, departmental cover sheets or request forms, approval signatures. The document number created during the SAP entry process should be recorded legibly on the invoice. 6. Documentation for Purchase Order related Goods Receipt entries would include bill of lading, packing slips, quotes, sales orders, order confirmations, etc. The document number created during the SAP entry process should be recorded legibly on the document.

Roles & Responsibilities	
Employees	Employees must follow the process within this Administrative Directive when engaged in the activities described.
Finance Department — Accounts Payable Section	1. Maintain the accounts payable policies, procedures and guidelines. Establish timelines for receipt of payment documents and timely entry into SAP to ensure prompt payment. 2. Review incoming invoices, statements, and other vendor communication to prioritize daily workload with emphasis on ensuring that discounts are taken when possible. 3. Process accounts payable transactions within established procedures for invoice entry, check documentation requirements, approval requirements, manual requests for payments (RFP), petty cash funds, reversals, voids, credits, and other corrective entries. 4. Generate the payment run batch file to be processed as needed to provide prompt payment to all vendors. 5. Provide customer service to vendors by timely resolution of vendor payment issues by working with vendors and City department personnel as needed. 6. Perform clerical and administrative duties such as all incoming mail distribution, phone calls, counter service, and check mailing and distribution. 7. Process and monitor travel requests through the SAP TRIP module. 8. Provide technical assistance to departments regarding the processing of accounts payable transactions. 9. The Accounts Payable Manager maintains the non-PO workflow approval tables and monitors the submission of non-PO documents to ensure proper utilization and compliance to the purchasing policy. 10. Maintain system validity and fiscal integrity by generating SAP accounts payable transaction reports for analysis (i.e. discounts, invoice ageing, etc) and for identifying open items for resolution (open vendor payables, GR-IR clearing, travel advances). Reports and analysis to be shared to each Department Director or designee for further analysis and corrective actions as appropriate. 11. Submit all IRS compliance files and reports. 12. Shared responsibility for vendor database including setting guidelines and policies to ensure compliance to applicable AP legal requirements and ensure data consistency and accuracy. Also responsible to approve all exceptions to set guidelines that are provided for in this AD. 13. Work with SAP Support teams to review and approve any addition to the SAP system tables utilized in the accounts payable transactions such as: the addition of payment terms, supplemental payment methods, updates to TRIP per diem and mileage rates, and other system updates and changes. 14. Maintain accounts payable documentation in an organized filing system to facilitate providing information necessary for external and internal audits and other financial reporting purposes.

Finance Department – Collections Section	1. Processes the batch files for all accounts payable payment runs including checks, ACH transactions and wires within SAP and within the City's designated banking software or transfer system (Cash Manager) as needed. 2. Prints all accounts payable checks and other system created documents such as the wire instruction form and ensures security of these instruments while in process. 3. Notifies Information Technology Services Department (ITSD) to run a Positive Pay batch job and submits the file to the City's depository institute on a daily basis or as required for exceptions. 4. Primary responsibility for the storage, security, and issuance of the blank accounts payable check inventory. 5. Utilizes the SAP transactions and required codes to void checks and perform other payment clearing transactions as requested
SAP Vendor Maintenance	1. Vendor setup and all file maintenance within established policy and procedures to ensure system and data integrity. 2. Proactively search and provide reports for review of vendor data and initiate corrective actions as needed to standardize data entry and perform periodic review to identify inactive account records. 3. Perform system tasks associated with the annual 1099 reporting process.
All COSA Departments /Department Directors	1. Ensure that all purchasing activities follow City purchasing guidelines and contain the appropriate approvals. a) The creation and maintenance of SAP requisitions, contracts, and PO's must be prepared in advance of the ordering of, or receipt of, the requested goods. b) The approved Purchase Order number and/or copy of document are supplied to the vendor. c) Communicate with all vendors the timely billing of invoices for goods sold or services rendered. Proactive steps should be taken at fiscal year end to ensure receipt of and proper recording of all vendor billings, including delegate agencies, within the correct fiscal period. 2. Ensure that expenditures/expenses are eligible and paid from approved funding sources. 3. Ensure that staff is trained in the SAP accounts payable process relevant to the department's transactions. 4. Process Goods Receipts entries into the SAP system immediately upon receipt of the goods. a) Require and facilitate timely entry of goods receipts to ensure the City can take advantage of vendor discounts when offered and/or comply with contract payment terms. Monitor departmental compliance with periodic review of the Lost Discount report. b) Ensure all corrective actions requested to complete the accounts payable process are given the appropriate priority so as to achieve payment within the terms of the agreement.

All COSA Departments /Department Directors (Cont'd)	c) Utilize SAP system reports such GR-IR variance reports and other Purchase Order reports to review and initiate correctives action to resolve all GR surplus variances and PO available balances to maintain accurate data and accurate expense recording. d) All prior month transactions should be entered into SAP by the 5th day of the following month in order to close the month and prepare monthly financial statements. e) Ensure proper accounting of transactions including correct entry and use of posting dates to record all transactions into the correct fiscal period. f) Adherence to all requirements and timelines established by the Finance Department to accomplish fiscal year close activities. 5. Forward to Finance all original invoices provided to the department in error or other vendor communications received in departments on a timely basis and communicate to vendors that original invoices should be sent to the AP Section. 6. Assist Finance Department with resolution of vendor issues as needed or as requested. 7. Ensure City vendors receive the needed State of Texas Sales Tax Exemption form when purchasing goods and services for the City. 8. Maintain all back up at the department for non-PO purchases less than $25,000 within the guidelines established in the City's Record retention directive. Documentation for any non-PO purchase over $25,000 should be forwarded to the AP section for filing and retention. 9. Maintain SAP role approvals for assigned personnel. 10. Maintain segregation of duties as prescribed by process, policy and within good accounting fiscal responsibility.
Internal Controls	
Automated system	SAP System shall be used as the City's "System of Record" for all Accounts Payable activities. The SAP Accounts Payable module electronically matches the PO, receiving information and invoice for payment. The module also prevents the entering of duplicate invoices reducing the chance of paying an invoice twice. The module provides a 1099 reporting feature for the processing of the Form 1099 miscellaneous forms for qualifying vendors in compliance with IRS filing requirements. In the event the City would authorize the use of a specialized system to capture and store unique functionality related to accounts payable disbursements, the following guidelines would apply: 1. Such systems would require prior written approval from the CFO and the Chief Information Officer prior to acquisition. 2. Third party or commercial off the shelf systems are required to utilize the SAP account structures for passing information to SAP 3. The system will interface directly with SAP and provide and access SAP at the transaction level of detail.

	4. All vendor balances, transaction details and master data will reside in SAP. 5. All financial reporting will be generated from SAP.
Payment Controls	1. In accordance with City policy and in compliance with the Prompt Payment Act, vendor payments will be due and payable to the vendor within the applicable payment terms. The City must exercise due diligence regarding payments funded with federal funds and to avoid interest payments. 2. Use of system reports to evaluate on-time payments and interest incurred is reported by the Finance Department. Lost Discount reports are produced routinely to monitor adherence to process and procedures. 3. New payment terms (not currently in system) must be submitted to the Finance Department for evaluation and approval prior to acceptance as a part of any contract, bid, or other agreement. 4. Control of the Sales Tax Exemption forms is assigned as the responsibility of the CFO or designee to ensure proper use of Sales Tax exemption for only City purchases.
Blank Check Control	The security of the blank check stock is an important internal control procedure to avoid potential misuse of City assets. Checks are direct access to City cash and should be safeguarded just as the actual cash. The employees of the City have a fiduciary duty to ensure blank check stock and written checks are properly maintained.
Segregation of Duties	Effort shall be made for the physical and electronic separation of duties and responsibilities between: 1) Ordering goods and services and entering goods receipts 2) approving transactions for goods and services ordered, 3) entering transactions to pay vendors from invoices received in the accounts payable section, 4) printing checks, 5) accounting oversight. Where the separation of responsibility is precluded due to limited available personnel, departments should contact the Finance Department's Compliance and Resolution Section to assist in establishing mitigating controls.
Positive Pay	A positive pay file will be requested by the Collections section that lists all of the checks and amounts that have been generated from the payment run and then submitted to the Depository Bank as the City's approval for the bank to pay these checks. The file will also contain any previously approved checks that have been voided.

Reversals/Voids/Stop Payments	A check to be voided and/or reversed from the SAP system should be forwarded to the Accounts Payable section with the appropriate Void Check Request form ***[Attachment H]*** immediately upon receipt of the payment document. Based on the circumstances and the information provided, the determination will be made as to the reissuance of the check. 1. If the City has received the original check, a request to void the payment will be sent to the Collections section to be voided within the SAP system and the check will be stamped "Void". 2. If the City does not have the original check, then a stop payment action will first be requested with the General Ledger Section of the Finance Department with the City's depository bank. Upon confirmation from bank, the check will be voided in the SAP system as above. 3. Once the check is voided, the payment document is again a payable liability. If the check is to be reissued, it will be processed with the next available AP payment run. If the check is not to be reissued, AP will initiate and ensure all necessary SAP entries are accomplished to reverse and nullify the original documents that initiated the vendor payment. Documents should be reversed in the same accounting period as they were issued when possible.
Department Review and Reconciliation	All accounts payable activity should be recorded in a manner to permit the timely processing of vendor payments. Review and reconciliation of open items should be performed on a monthly basis; however, reconciliation **must be completed** during the year end process to ensure the accurate reporting of the City's financial activity.
Fraud	1. An individual who suspects fraudulent activity shall contact their supervisor or someone up the chain of command immediately. 2. Departmental controls shall include a practical means for employees to report instances where system controls are overridden that could be indicative of fraud.
Other Guidelines	1. Senior fiscal staff shall monitor and assess, on at least an annual basis, any risk areas and adopt appropriate strategies to manage Accounts Payable functions and thereby minimize opportunities for noncompliance of any policies or laws referred to in Section 1 of this directive. 2. If there is suspicion regarding non-compliance with this administrative directive, management shall be informed for further review.

Attachments	
Vendor Master Creation Form	Attachment A - Also see COSA WebForms
Vendor Master Change Form	Attachment B - Also see COSA WebForms
Prompt Payment Act Examples	Attachment C
Payment Type & Frequency Schedule	Attachment D
Manual Request for Payment (RFP)	Attachment E
Non-PO Document guidelines	Attachment F
Non-PO approval table changes	Attachment G
Void Check Form	Attachment H
Referenced Forms	
ACH Agreement Form	Contact Accounts Payable

This directive supersedes all previous correspondence on this subject. Information and/or clarification may be obtained by contacting the Finance Department at 207-5734.

City of San Antonio

Attachment A

Vendor Master Creation Request Form

All fields are required unless marked optional. Omitted required information results in returning the form.

Please submit using ONLY one of the following: fax: (210) 207-9778 or
e-mail SAP VENDOR MAINTENANCE – VENDORS@SANANTONIO.GOV
If you have questions on the form call (210) 207-0118

Vendor Contact Information: W9 IRS Form or Substitute form is required and attached.

