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CITY OF SOUTH LAKE TAHOE



CAL-Card User Handbook

July 2012



CAL-Card User Handbook

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This handbook is intended to establish guidelines for the City of South Lake Tahoe CAL-Card holder. These guidelines establish basic policy and procedures in how to properly use the card. Remember, use of the card is a privilege that may be revoked at any time!

Some employees may have more experience with the use of credit and debit cards than others. We apologize if some of the instructions on card use seem obvious.

City officials and employees seeking to learn more about the CAL-Card program should visit the State of California Department of General Services website: www.pd.dgs.ca.gov/calcard

NOTE: The forms pictured in this handbook are for illustration purposes only. Copies of the form may be obtained from the Public Folders on Microsoft Outlook.
Go to: **Public Folders** → **All Folders** → **Purchasing** → **Forms**

1.) What is a “CAL-Card?”

The “CAL-Card” program is one of the payment methods used by the City of South Lake Tahoe for the purchase of goods generally costing less than \$500.00. The State of California has a master service agreement (MSA 5-06-99-01) with U. S. Bank to provide VISA bankcard services. The CAL-Card is a cost-free payment mechanism available to government agencies such as the City. The use of the CAL-Card was approved by the City of South Lake Tahoe City Council on June 4, 2002. Currently, over 80 City of South Lake Tahoe employees hold a CAL-Card for day-to-day use or for use in a declared emergency.



During the last decade the procurement card (“p-card”) has become one of the most successful modern procurement programs at all levels. The federal government first used it to free up time in the procurement office as some low-dollar transactions required as much paperwork as the larger dollar purchases.

“There are varying numbers on how much the p-card has saved in transaction dollars. A report by the U.S. Army Audit Agency showed the average cost for processing a purchase order was \$155.09 versus a (procurement) card cost of \$62.49.”

-William Broderick, Purchasing Manager, City of San Diego

CAL-Cards are procurement cards, not credit cards. The balance must be paid each billing cycle. These cards work just like a VISA charge card with the exception of a number of unique controls that have been developed specifically for the procurement card program.



CAL-Cards are not meant to replace traditional procurement methods such as contracts for services, petty cash, purchase orders and blanket purchase orders, direct payments and Payment Requests, etc. CAL-Cards are essential when placing orders over the Internet. They simplify the purchase and payment of low-dollar value goods. More merchants, especially those out-of-state, do not accept a purchase order but will take a VISA payment. It is almost impossible to make airline or hotel reservations without such a card.

CAL-Cards improve merchant relations by making it easier to do business with the City. First-time merchants do not have to send in a credit application. The purchaser does not need to wait for the application to be filled-out, returned and approved before a purchase can be made.

By using the CAL-card to make a purchase, the merchant is paid immediately for the purchase. The City has up to 45 days to make payment on all of their purchases during the previous month. There is a rebate for prompt payment.

The CAL-Card is issued in the name of the cardholder and billed to the City of South Lake Tahoe. Graphics make it easy to distinguish a CAL-Card from personal card. U.S. Bank will have no cardholder information other than their name, work address and phone number. U.S Bank does not collect the cardholder's social security number and they do not perform a credit check on the cardholder.

2.) Advantages to the City for using the CAL-Card program

- VISA acceptance allows for an expanded supplier base
- Suppliers paid promptly
- Obtain goods and services when needed
- Walk-in, telephone, fax and e-procurements
- Reduces the number of purchase orders
- Reduces or eliminates the need for petty cash
- Validated controls for the Cardholder and Program Administrator
- No membership or administrative fees
- No minimum card count or spend amount



- Invoices due 45 days from invoice date
- Visa dispute rights, fraud protection and VISA Waiver Liability coverage
- Streamlines the accounts payable process by reducing the number of checks issued
- Average Transaction, Volume Sales and Prompt Payment rebates.