Vendor Name: As shown on your income tax return	
Doing Business As: if different than above	

The TIN must match the Vendor Name on file with the IRS to avoid backup withholding. For individuals this may be your social security number. DO NOT enter both an Employer Id Number and a Social Security Number, it should be the one used on your income tax return. This is **not** your Sales Tax Number

Tax Id Number Check box and enter # below ☐ Social Security Number **or** ☐ EIN Employer ID Number	Tax Code (press F1 for choices) or see page 3	Type of Recipient (press F1 for choices) or see page 3

Address:

City: State: Zip: -

Phone #: Fax #: Mobile #:
(include Area Code and Extension if there is one)

E-mail: Web:

Remit Address (if payment should go to a different address):

City: State: Zip: -

Remit Phone #: Remit Fax #:

Remit E-mail:

SBEDA classification (minimum 51% ownership to select)

Gender: ☐ Male ☐ Female **Business Size:** ☐ Large ☐ Small **Handicapped:** ☐ No ☐ Yes **Govt/Non-Profit** ☐

Ethnicity: if Other, Please specify *Non Minority, Hispanic, African American, Native American, Other*

* NIGP Commodity code(s): 5 digit only

Optional: Sales Person: **Phone:**

Notice: Failure to respond to an invitation for bids may result in your removal from the bidder's list unless you specifically ask to be retained. A response may be in the form of a bid or acknowledgement of receipt with a request to be retained on the mailing list. We reserve the right to remove the applicant from the mailing list for non-payment of taxes, default of a contract, application for bankruptcy, or conviction of fraud or other felony offense. The City routinely publishes public notices concerning proposed purchases in any or all of the following daily newspapers: Commercial Recorder, San Antonio Express-News

Certification I certify that information supplied herein (including all pages attached) is correct and that neither the applicant nor any person (or concern) in any connection with the application as a principal or officer, so far as is known, is now declared ineligible from bidding for materials, supplies, or services.

Name and Title of Person Authorized to Sign for Vendor (Type or Print)

Signature Date

COSA staff only to complete below

Account Group: COSA Customer Number (if applicable):

Requestor Name/City Employee	Department Name:	Phone Number:

Payment terms: Any requests other than NET 30 will be approved on a case-by-case basis.

Vendor Payment ☐ Mail or ☐ Pick-up

Statement: "Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that persons, or their agents, who seek to contract for the sale or purchase of property, goods, or services with the City, shall file a completed conflict of interest questionnaire with the City Clerk not later than the 7th business day after the date that the person: (1) begins contract discussions or negotiations with the City; or (2) submits to the City an application, response to a request for proposals or bids, correspondence, or another writing related to a potential agreement with the City. The conflict of interest questionnaire form is available from the Texas Ethics Commission at www.ethics.state.tx.us <http://www.ethics.state.tx.us>. Completed conflict of interest questionnaires may be mailed or delivered by hand to the Office of the City Clerk. If mailing a completed conflict of interest questionnaire, mail to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966. If delivering a completed conflict of interest questionnaire, deliver to: Office of the City Clerk, City Hall, 2nd floor, 100 Military Plaza, San Antonio, TX 78205."

City of San Antonio
Request for Taxpayer Identification Number and Certification
(W-9 Substitute Form)

Please complete the following information. We are required by Section 6109 of the Internal Revenue Code to obtain this information when making reportable payments to you. You may be subject to a 28% withholding of future payments if this information is not provided. Additionally, if you fail to provide this information, you may be assessed a $50.00 penalty imposed by the Internal Revenue Service under Section 6723 of the Internal Revenue Code.

e-mail VENDORS@SANANTONIO.GOV Fax: 210/207-9778

Name (as shown on your income tax return)
Doing Business As: (if different from above)

Select your tax status as reported to the Internal Revenue Service (IRS).

☐ Individual/Sole Proprietorship ☐ Corporation ☐ Partnership ☐ Tax Exempt

Address (number, street, and apt or suite #)
City, State and Zip code
Phone

Tax Identification as filed with the IRS. The TIN must match the name given on line 1 to avoid backup withholding. For individuals, this may be your social security number. For other entities, it is your Employer Identification Number (EIN) a 9 digit number. This is **not** your Sales Tax Number

Tax Id Number	Check box and enter # below	☐ Social Security Number **or** ☐ EIN Employer ID Number

EXEMPTIONS: If exempt from 1099 reporting, please check your qualifying exemption below, however we are required to have this form on file.

☐	1. Exempt from tax under section 501(a) of IRC (including religious, charitable, & educational foundation)
☐	2. The United States or any of its agencies or instrumentalities (including any political subdivisions)
☐	3. A real estate investment trust
☐	4. A common trust fund operated by a bank under Section 584 (a)
☐	5. A financial institution

CERTIFICATION: Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a US person (including a US resident alien)

SIGNATURE _____ **DATE** _____

PRINTED NAME _____ **TITLE** _____

Do Not Return with forms - this page is an information only page.

Vendor Names and DBA Doing Business As has to match on both forms.

Small Business Enterprise: A corporation, partnership, sole proprietorship or other legal entity for the purpose of making a profit which is independently owned and operated and which meets the U.S. Small Business Administration (SBA) size standard for a small business. All firms meeting these thresholds will be considered a SBE.

Female Owned Business Enterprise: A sole proprietorship, partnership, or corporation, owned, operated and controlled by women who have 51% ownership. The women must have operational and managerial control, interest in capital, and earnings commensurate with the percentage of woman ownership. To qualify as a Woman Business Enterprise, the enterprise shall be headquartered in Bexar County for any length of time, or shall be doing business in a locality or localities from which the City regularly solicits, or receives bids on or proposals for, City contracts within the Woman Business Enterprise's category of contracting for at least one year.

Minority Business Enterprise (MBE): A sole proprietorship, partnership, or corporation, owned, operated, and controlled by a minority group member(s) who have at least 51% ownership. The minority group member(s) must have operational and managerial control, interest in capital, and earnings commensurate with the percentage of ownership. To qualify as a Minority Business Enterprise, the enterprise shall be headquartered in Bexar County for any length of time, or shall be doing business in a locality or localities from which the City regularly solicits, or receives bids on or proposals for, City contracts within the Minority Business Enterprise's category of contracting for at least one year.

Handicapped Owned Business Enterprise: Means a sole proprietorship that is owned and controlled by a handicapped individual; a partnership at least 51% of whose assets or partnership interests are owned by one or more handicapped individuals; or a corporation at least 51% of whose assets or interests in the corporate shares are owned by one or more handicapped individuals. A handicapped individual is a person with a physical or mental condition which substantially limits one or more major life activity.

Share in payments: Partners, proprietors or stockholders of the enterprise, as the case may be, shall be entitled to receive 51% or more of the total profits, bonuses, dividends, interest payments, commissions, and any other monetary distribution paid by the business enterprise.

- **NIGP Commodity Codes – for a list of codes visit this web site.**
  http://www2.cpa.state.tx.us/com_book/index.html

List of tax codes:

01	**Rents**	Office space, machine rentals (example bulldozer), and pasture rentals. Rental assistance payments made to owners of housing projects
06	**Medical & Health Care Payments**	Payments made to physicians or other supplier or provider of medical or health care services. This often includes charges for injections, drugs, dentures and similar itmes but not pharmacies for prescription drugs
07	**Non Employee Compensation**	Includes fees, commissions, prizes and awards for services performed as a nonemployee. Some examples: Professional service fees, such as fees to attorneys (including corporations) accountants, architects, contractors, engineers, etc. Payment for services, including payment for parts or materials used to perform the services is supply th parts or materials was incidental to providing the service. A fee paid to a nonemployee, including an independent contractor or travel reimbursement. Payments to nonemployee entertainers for services.

List of Type of Recipient:

01	Individual
02	Corporation
03	Partnership
06	Government or International Orgn
07	Tax exempt organization

Available Account Groups:

TRAD for Accounts Payable vendors
ORDE for Ordering address vendors
EMPL for Employees created as vendors
REMT for TRAD vendors with different address to send payments (Permitted payee)

Attachment B

City of San Antonio
Vendor Master Change Request Form

e-mail SAP VENDOR MAINTENANCE – VENDORS@SANANTONIO.GOV or fax: 210/207-9778

Changes will not be made without COSA Requestor information, name of Vendor employee and hard copy of the request from the vendor.

Requestor Name/City Employee:	Department Name:	Phone Number:

Vendor Employee Name:	Phone Number:

Required

Vendor #	
Vendor Name	

☐ Block this vendor – Reason is entered below –
All Requests to block vendors must be approved by Finance

	Revise From:	Revise To:
Name:		
Doing Business As:		
Tax Id		
SSN		
Address		
City, State & zip		
Phone		
Fax		
Email		
Web site		
Remit Address		
Remit City, State & Zip		
Remit Phone		
Remit Fax		
Remit Email		
Tax Code		
Type of Recipient		
Payment Terms		

Additional Changes not listed above:

Attachment C

PROMPT PAYMENT ACT (PPA),

CH. 2251 GOVERNMENT CODE

TRANSACTIONS SUBJECT TO PROMPT PAYMENT PROVISIONS

TYPE OF SERVICE OR GOODS	EXAMPLES	SUBJECT TO PROMPT PAYMENT ACT
Contracted goods and services – bid award through formal Purchasing process	Construction projects; copiers – both rental and per copy charges; pest control; auto parts and services; towing; uniform rental/sales; vehicles; equipment	YES
Contracted professional services (selected by departments) - may or may not have an SAP contract depending on annual amount; one time event	External Financial Audit firms; training; IT project development; consulting services; some architectural fees; marketing firms; advertising Veterinarians; technicians; health workers; special program speakers or coordinators; Outside legal firms conducting business on behalf of the City	YES
Non-contract goods the city buys and consumes	T-shirts; catering food; subscriptions; banners; small office supplies; stamps; travel paid to a travel agency; hotel registrations; catering services; small appliance repair; flowers; entertainment	YES
Temporary Labor Agencies	Office or temporary labor (paid to agency)	YES
Rent/Lease of property	Rent or lease payments for city facilities to the owner or management company	NO – per contract (lease, license, etc.) – City receives no goods or services as contemplated by PPA.
Payments to federal State or local governments	Payments to Bexar County or State of Texas for fees, registration, EMS; and/or transfers of monies to Bexar County, State of Texas or U.S. Government, and/or funds we collect and then transfer to other government agencies	NO -- (1) City receives no goods or services as contemplated by PPA; (2) A state agency is not a 'vendor' under PPA
Delegate Agency Payments	Grant funds that we monitor and reimburse agencies – CCDS, YMCA programs, Avance, Salvation Army, HeadStart, etc.	NO – funds advanced by City for special purpose – City doesn't receive any goods or services as contemplated by PPA.
Other misc. payments	Direct assistance payment to recipient, or to provider paid on behalf of the qualified applicant (rent assistance, utility assistance), Special funds payments (Council)	NO – funds advanced by City for special purpose – City doesn't receive any goods or services as contemplated by PPA.
Economic Development Payments	TIRZ; funds for training programs; accomplish of items set by contract/ordinance	NO – funds advanced by City for special purpose – City doesn't receive any goods or services as contemplated by PPA.
Legal Fees	Owed to law firm for settlement of a suit; or amount paid to an individual for settlement of a suit or judgment judgment	NO – City doesn't receive any goods or services as contemplated by PPA.

Attachment D

Payment Schedule

Finance Department, Accounts Payable Section

The following schedule for payments is designed as guidelines for department submission of documentation and timing. Please review the Accounts Payable AD **8.3** for additional details requiring approvals and documentation submission. Please remember:

- All payment days listed are subject to adjustments to accommodate City and/or Bank holidays.
- All payments are subject to payment terms designated for the vendor and/or contract.
- Vendors & customers must meet established criteria for eligibility for ACH or Wire payments; please see AD 8.3 for details

Payment Type	Frequency/ AP Processing days	Requirments	Payment Day
Checks – Vendor trade	Monday Wednesday Friday	**PO entries**: Allow 4-7 days for AP processing **Non-PO entries**: Entered and approved by 12 Noon for MWF run; items approved after 12Noon, will be included in the next available check run Note: Payment terms still apply.	Monday, Wednesday, Friday ***plus*** 2 days for audit / review/ signatures before released.
Checks – Employee travel	Thursday	Entered and approved in SAP by 5pm Tuesday	Distributed on Fridays per AD 2.3.
Checks – Customer / refunds	Thursday	Entered and posted (by AR) no later than EOD Wednesday	Distributed / mailed on Fridays
Checks – Payroll TPA's	Wednesday	Requests, documentation required by Wednesday, 10:00AM	Friday
Checks – Council	Monthly – 1st Monday	Non-PO's entered and approved in SAP by Noon Monday	Distribued on Wednesday
ACH – Vendor trade* * Must meet certain critera to be eligible	Tuesday Thursday	**Capital**: Pay estimates due Monday 3pm All other vendors: As received and payable **Capital**: Pay estimates due Wednesday 3pm All other vendors: As received and payable	Friday deposit Tuesday deposit
ACH – Employee travel	Wednesday	Entered and approved in SAP by 5pm Tuesday	Deposit on Friday per AD 2.3

Attachment D

Payment Type	Frequency/ AP Processing days	Requirments	Payment Day
ACH – Payroll TPA's	Wednesday	Requests, documentation required by 8AM Wed	Friday
ACH – Customer / refunds	Upon request	Pre-approval from AP Manager Document entry & approval in SAP; documentation sent to AP	Allow 3 working days from approval & receipt of documentation
ACH – Other	Upon request	Pre-approval from AP Manager Document entry & approval in SAP; documentation sent to AP	Allow 3 working days from approval & receipt of documentation
ACH – Council	Monthly – 1st Monday	Non-PO's entered and approved by Noon Monday	Deposit on Wednesday
ACH – Worker Comp	Weekly - Monday	Documentation received by Noon Friday	Wednesday deposit
ACH debit – incoming (HR)	Monthly – 3rd business day	Documentation balanced & summary request sent to AP by 8am on 4th working day of month	5th business day of month
Wire - Benefits TPA - Medical	Daily	Document entered in SAP and approved by 10am	Daily
Wire – Benefits TPA – dental & vision	Weekly - Monday	Document entered in SAP and approved by 10am	Monday
Wire – Vendor Trade	Upon request	Pre-approval from AP Manager before commitment to vendor required. All document entry & approval in SAP and original docs sent to AP **Note:** Property closing requires confirmation of date & time of closing to allow for coordination of timing of transfer with Cash Management & bank.	Allow minimum of 2 working day from approval & receipt of documentation
Wire - Customer / refunds / all other 1 time requests	Upon request	Pre-approval from AP Manager required before commitment to customer. Document entry & approval in SAP; documentation sent to AP	Allow minimum of 2 working days from approval & receipt of documentation

Attachment E

CITY OF SAN ANTONIO
REQUEST FOR PAYMENT

AP Use

PAY TO

SAP Vendor # _____

Name _____

Address _____

_____

City, State, Zip _____

Department Name: _____

Date: _____

DESCRIPTION	Bus Area #	G/L #	Fund	Cost Object	AMOUNT
Include:					$0.00
Short description of what to be paid					
Invoice #', date, etc.					
Remit address information					
Any reference text to be included on the check or special requests.					
Other information:					
Use a separate RFP for each invoice.					
Attach original invoices to this request.					
Attach ordinance or other agreements as appropriate and as required.					
	TOTAL				**$0.00**

INSTRUCTIONS

1. Do not use for purchase requiring a purchase order.
2. Attach ORIGINAL supporting documents only. Provide an extra copy when document is to accompany payment.
3. Request must be authorized by Department Head or Designee

I hereby certify that the goods or sevices for which payment is requested hereon have been received or will be received; that payment therefore is hereby authorized; and that funds are available therefore.

Completed by:

_____

Print Name and phone number

Approval:

_____

DEPARTMENT HEAD (print name & signature)

Special Mailing Instructions

Examples:

* **Department pickup : Call (name & phone #) when ready**
* **Mail to Vendor**
* **Hold for vendor pick up: Call (name & phone #) when ready**

CITY OF SAN ANTONIO
FINANCE DEPARTMENT

Interdepartmental Correspondence Sheet

TO: Executive Team

FROM: Troy Elliott, CPA, Finance Director

COPIES: Ben Gorzell Jr., Chief Financial Officer;
Melanie Seale, Assistant Finance Director;
Norbert Dziuk, Assistant to the Director;
Veronica Carrillo, Fiscal Administrator;
Department Fiscal Administrators;
Procurement Specialists

SUBJECT: Non-PO and P-Card Process Changes

DATE: July 25, 2013

The Finance Department has implemented numerous Purchasing process improvements this fiscal year and continues our efforts to provide a successful end-to-end solution for streamlining steps, balancing workload and improving customer service. To that end, the following additional areas for efficiencies have been identified:

Non-PO Changes

Administrative Directive (AD) 8.3 provides guidelines to ensure consistent and accurate payment to City suppliers and vendors. The AD includes provisions for the payment of expenditures which do not require Purchase Orders (PO), such as the usage of a Non-PO or P-Card. Non-PO processing allows departments to purchase non-biddable items without having to create shopping carts through the City's SAePS system or go through Finance's Purchasing Division to procure an item. The ability to bypass both the shopping cart and Purchasing Division enables the department to procure and pay for the item in a more expedited manner. Eligible Non-PO expenditures are listed by type in AD 8.3, Attachment F (List of Items Approved for Payment by Non-PO/P-Card). In accordance with the provisions of the AD, the Finance Department has reviewed and updated Attachment F, expanding the options available to departments to utilize the Non-PO or P-Card method of payment thereby allowing for additional efficiencies in procurement. The revised list is attached and ***will be*** posted within the AD at:

http://www.sanantonio.gov/hr/admin_directives/index.asp

The updated Non-PO Authorization list replaces all prior versions of Attachment F. The Non-PO document processing and documentation requirements included on Pages 10 and 11 of the AD remain unchanged, except for the additional requirement that supporting documentation now be scanned and attached in SAP to the respective SAP document entry for each Non-PO item.

If your department has an item not on Attachment F that you feel meets the definition of "non-biddable," you may contact Paul Calapa, Purchasing Administrator, at 207-2074 for processing determination prior

to entering the item in SAePS or SAP. Items not listed on Attachment F or approved for Non-PO processing by Purchasing will be required to follow provisions of AD 1.6, Purchasing.

Departments are also authorized to utilize P-Cards for Non-PO eligible items as an alternative payment option. All P-Card policies and limits as indicated in the P-Card Manual are still required to be followed.

As part of the expansion and roll out of Non-PO authorized transactions, a review and update of the Non-PO approvers is warranted. The listing of the current approvers will be sent to the Department Fiscal Administrators (DFA) for changes, where necessary, in accordance with AD 8.3.

Questions related to the approval listing may be addressed to Kay Grant, Accounts Payable Manager, at 207-6307.

Purchasing Card (P-Card) Changes

The P-Card process historically had one individual responsible for the issuing of cards, training of processes and procedures, reviewing of department receipts and approvals, reconciliation of receipts to bank statements and payment to vendor. Finance reassessed the P-Card process to address its corrective action plan to an Internal Audit finding ensuring appropriate segregation of duties and to align the DFAs' accountability for their departments' fiscal budgets to include P-Card purchases. Attached to this memo is a flow chart of the new process requirements for requesting, utilizing, approving, reviewing, posting and paying for P-Card transactions. Key changes made include:

- DFAs or fiscal designee as the Site Administrators for each department;
- Site Administrator reconciling their respective department envelops with receipts to the Works' System and subsequent card bank statements to ensure completeness, accuracy and allow ability of purchase/cost; and
- Controller's Office performing a two-way match between the Works System and Vendor Bank Statement for completeness and accuracy.

Questions related to P-Card operations may be addressed to Amy Cowley, Finance DFA, at 207-5035.

Your cooperation and support is greatly appreciated. Please do not hesitate to contact me at 207-8604 should you have any questions.

Attachments:

AD 8.3 Attachment F: List of Items Approved for Payment by Non-PO/P-Card
P-Card Process Flow Chart

LIST OF ITEMS APPROVED FOR PAYMENT BY NON-PO/ P-CARD

AD 8.3
ATTACHMENT F

Type of Expense	GL ACCOUNT	NIGP 963 -	Dollar Value limits / exclusions	Comments/ Examples
Advertising in Publications	5203040			Newspaper, telephone, directories, industry newsletters, (electronic or print) in specific or required publications. EXCEPTION: LEGAL NOTICES as required to be bid in accordance with Texas Local Government Code Chapter 252 (or other Codes) are processed thru SRM
Associations, Dues, Memberships	5203050	20		Professional associations
Board Members - Attendance/Travel	Payroll 5201010 Travel 5207010			May be covered in other categories depending on specifics.
Bonds, Notary		24		
Ceremonial/Official Gifts	5304090		Max $1000	Specific, unique, and/or culturally appropriate gifts are not biddable.
Certifications, Inspections, Permits for Systems or Equipment if issued by State or Public Entity	5201040			Elevator / escalator inspection certificates
Child Care Delivery System Payments	Fees to Prof contr 5201040 Contractual Svcs 5202020			CCDS, Seamless programs. Parent chooses facility; COSA pays per grant.
Commodity for resale	5304085			Visitor Information Center (VIC) Merchandise for resale
Contractual Services	5202020			Misc repairs & remodel; OOS rebate programs
DHS Program payments Assorted/ Direct Welfare Payments	DW Other 5407032 DW Ed Assistance 5407035 DW Employ Assist 5407034 DW Rental Assist 5407037 DW RX 5407036 DW Tools 5407029 DW Utility 5407033 DW Water 5407022			Direct Welfare - Payment made directly to resident or on resident's behalf. Examples: Rx, Utility, Rent Assistance, Ambassador program, Haven for Hope.
Fees, Conference/Convention/Symposium/ Tournament	5207510	37, 41		Convention booth fees
Gift Cards				Multiple categories depending on specifics. Program details required as attachment
Honorariums				Speakers at City sponsored events; e.g. MLK
Hotel	5207010			Includes pre-payment for employee related travel
Individual Deposit Account Programs		88		Multiple categories depending on specifics.
Legal Expenses	5201050			Bexar County Assessor; recording fees, certified copy fee; legal services
Meals	Food 5304010 Other contract Svcs 5202025	47	Max $3,000 per event	Catering, meeting expense, coffee service
Office supplies	5302010		Max $500	Small item purchase for items not available through contracted supplier; example: rubber stamps
Parking, Monthly or Annual	5202025			Monthly parking permits; annual permits
Postage and Shipping Related Purchases	5205010	57	Max $250	USPS Mail postage; overnight & express delivery fee, couriers; general shipping except when included as part of cost of a biddable item processed in SRM.