The three rebates referenced above are computed as follows:

1. Average Transaction Rebate

The following formula will be used to determine the Average Transaction Incentive for each participating agency:

$$\frac{\text{Total Sales (Quarterly)}}{\text{\# of Transactions (Quarterly)}} \times 0.75 = \text{Average Transaction Rebate}$$

Distribution of the Quarterly Average Transaction Rebate shall include the following condition:

Computed Quarterly Average Transaction Rebate to the Participating Agency shall not exceed 2% of the Participating Agency's Quarterly Total Spend. Amount in excess of 2% of the Participating Agency's Quarterly Total Spend shall be forwarded to the Department of General Services under the heading of Administrative Fee - Excess Quarterly Average Transaction Rebate.

2. Volume Sales Rebate

The following formula will be used to determine the Volume Sale Incentive for each participating agency:

$$\text{Total Sales (each individual participating agency)} \times .00393 = \text{Volume Sales Rebate}$$

3. Prompt Payment Rebate

The following formula will be used to determine the Prompt Payment Incentive for each participating agency:

$$\frac{(45 - \text{Client Held Days})}{45} \times 0.045 \times \text{Quarterly Volume Sales}$$

3.) CAL-Card ethics

An employee of the City of South Lake Tahoe should always conduct themselves with the highest level of ethics (see chapter 22, section 22 of the City Code). This especially applies to use of the CAL-Card. The potential for abuse is one of the few drawbacks to the procurement card program. There are several controls built



into the card and into the program that limit the potential for abuse. When considering a questionable purchase, the cardholder should ask themselves: “Would my manager, the City Council, and the public approve?”

Remember, all City records regarding purchases are available to the public, including CAL-Card purchase records.

4.) Obtaining a CAL-Card

The head of the department determines which full-time employees should have a CAL-Card procurement card. The head of the department then submits a **CalCard Form2 – Request for a CalCard** form to the Purchasing Division.

This form includes information on the employee and why the employee requires a CAL-Card. This request is reviewed and approved by the Director of Finance. Upon approval, the Purchasing Division applies for a card for the individual through the U.S. Bank website. Generally, a card is issued and received by Purchasing in a week or less.

The new cardholder must attend a training session detailing how to use the CAL-Card and the rights and responsibilities of a

CAL-Card holder. A copy of this guidebook is given to the new cardholder at this time. The cardholder should keep it as a reference as it will be needed at a later



City of South Lake Tahoe

USbank **CalCard**
Member Service Guarantee

Request for a CalCard

Employee Information (please print or type)

Employee name	
Department	
Division	
Job title	
Address	
Telephone (business)	
Date of request	

Card limits & reason for request

Single-purchase limit \$ _____ Billing cycle limit \$ _____

The usual default for these limits is \$500.00 for a single purchase and \$500.00 per billing cycle (the billing cycle is the 23rd of the month through the 22nd of the following month).

Reason that this permanent full-time City employee needs a CalCard

Signatures of approval

Cardholder	Date
Head of Employee's Dept or Div	Date
Finance Dept	Date

CalCard has been ordered from US Bank _____ (date) by Purchasing Division

CalCard Form2 - Request for a CalCard Revision: 02/01/2010
 FINANCE DEPT / PURCHASING DIV 542-6066



date. Contact the Program Administrator to determine the date and time of the next CAL-Card training class.

5.) Receipt of a CAL-Card

The new cardholder must sign a **CalCard Form4 – CalCard Receipt Acknowledgement** form that details information about the card issued, including the card number and dollar limits. This signed acknowledgement is kept in the employee’s personnel file in Human Resources. The card must be surrendered when the cardholder leaves the employ of the City.

The employee must sign the form again if a new card is issued in the future. This can be because of the card wearing out or being defective or if the cardholder changes their name or other contact information. Filling out a new **CalCard Form 4 –**

CalCard Receipt Acknowledgement for each new card ensures that Human Resources obtains the correct card upon the departure of the City employee.