LIST OF ITEMS APPROVED FOR PAYMENT BY NON-PO/ P-CARD

AD 8.3
ATTACHMENT F

Type of Expense	GL ACCOUNT	NIGP 963 -	Dollar Value limits / exclusions	Comments/ Examples
Pre-employment interview expenses				Air, hotel, mileage, meals for interviews; pre-employment
Professional Licenses	Education - Classes 5201025 Membership Dues & Licenses 5203050	45		Includes Certification fees, Accreditation fees
Real Property, Lease/Rental	Land Acqu/Clsg costs 5209010			Non-contract; Ordinance & settlement closing statements required as attachment
Registration Fees	Education - Classes 5201025	64		Participant registration fees
Scholarships				Originating from private donations made for this purpose.
Special Events, Alamodome, Aviation, CVB,	Fees to Pro 5201040 Contract Svc 5202020 Other Contract Svc 5202025			Preapproved vendors required to support special events (booth decoration, electrical, first aid, printing)
Special Events, other labor	5101020			Other peace officers paid hourly for security, Fiesta Parades, RNR marathon. Excludes contracts with private security firms.
Sponsorships (All Types)	5202025	77		
Surcharges and Taxes		79		Federal Excise Tax
Toll and Bridge Fees		85		
Travel	5207010			Pre-pay for employees; board members, council
Venue Fees - Location specific			License Agreements	Events are required to be held in specific locations which may charge venue fees. Fees associated with location are not biddable.

GUIDELINES FOR NON-PO USE:

Some items / categories may be biddable if spending is over $3,000. The department must ensure compliance to all Purchasing policies.

All non-PO payments must have backup documentation attached to the non-PO document in SAP

Any sole source procurement over $3000 must have prior approval from Purchasing Administrator and would not qualify as a Non-PO.

NON-PO APPROVAL TABLES

To request a change to the non-PO workflow approval tables:

- The person being assigned must have the correct Approver role in their SAP profile. If not, request that first via the SAP request form.
- Prepare a memo from your Director to the Finance Department and include the below information. You can cut and paste, or use your own format, as long as it contains the same information.
- Only one approver can be assigned as Approver 0 and only one Approver can be assigned as Approver 1 for each cost center. Approver 0 and Approver 1 can be the same log-in.
- Have Director sign and forward memo to Finance. To expedite, scan the signed memo and send via e-mail to the Accounts Payable Manager.
- This process is for permanent changes to the workflow tables. It should not be used for temporary changes or coverage needed during leave. For temporary re-assignment of approval, the approver should designate a substitute (prior to start of leave) from within the SAP system.

For any additional questions or assistance, call 207-6307

Attachment G

To: Troy Elliott, CPA, Finance Department

From: _____ Director of _____

Copy: Kay Grant, Accounts Payable Manager
Juanita Carabajal, Disbursement & Receivable Administrator

Date: _____

Subject: Non-PO Approver tables update request

Please change the workflow tables for Non-PO's to reflect the below approver assignments for the _____(Department name)_____.

Cost Center (1st 6 digits)	Approver 0 (Under $25,000) Log-in	Approver 1 (Over $25,000) Log-in
xxxxxx	XXxxxxx	XXxxxxx
List each cost center separately	SAP Login	SAP Login

_____ _____

Name & Title Date

Attachment H

CITY OF SAN ANTONIO
FINANCE DEPARTMENT

STOP PAYMENT / VOID CHECK REQUEST

DATE OF REQUEST: _____

PLEASE VOID THE FOLLOWING CHECK:

CHECK #_____ AMOUNT _____

DATE _____ VENDOR# _____

COPY OF CHECK STUB ATTACHED _____YES _____NO

ORIGINAL CHECK ATTACHED _____YES _____NO

REASON FOR ACTION:

_____MISPLACED/ LOST

_____STALE DATE

_____INCORRECT VENDOR

_____TRAVEL CANCELLED

_____DUPLICATE PAYMENT

_____PER VENDOR REQUEST (Complete below or attach correspondence)

SPOKE TO: _____ CONTACT #: _____

POSITION: _____ DATE: _____

_____OTHER: REASON

_____

_____

ACTION NEEDED: _____ **REISSUE** _____**DO NOT REISSUE**

SUBMITTED BY: _____ **SIGNATURE:** _____

DEPT: _____ **PHONE / CONTACT INFO:** _____

ACCOUNTS PAYABLE USE:

STOP PAYMENT SUBMITTED: (DATE/WHOM) _____

STOP PAYMENT CONFIRMATION ATTACHED ____**YES** ____**NO** **ISSUED BY** _____

REPLACEMENT CHECK NUMBER _____ **DATE OF ISSUE:** _____

ACCOUNTS PAYABLE VERIFICATION BY: _____

CITY OF SAN ANTONIO

EMPLOYEE ACKNOWLEDGMENT FORM
FOR

ADMINISTRATIVE DIRECTIVE 8.3
Accounts Payable

Employee:

I acknowledge that on _____, 20____, I received a copy of Administrative Directive 8.3 Accounts Payable. I understand if I should have any questions I should contact my Human Resources Generalist.

_____	_____
Employee Name (Print)	Department
_____	_____
Employee Signature	SAP ID #

The Commercial Card Expense Reporting (CCER) service

Quick Reference — Cardholder

WELLS FARGO

Accessing the Commercial Card Expense Reporting (CCER) service

1. Sign on to the *Commercial Electronic Office*® (*CEO*®) portal at the following address.

   https://wellsoffice.wellsfargo.com/portal/signon/index.jsp

   Depending on the options selected by your company, you may receive a welcome email with instructions about accessing the *CEO* portal if you are a new CCER user.
2. If this is your first time signing on to the *CEO* portal, follow the steps to create a new password, edit your profile, and provide answers to the secret questions.
3. Once you successfully sign on to the *CEO* portal:
   - If the system displays the *CEO* home page, select **Commercial Card Expense Reporting** under **My Services**. A separate browser window opens and displays the CCER service.
   - If the CCER service is your only *CEO* service and you activate the Automatic Access option (described in the next section), the system automatically displays the CCER service.

Note Information about accessing the CCER service through the *CEO Mobile*® service is available at the following address.

https://wellsoffice.wellsfargo.com/ceo_public/upgrade/ceomobile/index.jsp

Using Automatic Access

If the CCER service is your only *CEO* service, you can use the Automatic Access option to automatically display the CCER service when you sign on to the *CEO* portal.

To set up Automatic Access

1. On the *CEO* home page, click **My Profile** at the top of the page.
2. On the My Profile page, click the **Edit Profile** link.
3. In the **Preferences** section of the Edit Profile page, set **Automatic Access** to the desired setting (**Yes** or **No**) and click **Save**.

Exiting the CCER service

To exit the CCER service, click **Close** at the upper right corner of the window.

Switching roles

If you have more than one role, your roles are listed above the navigation bar. To switch to a different role, click on the link for the role.

Managing statements

Reviewing a statement

At the end of a statement period, you will be notified by email that it is time to review your statement.

Note The options available depend on the options selected by your company and privileges assigned to your profile.

To review a statement

1. Do one of the following:
   - To view an open statement (a statement not yet closed by the Program Administrator), select **Manage Statements > Review Open Statements** in the navigation bar.
   - To view charges for the current statement period, select **Manage Statements > View Cycle-to-Date** in the navigation bar.
   - To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation bar.
2. If you are reviewing an open statement or a previous statement, select the statement and click **View**.

   If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list.
3. When reviewing a statement, you can:
   - Click **View Receipt Images** (only displayed if images are available) to display images of receipts for charges in the statement.
   - Click **Print** and then select **Selected Statement** to print the statement.
   - Limit the type of charges listed by selecting an option from the **Charge Type** list.

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May 2014

Together we'll go far

4. When reviewing cycle-to-date charges or charges for an open statement, you can do the following:

Task	See page
Split a charge. Do this to: • Assign amounts to different G/L codes, custom fields, or units. • Assign part of the amount as a personal expense.	2
Reclassify charges. Do this to change G/L codes or custom fields assigned to charges.	2
Mark a charge as a personal expense.	3
Enter a description for a charge.	3
Dispute a charge.	3
Request a copy of a transaction receipt.	3
Mark a charge as receipt attached.	3
Enter any out-of-pocket expenses.	4

You can also:

- Click a merchant link to view merchant details.
- Click the icon (if shown) to display custom fields (data unique to your company, such as a project ID or department code).

When reviewing a previous statement, you can:

- Add or edit descriptions (available up to 60 days after the end of the statement period).
- Mark a charge as receipt attached (available up to 60 days after the end of the statement period).
- Click a merchant link to view merchant details.

5. For cycle-to-date charges or a previous statement, click **Save** to save any changes.

   For an open statement, do one of the following:

   - To save your changes and keep the statement open, click **Save**.
   - If you have reviewed all charges, input all information, and made all changes to the statement, you can click **Statement Reviewed** to save your changes and close the statement.

Note Once you click **Statement Reviewed**, you can no longer modify the statement.

When you click **Statement Reviewed**, the system sends an email to let the approver know that the statement is ready for approval.

Note To save your changes, you must click **Save** or **Statement Reviewed**. Otherwise, your changes are not saved when you exit the statement.

Splitting a charge

1. To split a charge, check the box for the charge and click **Split** or, if you have reclassify privileges, **Split & Reclassify**.

   To modify information for a split charge, click the **View Split** link in the **G/L Code** or **Split** column.

2. On the Charges – Split and Reclassify page:

   - Use **Split Type** to indicate whether to specify the split by amount or percentage.
   - To create additional splits, click **Add a Split**.
   - If there are more than two splits and you want to delete a split, click the icon at the upper right for the split.
   - To delete all splits, click **Delete**.

3. Enter information for each split.

Personal	Check the box if the split is a personal expense.
Amount / Percentage	Enter the amount or percentage for each split. Apply amounts/percentages to the splits until the amount/percentage remaining (shown at the bottom of the page) is zero.
Split data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Split Description	Enter a description for the split.

4. When finished, click **Save**.

Reclassifying a charge

1. Check the box for one or more charges. Click **Reclassify**.
2. Enter information for each charge.

Personal	Check the box if the charge is a personal expense.
Receipt Attached	Check the box if you are submitting a receipt for the charge.
Data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Description	Enter a description for the charge. To apply the description from the first charge to the other charges, click **Apply to All**.

3. If there are additional charges to reclassify, use the **Save & Previous** and **Save & Next** buttons to view all charges. When finished with all charges, click **Save**.

Marking a charge as a personal expense

Note Depending on your company setup, you may need to enter your bank account information before you can mark a charge as a personal expense. See Specifying bank information for out-of-pocket and personal expenses on page 7.

You can mark a charge as a personal expense by checking the **Personal** box:

- In the list of charges.
- When splitting a charge.
- When reclassifying a charge.

Entering a description for a charge

You can enter a description for a charge the following ways:

- By clicking the **Description** link for a charge.
- By checking the box for one or more charges and clicking **Add Description**.
- When splitting a charge.
- When reclassifying a charge.

Disputing a charge

1. Check the box for the transaction and click **Dispute**.

   If a charge is already disputed, you can click **View Dispute** in the **G/L Code** or **Split** column to display information for the dispute.

2. Enter information for the dispute.

Dispute Type	Specify the type of dispute and complete any fields required for the dispute type.
Contact Information	Enter your phone number (10 digits max). Include digits only — no hyphens, spaces or other characters. For example, for (800) 555-1212, you would enter **8005551212**.
Reason for Dispute	Enter the reason for the dispute and any steps you've taken to resolve the dispute with the merchant. If available, enter a merchant cancellation number.

   When finished, click **Submit**.

Requesting a copy of a transaction receipt

To request a copy of a transaction receipt, contact the merchant directly. If you are unable to obtain a copy of the receipt from the merchant, you can use this feature to request a copy. Your company may be charged for copy requests.

Do not request a copy if you:

- Do not recognize the transaction.
- Did not authorize the transaction.
- Want to dispute the transaction (see Disputing a charge).

To request a copy of a transaction receipt

1. Check the box for the transaction and click **Copy Request**.
2. Enter information for the request.

Contact Information	Enter your phone number.
Reason for Request	Explain why you are requesting a copy, such as **Lost original receipt** or **Original receipt illegible**.

3. When finished, click **Submit**.

Marking transactions as receipt attached

You can indicate that you are submitting a receipt for a charge the following ways:

- Checking the **Receipt Attached** box in the list of charges.
- When reclassifying a charge.

Submitting receipts

Note Cardholders and OOP Only users can also use the *CEO Mobile* service to submit receipts from a mobile device. Refer to *The CEO Mobile Service Commercial Card Expense Reporting User Guide* for more information.

1. In the **Manage Statements** section of the navigation bar, select **Review Open Statements**, **View Cycle-to-Date**, or **View Previous Statements.**
2. If you are reviewing an open statement or a previous statement, select the statement.

   If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list.
3. Click **Print**, then select **Print Cover Sheet**. Print the cover sheet or save it as a PDF.
4. Submit the cover sheet and receipts one of the following ways:
   - Email a single PDF — send a single PDF with the cover sheet and receipt images to the address on the cover sheet.
   - Email individual attachments — send the cover sheet and receipt images as individual attachments to the address on the cover sheet. Acceptable formats are PDF, JPG, GIF, TIF, BMP, and PNG.
   - Fax — fax the cover sheet and receipts to the fax number on the cover sheet.
5. When receipt images are uploaded and ready for viewing, the system sends an email to notify you.

Guidelines for submitting receipts by email

- Include only one cover sheet per email, followed by the receipts for that cycle.
- When submitting individual attachments, valid file types are PDF, JPG, GIF, TIF, BMP, and PNG. Attaching files in other formats, such as XLS and DOC, will cause a submission to reject.
- Bar codes on the cover sheet must be clear and easy to read.
- Cropping images or otherwise minimizing image file size will improve retrieval time when viewing images in the CCER service.
- Do not include email signature lines or logos in the attachments. They can cause a submission to reject.
- Submit attachments to a new email. Attachments embedded in a forwarded email cannot be processed.
- Emails configured in non-rich text format have a better success rate.
- We recommend a maximum of 5 megabytes per file attachment. The maximum allowable size for an email and all attachments is 25 megabytes.

Viewing historical receipt images

You can view or download receipt images from statements up to seven years in the past.

To view or download historical receipt images

1. Select **Manage Statements > View Historical Images**.
2. If applicable, select a division from the list.
3. Select a statement period and click **View**.
4. The system displays receipt information for the selected period. Click **View Receipts** to view the available images.

Entering out-of-pocket expenses

Note Depending on your company setup, you may need to enter your bank account information before you can enter an out-of-pocket expense. See Specifying bank information for out-of-pocket and personal expenses on page 7.

1. When viewing charges for an open statement or the cycle-to-date period, click the **Out-of-Pocket Expenses** tab.
2. To enter a new expense, click **Add an Expense**.

   To edit an existing expense, check the box for one or more expenses and click **Modify**.

   To delete an existing expense, check the box for one or more expenses and click **Delete**.
3. When entering or editing an expense, complete the following fields for the expense.

Transaction Date	Click the icon to select the date, or enter the date as MM/DD/YYYY.
Amount	When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter **100**, the amount applied is $100.00.
Description	Enter a description for the expense.
Other data fields	Complete as needed. If displayed, you can click the icon to select an entry.

4. When adding expenses, you can click **Add Another** to enter information for another expense.
5. When finished, click **Save**.

Using AP Control

Note This feature is only available if your company elects to use it and access privileges are assigned to your profile.

Reviewing items

1. Select **AP Control > Accounts Payable** in the navigation bar.
2. On the AP Control — Search page:
   a. Select an option from the **Search By** drop-down list (**General Search**, **Batch Number**, **Disbursement Number**, or **Invoice Number**).
   b. Specify search criteria and click **Search**.
3. If multiple batches match your search criteria, you can select a batch from the drop-down list and click **Select Batch**. You can also use **Next Batch** and **Previous Batch** to navigate between batches.
4. You can review items on the **Pre-Approval**, **Pending**, or **Closed** tab. When reviewing items, you can:
   - Click the ▶ icon to the left of a transaction to display details for the transaction.
   - Click the **Expand All** link to display details for all transactions on the tab.
   - Click the icon in the **Remittance Advice** column to display a remittance advice in a separate window.

   Regarding the **Closed** tab:
   - Each transaction on the **Closed** tab is assigned a disposition (displayed in the details when you click the ▶ icon). The disposition is **Settled** when a payee has received payment.
   - To only display items with a particular disposition, make a selection from the **Disposition Type** drop-down list and click **Select Type**.
   - Items are assigned the **Expired** disposition if the transaction has not settled and the transaction expiration date passes. The **Expired** disposition does not refer to the master account expiration date.

Generating AP Control reports

1. Select **AP Control > Reports** in the navigation bar.
2. Set the report options.

Report Type	Select a report from the drop-down list.
Card Status	If a drop-down list is displayed, you can select an option from the list. **All** — Include all card numbers **Inactive** — Include only inactive card numbers **Active** — Include only active card numbers
Division	If a drop-down list is displayed, you can select a division from the list.
Cardholder Name	(AP Download Report only.) If a drop-down list is displayed, you can select a Cardholder from the list.
Cardholder Number	(AP Download Report only.) If you selected a Cardholder from **Cardholder Name** and that Cardholder has multiple cards, you can select a card from the drop-down list.
Date Range	Select the date range for the report. Click the icon to select a date.
Batch Number	(AP Download Report only.) You can select a batch from the drop-down list.
Delimiter Option	Select an option from the drop-down list to indicate which character to use to separate fields in the report file. You can select either the ASCII tab or ASCII pipe (|)character as the delimiter.

   You are only required to make a selection for **Report Type** and **Delimiter Option**.

   After completing the fields as needed, click **Submit**.
3. When asked whether to open or save the file, click **Save**.
4. Specify a file name and location for the file and click **Save**.

Generating reports

Requesting a Transaction report

1. Select **Reports** > **Create Transaction Report** in the navigation bar.
2. Enter report criteria.

Card Number	If you have multiple cards, select a card from the list (or **All**).
Date Type	Select **Transaction Date** to include transactions based on the date they occurred. Select **Posting Date** to include transactions based on the date they post to the card account.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the icon to select a date, or enter a date as MM/DD/YYYY.
Amount Range	To limit transactions by amount, specify a start amount, end amount, or both. Use the operator lists to specify how to apply an amount. For example, select **>=** as the start amount operator to include transactions with an amount greater than or equal to the amount you enter. To include only transactions with a specific amount: • Select **=** as the start amount operator. • Enter a start amount. • Leave the end amount field blank. When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, **100** is assumed to be $100.00.
G/L Status	Specify whether to include open transactions, closed transactions, or both (**All**).

3. Click **Submit**. The system sends you an email when the report is ready.

Accessing Transaction reports

1. Select **Reports** > **Transaction Summary** in the navigation bar.
2. The system lists reports you have requested within the last six weeks. For each report, you can do one of the following:

View & Print	Click to display the report in a separate window. Click **Print** to print the report.
Download Excel	Click to download the report in Microsoft Excel format.

Viewing declined charges

1. Select **Reports** > **View Declines** in the navigation bar.
2. Declined charges are displayed.

   If you have multiple cards, you can list declines for another card by selecting a different card from the list and clicking **Select Card**.

Viewing/editing user information

Editing your personal profile

1. Select **User Information** > **Personal Profile** in the navigation bar.
2. Most of the information in your profile is for display only. You can use the following fields.

Card Number	If you have multiple cards, select a card from the list.
User Information	You can make changes to the name and email fields.
Available Credit	Click to redisplay the page with the current available credit amount.

3. After making any changes, click **Save**.

Specifying bank information for out-of-pocket and personal expenses

Use this option to enter information for your personal bank account. You receive credits to this account to reimburse you for any out-of-pocket expenses, and your account is debited to pay for any personal expenses.

Note Wells Fargo uses the bank information you enter here solely to manage reimbursements and any personal expense payments related to your commercial card use. Your bank information is not displayed or otherwise accessed by any other CCER user.

To specify bank information

1. Select **User Information > Bank Information** in the navigation bar.
2. Complete the following fields.

Authorization	Check the box to authorize your company to use electronic transactions to reimburse you for out-of-pocket expenses and/or debit you for personal expenses. Transactions will not occur unless the box is checked.
Account Type	Indicate whether the account is a checking or savings account.
Bank Account Number	Enter your account number.
Bank Routing & Transit Number	Enter your bank's nine-digit routing transit number (RTN). The number is usually the first field in the MICR line at the bottom of a check between two ⑆ symbols. **Note** Do not use the RTN on a deposit slip. It may have a different number your bank uses for internal routing.

3. After making any changes, click **Save**.

Submitting a credit limit change request

1. Select **User Information > Credit Limit Change Request** in the navigation bar.
2. Complete the following fields.

Card Number	If you have multiple cards, select a card from the list.
Requested Monthly Limit	Enter the requested limit amount. When entering the amount: • Do not include a dollar sign. • Enter the amount in whole dollars. For example, to input the amount as $1,000.00, you would enter **1000**.

3. Click **Submit**. The request is sent to a Program Administrator or Approver for approval.

The Commercial Card Expense Reporting (CCER) service

Quick Reference — Reconciler

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Accessing the Commercial Card Expense Reporting (CCER) service

1. Sign on to the *Commercial Electronic Office*® (*CEO*®) portal at the following address.

   https://wellsoffice.wellsfargo.com/portal/signon/index.jsp

   Depending on the options selected by your company, you may receive a welcome email with instructions about accessing the *CEO* portal if you are a new CCER user.
2. If this is your first time signing on to the *CEO* portal, follow the steps to create a new password, edit your profile, and provide answers to the secret questions.
3. Once you successfully sign on to the *CEO* portal:
   - If the system displays the *CEO* home page, select **Commercial Card Expense Reporting** under **My Services**. A separate browser window opens and displays the CCER service.
   - If the CCER service is your only *CEO* service and you activate the Automatic Access option (described in the next section), the system automatically displays the CCER service.