		City of South Lake Tahoe  CalCard CalCard Receipt Acknowledgment
Employee Information (please print or type)		
Employee name		
Department		
Division		
Job title		
Address		
Telephone (business)		
Date card was received		
New CalCard information & purchase limits		
Name on card		
Card number		Exp date
Single-purchase limit \$	_____	Billing cycle limit \$ _____
<small>Single purchase limit = the maximum amount that can be charged to the card at one time. Billing cycle limit = the maximum amount that can be charged during the billing cycle which is the 23rd of the month through the 22nd of the following month.</small>		
Acknowledgement & signature I hereby acknowledge receipt of the U.S. Bank CalCard described above:		
Cardholder	Date	
<input type="checkbox"/> Copy of this signed form sent to the Approving Authority _____ (date) by Purchasing Div <input type="checkbox"/> Original copy of the signed form was given to Human Resources to hold in employee's personnel file		
<small>CalCard Form4 - Receipt Acknowledgment Revision 21 05/24/2010 FINANCE DEPT / PURCHASING DIV 542-6066</small>		

6.) CAL-Card activation steps

The new cardholder should follow the steps below to activate their new CAL-Card. The following information should be on hand before the call is made: the 16-digit account (card) number, the mailing address and zip code, the business



telephone number *and the 4-digit numeric number designated by the Program Administrator.*

- A. Call **1-800-344-5696** from a touch-tone phone.
- B. Respond to each of the following prompts.
- C. “Welcome to the Corporate Payment Systems Customer Service. Please enter your 16-digit account (card) number”.
- D. “Please enter the 5-digit ZIP code of your mailing address.”
- E. “To activate your account, press 1”.
- F. “To activate your account number, please key in the last four digits or your social security number”. Do not enter your social security number. ***Use the 4-digit numeric number designated by the Program Administrator rather than your social security number.***
- G. “Please enter your business telephone number, beginning with the area code.”
- H. “Your account has been successfully activated. Thank you.”

7.) Cardholder responsibilities

Once training has been completed, the cardholder must sign a **CalCard Form3 – Cardholder Agreement** form to acknowledge that they are familiar with, and adhere to, the City’s policies and procurement guidelines. The CAL-Card is a privilege granted by the City and this privilege can be revoked at any time and for any reason.

There are several responsibilities related to the issuance of a CAL-Card:



City of South Lake Tahoe

usbank **CalCard**
Five Star Service Guaranteed

Cardholder Agreement Form

Employee Information (please print or type)

Employee name	
Department	
Division	
Job title	
Date of CalCard Training	

Acknowledgement & certification

- I hereby certify that I have attended the City of South Lake Tahoe procurement card (“CalCard”) training program and have thoroughly reviewed the Cardholder Handbook and that I understand the terms and conditions of card use as set forth within the handbook.
- I understand that this card shall only be used for official City of South Lake Tahoe business and that the card shall not be used by anyone but me. I will not use this card to make unauthorized or prohibited purchases. I understand that unauthorized use of this card will require immediate repayment of all unauthorized charges and may result in disciplinary action up to and including termination of employment.
- I understand that I am responsible for the security and safekeeping of the card. I will immediately notify U.S. bank, my Approving Authority, and the Purchasing Division in the event that my card is lost or stolen or if I suspect that my card has been used in a fraudulent manner. I will confirm this telephone notification with a letter or fax to U.S. Bank and a carbon copy to the Purchasing Division.
- I understand that the City has the unconditional right to cancel the card issued to me at any time. I agree to surrender the card immediately at the end of my employment with the City. I also agree to surrender the card upon the request of my Approving Authority, the head of my department, the Human Resources Department or an authorized representative of the Finance Department.

Signature

Cardholder	Date
------------	------

CalCard Form3 - Cardholder Agreement Revision 02/01/2010
 FINANCE DEPT / PURCHASING DIV 542-6066



- A. The City Code regarding purchasing (section 22) and Administrative Regulations – Purchasing Policies and Procedures applies to all CAL-Card purchases.
- B. The cardholder must ensure that there are sufficient funds in the account that will be used to pay for the purchase.
- C. The card must be signed on the back in the signature panel.
- D. The card holder must obtain a receipt at the point of purchase and verify it for accuracy.
- E. The card must be kept secure at all times and is not to be used by anyone other than the cardholder.
- F. The cardholder must notify U.S. Bank Customer Service of any billing discrepancies, fraudulent activity, or lost or stolen cards.
- G. The cardholder must notify the Program Administrator of name, address, telephone, or other changes to their account.
- H. The cardholder must review the monthly statement for accuracy and ensure that it is submitted to their Approving Authority in a timely manner.
- I. The least expensive item that suits the needs of the purchase should be what is purchased.