Note Information about accessing the CCER service through the *CEO Mobile*® service is available at the following address.

https://wellsoffice.wellsfargo.com/ceo_public/upgrade/ceomobile/index.jsp

Using Automatic Access

If the CCER service is your only *CEO* service, you can use the Automatic Access option to automatically display the CCER service when you sign on to the *CEO* portal.

To set up Automatic Access

1. On the *CEO* home page, click **My Profile** at the top of the page.
2. On the My Profile page, click the **Edit Profile** link.
3. In the **Preferences** section of the Edit Profile page, set **Automatic Access** to the desired setting (**Yes** or **No**) and click **Save**.

Exiting the CCER service

To exit the CCER service, click **Close** at the upper right corner of the window.

Switching roles

If you have more than one role, your roles are listed above the navigation bar. To switch to a different role, click on the link for the role.

Managing statements

Reviewing a statement

Note The options available depend on the options selected by your company and privileges assigned to your profile.

To review a statement

1. Do one of the following:
   - To view an open statement (a statement not yet closed by the Program Administrator), select **Manage Statements > Review Open Statements** in the navigation bar.
   - To view charges for the current statement period, select **Manage Statements > View Cycle-to-Date** in the navigation bar.
   - To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation bar.
2. If you are reviewing an open statement or a previous statement, select the statement and click **View**.

   If you are reviewing cycle-to-date charges:

   a. Select a user from the **User Name** list.
   b. If the user has multiple cards, select a card from the **Card Number** list.
3. When reviewing a statement, you can:
   - Click **View Receipt Images** (only displayed if images are available) to display images of receipts for charges in the statement.
   - Click **Print** and then select **Selected Statement** to print the statement.
   - Limit the type of charges listed by selecting an option from the **Charge Type** list.

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4. When reviewing cycle-to-date charges or charges for an open statement, you can do the following:

Task	See page
Split a charge. Do this to: • Assign amounts to different G/L codes, custom fields, or units. • Assign part of the amount as a personal expense.	2
Reclassify charges. Do this to change G/L codes or custom fields assigned to charges.	2
Mark a charge as a personal expense.	3
Enter a description for a charge.	3
Dispute a charge.	3
Request a copy of a transaction receipt.	3
Mark a charge as receipt attached.	3
Enter any out-of-pocket expenses.	4

You can also:

- Click a merchant link to view merchant details.
- Click the icon (if shown) to display custom fields (data unique to your company, such as a project ID).

When reviewing a previous statement, you can:

- Add or edit descriptions (available up to 60 days after the end of the statement period).
- Mark a charge as receipt attached (available up to 60 days after the end of the statement period).
- Click a merchant link to view merchant details.

5. For cycle-to-date charges or a previous statement, click **Save** to save any changes.

   For an open statement, do one of the following:

   - To save your changes and keep the statement open, click **Save**.
   - If you have reviewed all charges, input all information, and made all changes to the statement, you can click **Statement Reviewed** to save your changes and close the statement.

Note Once you click **Statement Reviewed**, you can no longer modify the statement.

When you click **Statement Reviewed**, the system sends an email to let the approver know that the statement is ready for approval.

Note To save your changes, you must click **Save** or **Statement Reviewed**. Otherwise, your changes are not saved when you exit the statement.

Splitting a charge

1. To split a charge, check the box for the charge and click **Split** or, if you have reclassify privileges, **Split & Reclassify**.

   To modify information for a split charge, click the **View Split** link in the **G/L Code** or **Split** column.

2. On the Charges – Split and Reclassify page:

   - Use **Split Type** to indicate whether to specify the split by amount or percentage.
   - To create additional splits, click **Add a Split**.
   - If there are more than two splits and you want to delete a split, click the icon at the upper right for the split.
   - To delete all splits, click **Delete**.

3. Enter information for each split.

Personal	Check the box if the split is a personal expense.
Amount / Percentage	Enter the amount or percentage for each split. Apply amounts/percentages to the splits until the amount/percentage remaining (shown at the bottom of the page) is zero.
Split data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Split Description	Enter a description for the split.

4. When finished, click **Save**.

Reclassifying a charge

1. Check the box for one or more charges. Click **Reclassify**.
2. Enter information for each charge.

Personal	Check the box if the charge is a personal expense.
Receipt Attached	Check the box if you are submitting a receipt for the charge.
Data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Description	Enter a description for the charge. To apply the description from the first charge to the other charges, click **Apply to All**.

3. If there are additional charges to reclassify, use the **Save & Previous** and **Save & Next** buttons to view all charges. When finished with all charges, click **Save**.

Marking a charge as a personal expense

Note Depending on your company setup, the cardholder may need to enter bank account information before you can mark a charge as a personal expense.

You can mark a charge as a personal expense by checking the **Personal** box:

- In the list of charges.
- When splitting a charge.
- When reclassifying a charge.

Entering a description for a charge

You can enter a description for a charge the following ways:

- By clicking the **Description** link for a charge.
- By checking the box for one or more charges and clicking **Add Description**.
- When splitting a charge.
- When reclassifying a charge.

Disputing a charge

1. Check the box for the transaction and click **Dispute**.

   If a charge is already disputed, you can click **View Dispute** in the **G/L Code** or **Split** column to display information for the dispute.

2. Enter information for the dispute.

Dispute Type	Specify the type of dispute and complete any fields required for the dispute type.
Contact Information	Enter your phone number (10 digits max). Include digits only — no hyphens, spaces or other characters. For example, for (800) 555-1212, you would enter **8005551212**.
Reason for Dispute	Enter the reason for the dispute and any steps you've taken to resolve the dispute with the merchant. If available, enter a merchant cancellation number.

   When finished, click **Submit**.

Requesting a copy of a transaction receipt

To request a copy of a transaction receipt, contact the merchant directly. If you are unable to obtain a copy of the receipt from the merchant, you can use this feature to request a copy. Your company may be charged for copy requests.

Do not request a copy if you:

- Do not recognize the transaction.
- Did not authorize the transaction.
- Want to dispute the transaction (see Disputing a charge).

To request a copy of a transaction receipt

1. Check the box for the transaction and click **Copy Request**.
2. Enter information for the request.

Contact Information	Enter your phone number.
Reason for Request	Explain why you are requesting a copy, such as **Lost original receipt** or **Original receipt illegible**.

3. When finished, click **Submit**.

Marking transactions as receipt attached

You can indicate that you are submitting a receipt for a charge the following ways:

- Checking the **Receipt Attached** box in the list of charges.
- When reclassifying a charge.

Submitting receipts

Note Cardholders and OOP Only users can also use the *CEO Mobile* service to submit receipts from a mobile device. Refer to *The CEO Mobile Service Commercial Card Expense Reporting User Guide* for more information.

1. In the **Manage Statements** section of the navigation bar, select **Review Open Statements**, **View Cycle-to-Date**, or **View Previous Statements.**
2. If you are reviewing an open statement or a previous statement, select the statement.

   If you are reviewing cycle-to-date charges:

   a. Select a user from the **User Name** list.
   b. If the user has multiple cards, select a card from the **Card Number** list.
3. Click **Print**, then select **Print Cover Sheet**. Print the cover sheet or save it as a PDF.
4. Submit the cover sheet and receipts one of the following ways:
   - Email a single PDF — send a single PDF with the cover sheet and receipt images to the address on the cover sheet.
   - Email individual attachments — send the cover sheet and receipt images as individual attachments to the address on the cover sheet. Acceptable formats are PDF, JPG, GIF, TIF, BMP, and PNG.
   - Fax — fax the cover sheet and receipts to the fax number on the cover sheet.
5. When receipt images are uploaded and ready for viewing, the system sends an email to notify you.

Guidelines for submitting receipts by email

- Include only one cover sheet per email, followed by the receipts for that cycle.
- When submitting individual attachments, valid file types are PDF, JPG, GIF, TIF, BMP, and PNG. Attaching files in other formats, such as XLS and DOC, will cause a submission to reject.
- Bar codes on the cover sheet must be clear and easy to read.
- Cropping images or otherwise minimizing image file size will improve retrieval time when viewing images in the CCER service.
- Do not include email signature lines or logos in the attachments. They can cause a submission to reject.
- Submit attachments to a new email. Attachments embedded in a forwarded email cannot be processed.
- Emails configured in non-rich text format have a better success rate.
- We recommend a maximum of 5 megabytes per file attachment. The maximum allowable size for an email and all attachments is 25 megabytes.

Viewing historical receipt images

You can view or download receipt images from statements up to seven years in the past.

To view or download historical receipt images

1. Select **Manage Statements > View Historical Images**.
2. If applicable, select a division from the list.
3. Select a statement period and click **View**.
4. The system displays receipt information for the selected period. Click **View Receipts** to view the available images.

Entering out-of-pocket expenses

Note Depending on your company setup, the cardholder may need to enter bank account information before you can enter an out-of-pocket expense.

1. When viewing charges for an open statement or the cycle-to-date period, click the **Out-of-Pocket Expenses** tab.
2. To enter a new expense, click **Add an Expense**.

   To edit an existing expense, check the box for one or more expenses and click **Modify**.

   To delete an existing expense, check the box for one or more expenses and click **Delete**.
3. When entering or editing an expense, complete the following fields for the expense.

Transaction Date	Click the icon to select the date, or enter the date as MM/DD/YYYY.
Amount	When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter **100**, the amount applied is $100.00.
Description	Enter a description for the expense.
Other data fields	Complete as needed. If displayed, you can click the icon to select an entry.

4. When finished, click **Save**.

Using AP Control

Note This feature is only available if your company elects to use it and access privileges are assigned to your profile.

Reviewing items

1. Select **AP Control > Accounts Payable** in the navigation bar.
2. On the AP Control — Search page:
   a. Select an option from the **Search By** drop-down list (**General Search**, **Batch Number**, **Disbursement Number**, or **Invoice Number**).
   b. Specify search criteria and click **Search**.
3. If multiple batches match your search criteria, you can select a batch from the drop-down list and click **Select Batch**. You can also use **Next Batch** and **Previous Batch** to navigate between batches.
4. You can review items on the **Pre-Approval**, **Pending**, or **Closed** tab. When reviewing items, you can:
   - Click the ▶ icon to the left of a transaction to display details for the transaction.
   - Click the **Expand All** link to display details for all transactions on the tab.
   - Click the icon in the **Remittance Advice** column to display a remittance advice in a separate window.

   Regarding the **Closed** tab:
   - Each transaction on the **Closed** tab is assigned a disposition (displayed in the details when you click the ▶ icon). The disposition is **Settled** when a payee has received payment.
   - To only display items with a particular disposition, make a selection from the **Disposition Type** drop-down list and click **Select Type**.
   - Items are assigned the **Expired** disposition if the transaction has not settled and the transaction expiration date passes. The **Expired** disposition does not refer to the master account expiration date.