Violations in any of the above areas are grounds for revocation of all CAL-Card privileges.

8.) Restricted and prohibited purchases

The CAL-Card can be used at any merchant that accepts VISA cards for payments of purchases. However, there are some restrictions built into the procurement card that do not exist for personal credit cards.

The CAL-Card has a number of controls and data reporting features. These controls are based upon the International Merchant Purchase Authorization Card (I.M.P.A.C.) program. These controls ensure that the card is only used by the authorized individuals for authorized purchases by programming the card with specific tracking codes prior to initial use of the card. These codes identify which merchants will accept the CAL-Card. They also specify the maximum dollar amounts authorized for the cardholder.

The following merchant category codes are excluded from the CAL-Card program (the cardholder is **prohibited** from purchasing these items):

- A. Wire transfers and money orders
- B. Financial institutions – manual and automatic cash advances
- C. Non-financial institutions – foreign currency, traveler’s checks, etc.



- D. Convenience checks
- E. Security brokers and dealers
- F. Savings bonds
- G. Timeshares
- H. Betting, casino gaming chips, off-track betting
- I. Political organizations
- J. Religious organizations
- K. Court costs including alimony and child support
- L. Fines
- M. Bail and bond payment

In addition, these items are **restricted** from purchase by City employees:

- A. Services that require a contract or agreement to be signed**
- B. Fixed asset purchases (\$6000.00 or more) must be purchased with a purchase order
- C. Purchase of electronics equipment such as pagers, cellular phones, computers, printers, monitors, fax machines, etc, which need to be approved by the Information Technology division
- D. Purchase of vehicle parts or services that normally require the approval of the Motor Pool division
- E. Purchases that do not follow the City Code or Administrative Regulations for Purchasing

Restrictions related to the City's Meeting and Travel Policy are addressed in a separate section of this handbook.

9.) Merchant responsibilities (aka: What the seller does)

The merchant, upon presentation of the CAL-card for a purchase, completes a sales draft. The card number, expiration date, cardholder name and sometimes the three digit number on the back of the card are collected. The date and amount of the purchase are recorded along with a brief description of the item(s) being purchased. The transaction will also bear the merchant's name and identification.

The merchant will obtain authorization for the transaction via a direct link to the VISA authorization network or telephone line. The merchant will obtain an authorization number approving the purchase. The authorization will be denied if the purchase puts the CAL-Card over its limit or if the purchase is excluded by I.M.P.A.C.

The cardholder's limit can be adjusted at the point of purchase by the Program Administrator if the purchase puts the cardholder a few dollars over their limit.



This is preferable than the cardholder making a second trip to the merchant. Call the Program Authority from the merchant’s store to explain the situation.

10.) Approving Authority responsibilities

Each department designates an Approving Authority. The Approving Authority acts as a liaison with the department or division head and the Program

Administrator to determine which employees shall be issued CAL-Cards and the dollar limits for those cards. The Approving Authority is responsible for insuring that all purchases comply with the City’s CAL-Card program and purchasing policies.

Cal-Card Form5 – Approving Authority Designation is used to state who is an Approving Authority.

Other duties of the Approving Authority include:

- A. Reviewing cardholder’s statements that all purchases are appropriate and are being charged to the correct account (budget) number.
- B. Ensuring that all documentation (receipts, acknowledgements, packing slips, etc) are attached to the cardholder statement.
- C. Signing and dating the cardholder statement on the “Approver” line to certify that the statement is correct.
- D. Reporting to the head of the department and the Program Administrator any gross violations made by the cardholder.