Generating AP Control reports

1. Select **AP Control > Reports** in the navigation bar.
2. Set the report options.

Report Type	Select a report from the drop-down list.
Card Status	If a drop-down list is displayed, you can select an option from the list. **All** — Include all card numbers **Inactive** — Include only inactive card numbers **Active** — Include only active card numbers
Division	If a drop-down list is displayed, you can select a division from the list.
Cardholder Name	(AP Download Report only.) If a drop-down list is displayed, you can select a Cardholder from the list.
Cardholder Number	(AP Download Report only.) If you selected a Cardholder from **Cardholder Name** and that Cardholder has multiple cards, you can select a card from the drop-down list.
Date Range	Select the date range for the report. Click the icon to select a date.
Batch Number	(AP Download Report only.) You can select a batch from the drop-down list.
Delimiter Option	Select an option from the drop-down list to indicate which character to use to separate fields in the report file. You can select either the ASCII tab or ASCII pipe (|)character as the delimiter.

   You are only required to make a selection for **Report Type** and **Delimiter Option**.

   After completing the fields as needed, click **Submit**.
3. When asked whether to open or save the file, click **Save**.
4. Specify a file name and location for the file and click **Save**.

Generating reports

Requesting a Transaction report

1. Select **Reports** > **Create Transaction Report** in the navigation bar.
2. Select a cardholder from the list (or **All**).
3. Enter report criteria.

Card Number	If the user has multiple cards, select a card from the list (or **All**).
Date Type	Select **Transaction Date** to include transactions based on the date they occurred. Select **Posting Date** to include transactions based on the date they post to the card account.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the icon to select a date, or enter a date as MM/DD/YYYY.
Amount Range	To limit transactions by amount, specify a start amount, end amount, or both. Use the operator lists to specify how to apply an amount. For example, select **>=** as the start amount operator to include transactions with an amount greater than or equal to the amount you enter. To include only transactions with a specific amount: • Select **=** as the start amount operator. • Enter a start amount. • Leave the end amount field blank. When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, **100** is assumed to be $100.00.
G/L Status	Specify whether to include open transactions, closed transactions, or both (**All**).

4. Click **Submit**. The system sends you an email when the report is ready.

Accessing Transaction reports

1. Select **Reports** > **Transaction Summary** in the navigation bar.
2. The system lists reports you have requested within the last six weeks. For each report, you can do one of the following:

View & Print	Click to display the report in a separate window. Click **Print** to print the report.
Download Excel	Click to download the report in Microsoft Excel format.

Editing your personal profile

Note If you have multiple roles, you can edit your profile under one role only. If this function is not available for the role you are currently using, it is available for another role.

1. Select **User Information** > **Personal Profile** in the navigation bar.
2. The system displays your personal profile.
3. After making any changes, click **Save**.

The Commercial Card Expense Reporting (CCER) service

Quick Reference — Approver

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Accessing the Commercial Card Expense Reporting (CCER) service

1. Sign on to the *Commercial Electronic Office*® (*CEO*®) portal at the following address.

   https://wellsoffice.wellsfargo.com/portal/signon/index.jsp

   Depending on the options selected by your company, you may receive a welcome email with instructions about accessing the *CEO* portal if you are a new CCER user.
2. If this is your first time signing on to the *CEO* portal, follow the steps to create a new password, edit your profile, and provide answers to the secret questions.
3. Once you successfully sign on to the *CEO* portal:
   - If the system displays the *CEO* home page, select **Commercial Card Expense Reporting** under **My Services**. A separate browser window opens and displays the CCER service.
   - If the CCER service is your only *CEO* service and you activate the Automatic Access option (described in the next section), the system automatically displays the CCER service.

Note Information about accessing the CCER service through the *CEO Mobile*® service is available at the following address.

https://wellsoffice.wellsfargo.com/ceo_public/upgrade/ceomobile/index.jsp

Using Automatic Access

If the CCER service is your only *CEO* service, you can use the Automatic Access option to automatically display the CCER service when you sign on to the *CEO* portal.

To set up Automatic Access

1. On the *CEO* home page, click **My Profile** at the top of the page.
2. On the My Profile page, click the **Edit Profile** link.
3. In the **Preferences** section of the Edit Profile page, set **Automatic Access** to the desired setting (**Yes** or **No**) and click **Save**.

Exiting the CCER service

To exit the CCER service, click **Close** at the upper right corner of the window.

Switching roles

If you have more than one role, your roles are listed above the navigation bar. To switch to a different role, click on the link for the role.

Managing statements

Reviewing a statement awaiting approval

Note The options available depend on the options selected by your company and privileges assigned to your profile.

To review a statement

1. Do one of the following:
   - To approve an open statement, select **Manage Statements > Approve Statements** in the navigation bar.
   - To view charges for the current statement period, select **Manage Statements > View Cycle-to-Date** in the navigation bar.
   - To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation bar.
2. If you are reviewing an open statement or a previous statement, select the statement and click **View**.

   If you are reviewing cycle-to-date charges:

   a. Select a user from the **User Name** list.
   b. If the user has multiple cards, select a card from the **Card Number** list.
3. When reviewing a statement, you can:
   - Click **Print** and then select **Selected Statement** to print the statement.
   - Limit the type of charges listed by selecting an option from the **Charge Type** list.

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4. When reviewing cycle-to-date charges or charges for an open statement, you can do the following:

Task	See page
Split a charge. Do this to: • Assign amounts to different G/L codes, custom fields, or units. • Assign part of the amount as a personal expense.	2
Reclassify charges. Do this to change G/L codes or custom fields assigned to charges.	2
Mark a charge as a personal expense.	3
Enter a description for a charge.	3
Request a copy of a transaction receipt.	3
Dispute a charge.	3
Mark a charge as receipt attached.	3
Enter any out-of-pocket expenses.	4

You can also:

- Click a merchant link to view merchant details.
- Click the icon (if shown) to display custom fields (data unique to your company, such as a project ID or department code).

5. Click the **Out-of-pocket Expenses** tab. If there are expenses listed, check the box for one or more expenses and click one of the following buttons:

Modify	Modify information for an expense.
Approve	Approve an expense.
Decline	Decline an expense.

Note You cannot approve a statement until you approve or decline all out-of-pocket expenses.

6. When you have reviewed all statement charges and have approved or declined all out-of-pocket expenses, you can click **Approve Statement** to approve the statement.

Splitting a charge

1. To split a charge, check the box for the charge and click **Split** or, if you have reclassify privileges, **Split & Reclassify**.

   To modify information for a split charge, click the **View Split** link in the **G/L Code** or **Split** column.

2. On the Charges – Split and Reclassify page:
   - Use **Split Type** to indicate whether to specify the split by amount or percentage.
   - To create additional splits, click **Add a Split**.
   - If there are more than two splits and you want to delete a split, click the icon at the upper right for the split.
   - To delete all splits, click **Delete**.

3. Enter information for each split.

Personal	Check the box if the split is a personal expense.
Amount / Percentage	Enter the amount or percentage for each split. Apply amounts/percentages to the splits until the amount/percentage remaining (shown at the bottom of the page) is zero.
Split data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Split Description	Enter a description for the split.

4. When finished, click **Save**.

Reclassifying a charge

1. Check the box for one or more charges. Click **Reclassify**.
2. Enter information for each charge.

Personal	Check the box if the charge is a personal expense.
Receipt Attached	Check the box if you are submitting a receipt for the charge.
Data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Description	Enter a description for the charge. To apply the description from the first charge to the other charges, click **Apply to All**.

3. If there are additional charges to reclassify, use the **Save & Previous** and **Save & Next** buttons to view all charges. When finished with all charges, click **Save**.

Marking a charge as a personal expense

Note Depending on your company setup, the cardholder may need to enter bank account information before you can mark a charge as a personal expense.

You can mark a charge as a personal expense by checking the **Personal** box:

- In the list of charges.
- When splitting a charge.
- When reclassifying a charge.

Entering a description for a charge

You can enter a description for a charge the following ways:

- By clicking the **Description** link for a charge.
- By checking the box for one or more charges and clicking **Add Description**.
- When splitting a charge.
- When reclassifying a charge.

Disputing a charge

1. Check the box for the transaction and click **Dispute**.

   If a charge is already disputed, you can click **View Dispute** in the **G/L Code** or **Split** column to display information for the dispute.

2. Enter information for the dispute.

Dispute Type	Specify the type of dispute and complete any fields required for the dispute type.
Contact Information	Enter your phone number (10 digits max). Include digits only — no hyphens, spaces or other characters. For example, for (800) 555-1212, you would enter **8005551212**.
Reason for Dispute	Enter the reason for the dispute and any steps you've taken to resolve the dispute with the merchant. If available, enter a merchant cancellation number.

   When finished, click **Submit**.

Requesting a copy of a transaction receipt

To request a copy of a transaction receipt, contact the merchant directly. If you are unable to obtain a copy of the receipt from the merchant, you can use this feature to request a copy. Your company may be charged for copy requests.

Do not request a copy if you:

- Do not recognize the transaction.
- Did not authorize the transaction.
- Want to dispute the transaction (see Disputing a charge).

To request a copy of a transaction receipt

1. Check the box for the transaction and click **Copy Request**.
2. Enter information for the request.

Contact Information	Enter your phone number.
Reason for Request	Explain why you are requesting a copy, such as **Lost original receipt** or **Original receipt illegible**.

3. When finished, click **Submit**.

Marking transactions as receipt attached

You can indicate that you are submitting a receipt for a charge the following ways:

- Checking the **Receipt Attached** box in the list of charges.
- When reclassifying a charge.

Entering out-of-pocket expenses

Note Depending on your company setup, the cardholder may need to enter bank account information before you can enter an out-of-pocket expense.

1. When viewing charges for an open statement or the cycle-to-date period, click the **Out-of-Pocket Expenses** tab.
2. To enter a new expense, click **Add an Expense**.

   To edit an existing expense, check the box for one or more expenses and click **Modify**.
3. When entering or editing an expense, complete the following fields for the expense.

Transaction Date	Click the icon to select the date, or enter the date as MM/DD/YYYY.
Amount	When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter **100**, the amount applied is $100.00.
Description	Enter a description for the expense.
Other data fields	Complete as needed. If displayed, you can click the icon to select an entry.

4. When adding expenses, you can click **Add Another** to enter information for another expense.
5. When finished, click **Save**.

Viewing cycle-to-date charges for a user

1. Select **Manage Statements** > **View Cycle-to-Date** in the navigation bar.
2. Select a user from the list. If the user has multiple cards, select a card from the list.

Viewing previous statements

1. Select **Manage Statements** > **View Previous Statements** in the navigation bar.
2. The system initially displays statements for active cardholders. You can select a Card Status option (**Active** or **Inactive**) to switch the statement list between active and inactive cardholders.
3. Select a statement and click **View**.

Managing receipts

Submitting receipts

Note Cardholders and OOP Only users can also use the *CEO Mobile* service to submit receipts from a mobile device. Refer to *The CEO Mobile Service Commercial Card Expense Reporting User Guide* for more information.

1. In the **Manage Statements** section of the navigation bar, select **Review Open Statements**, **View Cycle-to-Date,** or **View Previous Statements**.
2. If you are reviewing an open statement or a previous statement, select the statement.

   If you are reviewing cycle-to-date charges:

   a. Select a user from the **User Name** list.
   b. If the user has multiple cards, select a card from the **Card Number** list.
3. Click **Print**, then select **Print Cover Sheet**. Print the cover sheet or save it as a PDF.
4. Submit the cover sheet and receipts one of the following ways:
   - Email a single PDF — send a single PDF with the cover sheet and receipt images to the address on the cover sheet.
   - Email individual attachments — send the cover sheet and receipt images as individual attachments to the address on the cover sheet. Acceptable formats are PDF, JPG, GIF, TIF, BMP, and PNG.
   - Fax — fax the cover sheet and receipts to the fax number on the cover sheet.
5. When receipt images are uploaded and ready for viewing, the system sends an email to notify you.