City of South Lake Tahoe

usbank CalCard
Member Service Corporation

Approving Authority Designation

Approving Authority (please print or type)

Approving Authority name	
Department	
Division	
Job title	
Telephone (business)	

The above named employee is the Approving Authority for the _____ dept.

for all cardholders in the dept. -or- only for cardholders in the _____ division.

Approving Authority responsibilities

Each City of South Lake Tahoe Department will designate an “Approving Authority”. The Approving Authority acts as a liaison with the Department Head and the Purchasing Division to determine which employees shall be issued CalCards and the maximum spending limits for the card. The Approving Authority also reviews all CalCard purchases made by the cardholders under their authority to ensure the appropriateness and accuracy of the purchase and the monthly statement.

Signatures of approval

Approving Authority	Date
Head of Department	Date
Finance Dept	Date

CalCard Form5 - Approving Authority Designation Revision 1 02/01/2010
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- E. Submitting all cardholder statements to Accounts Payable in a timely manner.
- F. Resolving issues related to a cardholder's purchase.

11.) Finance Department responsibilities

The **Purchasing division** is responsible for administering the CAL-Card procurement card program. Purchasing is responsible for accumulating, reporting, coordinating, developing and administering a complete training program. This includes maintaining a CAL-Card handbook and the appropriate forms related to CAL-Card use. Purchasing is in charge of evaluating all aspects of the CAL-Card program.

Accounts Payable (A/P) is responsible for issuing the final payment to U.S. Bank. A/P notifies the cardholder or Approving Authority if statement submissions are incomplete, such as receipts, account numbers, or signatures missing. A/P reports to the Purchasing division any violations of CAL-Card use by a cardholder A/P noticed at the time of paying the statement.

The **Director of Finance** is the final City authority on who should receive a CAL-Card and what the dollar limits should be. The Director of Finance serves as the Assistant Program Administrator in the absence of the Program Administrator.

12.) U.S. Bank responsibilities



U.S. Bank has been contracted by the State of California Department of General Services to administer the CAL-card procurement card program. This includes all of the details related to running a procurement card program including issuing cards, monitoring card use and correcting fraud issues, offering rebates for prompt payment, etc. U.S. Bank also makes available a website for transacting CAL-Card business.

13.) Reporting lost or stolen cards

The following information is from the CAL-Card website:

It is important to emphasize to cardholders the need to immediately notify U.S. Bank Customer Service of any CAL-Card loss or theft.



When a CAL-Card is lost or stolen, the cardholder must **immediately notify U.S. Bank, their Approver and Program Administrator.**

To notify U.S. Bank call: (800) 344-5696 or Outside the U.S. call collect: (701) 461-2020. These numbers are answered 24/7. U.S. Bank Customer Service will request the following information:

1. Cardholder's complete name
2. Account number
3. Circumstances surrounding the loss of the card
4. Any purchase(s) made on the day the card was lost or stolen
5. Details of last purchase amount and location
6. Cardholder verification information (one or all of these may be asked):
 - Zip code
 - Phone number
 - Number that is used in lieu of Social Security number

NOTE: This information is needed to protect the agency and to prevent fraudulent use of the lost or stolen card. Once the loss or theft has been reported to U.S. Bank, a new card, with new account number, will be mailed to the agency or cardholder within two business days. To facilitate billing and account reconciliation, purchases made after the cycle date and prior to the lost/stolen date, are automatically billed under the new account number assigned to the cardholder.

Cardholders should be advised to carefully review their new Statement of Account and immediately report any incorrect billings to U.S. Bank Customer Service at (800) 344-5696

14.) Fraudulent activity

The following information is from the CAL-Card website:

The U.S. Bank Fraud Prevention Unit continually monitors accounts and transactions to prevent and halt fraud activity. If fraud activity is suspected, U.S. Bank Fraud Prevention Unit may contact cardholders by telephone to verify transactions or inform them about the use (or attempted use) of their credit card in a fraudulent manner.

Cardholders can help prevent fraud by promptly responding to the Fraud Prevention Unit and by carefully reviewing their Statement of Account. If the cardholder discovers a fraudulent transaction, the cardholder should report it to U.S. Bank Customer Service, **their Approving Authority and Program Administrator** immediately. U.S. Bank will work with the cardholder to confirm the validity of the transaction(s) in question. An affidavit may be mailed to the cardholder if the bank deems this necessary. It must be signed and returned. It may also be necessary to close the current account to prevent additional fraud activity. To help with the investigation, U.S. Bank may also request that the cardholder cut up the plastic card and return it to the Fraud Prevention Unit.



Direct any concerns about fraud on the CAL-Card to:

U.S. Bank
 Customer Service
 (800) 344-5696
 Hours: 24-hours-a-day, seven-days-a-week

Cardholder Statement of Questioned Item

Purchasing GPP (Please print or type in black ink)

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

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

The transaction in question as shown on Statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date
_____	_____	_____	_____	_____

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at 1-800-227-6736. We will be more than happy to advise you in this matter.

- UNAUTHORIZED MAIL OR PHONE ORDER
 I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.
- DUPLICATE PROCESSING—THE DATE OF THE FIRST TRANSACTION WAS _____
 The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
- MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____
 My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. (Please provide a separate statement detailing the merchant contract, and the expected date to receive the merchandise).
- MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____
 My account has been charged for the above listed transaction, but the merchandise has since been returned.
 Enclosed is a copy of my postal or UPS receipt.
- CREDIT NOT RECEIVED
 I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. Copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence).
- ALTERATION OF AMOUNT
 The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is \$ _____.
- INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE
 I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.
- COPY REQUEST
 I recognize this charge, but need a copy of the sales draft for my records. (Payment cannot be withheld.)
- SERVICES NOT RECEIVED
 I have been billed for this transaction, however, the merchant was unable to provide the services.
 Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card, or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means).
- NOT AS DESCRIBED
 (Cardholder must specify what goods, services, or other things of value were received). The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint). _____
- If none of the above reason apply—please describe the situation: _____

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

Send To:
 U.S. Bank Government Services, P.O. Box 6346, Fargo, ND 58125-6346
 Fax: 701-461-3466.

usbank
 Five Star Service Guaranteed

IMPORTANT: The cardholder must also provide the following information to the Program Administrator:

- The account number on which the fraud has been detected
- The date and dollar amount of the fraudulent transaction(s)
- The date the cardholder first contacted, or was contacted by, U.S. Bank regarding the fraud
- The name of the U.S. Bank Fraud Representative investigating the account
- The new account number (if established)

The cardholder should reconcile their Cardholder Statement by circling any unauthorized item and writing "fraud"

next to the items. Deduct the fraudulent charges from the total amount owed and/or process the statement as required by agency policy. **Do not submit a Cardholder Statement of Questioned Item form for fraudulent transactions. It is important for the cardholder to monitor subsequent Cardholder Statements to confirm credits are received to clear the fraud amounts and to apply the credits to clear the fraud charges from their accounts.**



15.) Disputed (questioned) items

The **Card-holder's Statement of Questioned Items** form is available from the CAL-Card website. It details the most common reasons for a dispute over a CAL-Card charge. Contact the merchant first on disputed charges and attempt to resolve the issue with the merchant.

If unable to resolve the issue with the merchant, the next step is the **Cardholder Statement of Questioned Item** form. Follow the instructions on the form and submit one copy to U.S. Bank. The cardholder should submit a second copy with their monthly CAL-Card statement.