Guidelines for submitting receipts by email

- Include only one cover sheet per email, followed by the receipts for that cycle.
- When submitting individual attachments, valid file types are PDF, JPG, GIF, TIF, BMP, and PNG. Attaching files in other formats, such as XLS and DOC, will cause a submission to reject.
- Bar codes on the cover sheet must be clear and easy to read.
- Cropping images or otherwise minimizing image file size will improve retrieval time when viewing images in the CCER service.
- Do not include email signature lines or logos in the attachments. They can cause a submission to reject.
- Submit attachments to a new email. Attachments embedded in a forwarded email cannot be processed.
- Emails configured in non-rich text format have a better success rate.
- We recommend a maximum of 5 megabytes per file attachment. The maximum allowable size for an email and all attachments is 25 megabytes.

Managing the receipts record

1. Select **Manage Statements** > **Manage Receipts** in the navigation bar.
2. If needed, click the **Review Receipts** tab.
3. If applicable, select a division from the list.
4. Select a statement period. To view the receipts record, click **View**. To download the receipts record as a Microsoft Excel file, click **Download**.
5. If you click **View**, the system displays the receipts record for the selected period.

   To display receipts for only active or inactive cards, select an option from the **Card Status** list.

   For each receipt listed, you can:

   - Check the **Receipts Received** box to indicate that you have received the receipt.
   - Enter any comments regarding the receipt.
   - If a receipt image is available, click the link in the **Receipt Images** column to display the receipt.

   When finished, click **Save**.

Viewing historical receipt images

You can view or download receipt images from statements up to seven years in the past.

To view or download historical receipt images

1. Select **Manage Statements** > **Manage Receipts**.
2. Click the **View Historical Images** tab.
3. If applicable, select a division from the list.
4. Select a statement period and click **View**.
5. The system displays receipt information for the selected period. Click **View Receipts** to view the available images.

Reviewing credit limit change requests

1. Select **View Requests/Status** > **Credit Limit Change** in the navigation bar.
2. The system lists any pending requests. Check the box for one or more requests and do one of the following:

   - Change the granted limit (if needed) and click **Approve**.
   - Click **Deny**.

   You can also click the **Closed Requests** tab to review requests that were previously approved or denied.

Reviewing the status of change requests

You can use this feature to verify that the system has successfully processed card setup changes or user setup changes that affect the user's card.

To review the status of change requests

1. Select **View Requests/Status** > **Request Status** in the navigation bar.
2. Select a field type from the list (or **All**). Click **Select**.

   The system assigns the **Passed** status to a change request that it has successfully processed.

   If the status is **Failed**, resubmit the request. If it fails again, contact the Business Purchasing Service Center.

Using AP Control

Note This feature is only available if your company elects to use it and access privileges are assigned to your profile.

Reviewing items

1. Select **AP Control > Accounts Payable** in the navigation bar.
2. On the AP Control — Search page:
   a. Select an option from the **Search By** drop-down list (**General Search**, **Batch Number**, **Disbursement Number**, or **Invoice Number**).
   b. Specify search criteria and click **Search**.
3. If multiple batches match your search criteria, you can select a batch from the drop-down list and click **Select Batch**. You can also use **Next Batch** and **Previous Batch** to navigate between batches.
4. You can review items on the **Pre-Approval**, **Pending**, or **Closed** tab. When reviewing items, you can:
   - Click the ▶ icon to the left of a transaction to display details for the transaction.
   - Click the **Expand All** link to display details for all transactions on the tab.
   - Click the icon in the **Remittance Advice** column to display a remittance advice in a separate window.

   Regarding the **Closed** tab:
   - Each transaction on the **Closed** tab is assigned a disposition (displayed in the details when you click the ▶ icon). The disposition is **Settled** when a payee has received payment.
   - To only display items with a particular disposition, make a selection from the **Disposition Type** drop-down list and click **Select Type**.
   - Items are assigned the **Expired** disposition if the transaction has not settled and the transaction expiration date passes. The **Expired** disposition does not refer to the master account expiration date.

Generating AP Control reports

1. Select **AP Control > Reports** in the navigation bar.
2. Set the report options.

Report Type	Select a report from the drop-down list.
Card Status	If a drop-down list is displayed, you can select an option from the list. **All** — Include all card numbers **Inactive** — Include only inactive card numbers **Active** — Include only active card numbers
Division	If a drop-down list is displayed, you can select a division from the list.
Cardholder Name	(AP Download Report only.) If a drop-down list is displayed, you can select a Cardholder from the list.
Cardholder Number	(AP Download Report only.) If you selected a Cardholder from **Cardholder Name** and that Cardholder has multiple cards, you can select a card from the drop-down list.
Date Range	Select the date range for the report. Click the icon to select a date.
Batch Number	(AP Download Report only.) You can select a batch from the drop-down list.
Delimiter Option	Select an option from the drop-down list to indicate which character to use to separate fields in the report file. You can select either the ASCII tab or ASCII pipe (|)character as the delimiter.

   You are only required to make a selection for **Report Type** and **Delimiter Option**.

   After completing the fields as needed, click **Submit**.
3. When asked whether to open or save the file, click **Save**.
4. Specify a file name and location for the file and click **Save**.

Generating reports

Reporting download

You can use this report to create a customized report.

Note This option is only available if access privileges are assigned to your profile.

To create a report template

1. Select **Reports** > **Reporting Download** in the navigation bar.
2. On the Reporting – Download Report page, click the **Report Template** tab.
3. Click the **Create New Template** link.
4. In **New Template Name**, enter a name for the template.
5. In the **Available Columns** list, select the data fields you want to include in the report.
   - To select a range of fields, click on the first field in the range, press and hold Shift, and click on the last field in the range.
   - To select multiple fields individually, press and hold Ctrl while you click on the fields.

   Click the icon to move the selected fields to the **Selected Columns** list.
6. You can control the width of columns to minimize wasted space for the report. For example, the standard width for Cardholder Email is 60 characters, but if your email addresses don't exceed 35 characters, you can reduce the width for that column.

   To change the width for a column:

   a. Select one or more data fields in the **Selected Columns** list and click **Change Width**.
   b. In the Field Width – Modify Field window, change the field lengths for the selected fields. Click **Submit**.
   c. Click **Close** to close the Field Width – Modify Field window.
7. When finished, click **Save** to save the template.

To download a report

1. Select **Reports** > **Reporting Download** in the navigation bar.
2. On the **Download Report** tab, complete the report criteria fields.

User Name	Select a user from the list or **All** to include all users.
Card Number	(Only displayed if you select a name, not **All**, for **User Name**.) If the user has multiple cards, select a card number from the list or **All** to include all cards.
Template Name	Select a template from the list. The report will include the data specified by the template.
Delimiter Option	Select an option from the drop-down list. Pipe — Fields are separated by the pipe (|) character. Fixed Length — Fields are the fixed length specified in the template and space-filled as needed to be the set length. Tab — Fields are separated by a tab character.
Date Type	Select **Transaction Date** to include transactions based on the date they occurred. Select **Posting Date** to include transactions based on the date they post to the card account.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the icon to select a date, or enter a date as MM/DD/YYYY.

3. Click **Download**. Follow the instructions to save the report file.

Generating a Statement Summary

1. Select **Reports** > **Statement Summary** in the navigation bar.
2. Select a division from the list and click **Select**.
3. The statement summaries are displayed. If needed, you can use the scrollbar at the bottom of the page to display all information. You can also click **Print Version** to display the information in a format more suitable for printing.

Requesting an Offline report

1. Select **Reports** > **Offline** in the navigation bar.
2. Click the **Create New Report** link.
3. Select the report type from the list. Click **Continue**.
4. If you selected the Transaction Detail report, select a cardholder from the list (or **All**).
5. Enter report criteria.

Card Number*	If the user has multiple cards, select a card from the list (or **All**).
Date Type	Select **Transaction Date** to include transactions based on the date they occurred. Select **Posting Date** to include transactions based on the date they post to the card account.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the icon to select a date, or enter a date as MM/DD/YYYY.
Amount Range*	To limit transactions by amount, specify a start amount, end amount, or both. Use the operator lists to specify how to apply an amount. For example, select >= as the start amount operator to include transactions with an amount greater than or equal to the amount you enter. To include only transactions with a specific amount: • Select = as the start amount operator. • Enter a start amount. • Leave the end amount field blank. When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, **100** is assumed to be $100.00.
G/L Status*	Specify whether to include open transactions, closed transactions, or both (**All**).

* Displayed for the Transaction Detail report only.

6. Click **Submit**. The system sends you an email when the report is ready.

Accessing Offline reports

1. Select **Reports** > **Offline** in the navigation bar.
2. The system lists reports you have requested within the last six weeks. For each report, you can do one of the following:

View & Print	Click to display the report in a separate window. Click **Print** to print the report.
Download Excel	Click to download the report in Microsoft Excel format.

Viewing/editing user information

Managing cards for existing users

Note This option is only available if access privileges are assigned to your profile.

1. Select **Manage Users** > **Manage Cards** in the navigation bar.
2. Enter information for one or more search criteria fields.

Last Name, First Name	If you use one or both of these fields, the search results will include all users whose name begins with the text you enter. For example, if you enter **john** as the last name, the search results could include users with the last name John, Johnson, Johnston, and any other name beginning with "John." These fields are not case-sensitive (entering **john** and **John** will achieve the same results).
Unique ID	You can enter a user's unique ID number.
Offline Cardholders	Check this box to include only cardholders who receive statements as e-mail attachments.

Click **Search**.

3. Select a user on the search results list and click **Request Card**, **Change Credit Limit**, or **Cancel Card**.

Creating a new Cardholder user

Note This option is only available if access privileges are assigned to your profile.

1. Select **Manage Users > Create New User** in the navigation bar.
2. If you did not enter your token passcode when you logged on to *CEO*, the system requires you to enter it now. Enter your token passcode and click **Send**.
3. On the Create New User page, complete the fields as needed. Key fields include:

Agent	Select an agent from the list. Most companies have only one agent. If your company has more than one, ask your CCER Program Administrator which one to select.
Embossing	Use these fields to specify how the cardholder's name is printed (embossed) on the front of the card. For **Name Line 1**, Enter the cardholder's first name, an asterisk, and last name (**John*Smith**, for example).
MCC Strategy	Use these fields to specify which merchants the cardholder is authorized to use. For **Select Strategy**, click **Inclusion**. The system displays a list of available groups. Select one or more groups in the **Available Groups** list and click the ⇨ icon to move the groups to the **Selected Groups** list.

Note If you have questions about these or any other fields on this page, contact your CCER Program Administrator.

4. When finished entering user information, click **Save**.

Editing your personal profile

Note If you have multiple roles, you can edit your profile under one role only. If this function is not available for the role you are currently using, it is available for another role.

1. Select **User Information > Personal Profile** in the navigation bar.
2. The system displays your personal profile.
3. After making any changes, click **Save**.