16.) Procedures after purchase / reviewing the statement

It is recommended that the cardholder establishes a routine that they follow for each purchase made on their card. After a purchase, put the receipt or email confirmation of an order into

Sample Cardholder Statement of Account

		ABC ORGANIZATION MEMO STATEMENT ACCOUNT NUMBER 4246-0000-0000-0000 STATEMENT DATE 01-31-07 TOTAL ACTIVITY \$758.85 AMOUNT DUE \$0.00 DO NOT REMIT			
U.S. BANCORP SERVICE CENTER P.O. BOX 6343 Fargo, ND 58125-6343		4246000000000000 0000000000			
A					
TOM SMITH ABC ORGANIZATION 450 LAKE ST 144099 LOS ANGELES CA 00000-0000					
B					
MESSAGES:					
C					
D					
E					
F					
G					
H					
NEW ACCOUNT ACTIVITY					
POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT
11-19	15-15	JOE'S KEY & LOCK LLC 415-000-0000 MN PUR ID: 32671 TAX: 2.98	24492796146118000100027 7399		243.08
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177646 TAX: 0.00	24692166152000130168329 5969		54.66
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177647 TAX: 0.00	24692166152000130168337 5969		64.19
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177648 TAX: 0.00	24692166152000130168345 5969		55.88
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177649 TAX: 0.00	24692166152000130168352 5969		29.40
12-07	12-06	ABC REGRIG SPEC101 OF 01 510-000-0000 IL PUR ID: 1005-4284 TAX: 0.00	24499376157900010300162 7623		311.64
I					
Default Account Code: 000000					
J		K		N	
CUSTOMER SERVICE CALL TOLL FREE 1-800-344-5696		CARDHOLDER NUMBER 4246-0000-0000-0000		ACCOUNT SUMMARY	
SEND BILLING INQUIRIES TO: C/O U.S. BANCORP SERVICE CENTER, INC U.S. BANK NATIONAL ASSOCIATION ND P.O. BOX 6344 FARGO, ND 58125-6344		STATEMENT DATE 01-31-07		DISPUTED AMOUNT \$0.00	
AMOUNT DUE \$ 0.00 DO NOT REMIT		PREVIOUS BALANCE \$0.00		PURCHASES & OTHER CHARGES \$758.85	
		CASH ADVANCES \$0.00		CASH ADVANCE FEE \$0.00	
		CREDITS \$0.00		O	
		TOTAL ACTIVITY \$758.85			
COPYRIGHT 2005 U.S. BANK NATIONAL ASSOCIATION ND PAGE 1 OF 1					
This sample is not completely indicative of an actual U.S. Bank statement. Most Purchasing Card statements are several pages in length. The purpose of this sample is to demonstrate content, format and type of information displayed on a U.S. Bank statement.					



a file folder that is specifically used to hold CAL-Card receipts. Packing slips can also be put into this folder. The cardholder should also label each receipt / confirmation / packing slip with the thirteen-digit account (budget) number.

U.S. Bank will send the cardholder a Statement of Account after the close of the billing cycle on the 22nd of each month. The statement should arrive in the mail on approximately the last day of the month. **No statement will be sent if there**

Cardholder Statement of Account Explanation	
Section/Explanation:	
A.	CARDHOLDER: Your name as it appears on your card, along with your agency/organization name and office address
B.	MESSAGE: Your agency/organization, or U.S. Bank may provide important program information here
C.	POST DATE: The date U.S. Bank Government Services received, processed and posted the transaction posted to the account
D.	TRAN DATE: The date of your purchase. This date should match the date on the sales receipt provided by the merchant
E.	TRANSACTION DESCRIPTION: The merchant's name, city and state
F.	REFERENCE NUMBER: A six-digit number used internally by U.S. Bank to record the transaction posted to the account
G.	MCC CODE: The MCC or Merchant Category Code assigned by the merchant's processing bank and used by the third party processor's system to identify the type of merchant or product sold
H.	AMOUNT: The amount of each purchase as shown on your copy of the sales draft
I.	DEFAULT ACCOUNTING CODE: The Default Accounting Code assigned to your purchasing card, if applicable. All purchases will be automatically associated with this code
J.	STATEMENT CORRESPONDENCE ADDRESS: The statements billing inquiry correspondence address
K.	CARDHOLDER ACCOUNT NUMBER: The 16-digit account number on your card or account
L.	STATEMENT DATE: The date your Cardholder Statement of Account is issued and sent to you
M.	DISPUTED AMOUNT: The net total dollar amount of transactions in dispute
N.	ACCOUNT SUMMARY: Summary of account activity by charge category
O.	TOTAL ACTIVITY: Total balance of purchases and other charges, fees and credits since last statement date

have been no charges on the CAL-Card in the previous billing cycle. The Cardholder Statement itemizes each transaction that was posted to the card during that billing cycle. Statements are also available for viewing

online; the Purchasing division can assist if a cardholder does not receive their statement by the 5th of the month.

The cardholder must review the statement for accuracy. Attach the receipts / confirmations / packing slips to the statement in the order listed on the statement. It is helpful to number the receipts if there are multiple purchases and list that number next to that purchase on the statement. Attach any credit vouchers or notes about returned items. The thirteen digit account (budget) number for each purchase should also be clearly listed on the statement next to each purchase.

NOTE FROM ACCOUNTS PAYABLE: The small size of the statement makes it difficult to read a hand-written thirteen-digit account (budget) numbers if



there are more than a few purchases listed on the statement. Please use **CalCard Form1 – Monthly Bank Card Purchase Report** if:

- A. there are more than two purchase on the CAL-Card statement
- B. there are more than two thirteen-digit account (budget) numbers to be charged.
- C. the City owes “Use Tax” to the State Board of Equalization (explained below).

The **CalCard Form1 – Monthly Bank Card Purchase Report** makes it more efficient for Accounts Payable to pay the CAL-Card invoice. It also offers greater detail of the purchases that were made.

MONTHLY BANK CARD PURCHASE REPORT

CalCard - ATTACHMENT A

Name:

Card #:

Dept / Div:

Statement Date:

ATTACHMENT #	DATE	RECEIPT / INVOICE #	VENDOR'S NAME	DESCRIPTION OF PURCHASE	ACCOUNT # TO BE CHARGED	\$ AMOUNT OF PURCHASE (from statement)	USE TAX 8.75% (if tax was not included by vendor)	\$ AMOUNT OF PURCHASE (including Use Tax)	✓ DISPUTED ITEM
1								\$ -	
2								\$ -	
3								\$ -	
4								\$ -	
5								\$ -	
6								\$ -	
7								\$ -	
8								\$ -	
9								\$ -	
10								\$ -	
11								\$ -	
12								\$ -	
						\$ -	\$ -	\$ -	

I certify that all purchases listed on this statement, unless noted in the "✓ Disputed Item" column, are true and correct and were made for official City of South Lake Tahoe use. All goods or services have been received & payment is authorized. I.M.P.A.C. has been notified of all disputed items and a copy of the Cardholder Statement of Questioned Items is attached.

Card holder signature: _____ Date: _____

Approving official signature: _____ Date: _____

City of South Lake Tahoe
CalCard Form1 - Monthly Bank Card Purchase Report
revised 05/18/2009
Purchasing Div 542-8088

NOTES ON SALES TAX / USE TAX: Out-of state merchants might not collect the State of California sales tax for the goods being sold. Nevertheless, the City is still liable for the payment of this tax. In the “USE TAX” column on the report, enter the amount of sales tax that should have been collected by the merchant (aka “Use Tax”). The City is licensed to pay this amount directly to the State Board of Equalization in Sacramento.



It is the responsibility of the cardholder to coordinate the approval process with their Approving Authority if the cardholder will be out of the office at the time that the statement needs to be reconciled. The statement with attached receipts must be submitted to Accounts Payable on time (by the **10th day of the month**) even if the cardholder is out of the office.

17.) Missing or lost receipts

It is the responsibility of the cardholder to ensure that there is a receipt for each and every purchase. It is understood that, on rare occasions, a receipt might be

misplaced or damaged so that it cannot be included with the statement. The cardholder should make a diligent effort to obtain a duplicate receipt from the merchant if the original is lost. If a duplicate receipt cannot be located, the cardholder should submit a **CalCard Form8 – Lost Receipt Claim Form** with the statement. The form should clearly detail what was purchased along with the merchant’s name and address. The cardholder also certifies on the form that the purchase was made for City business and that every effort was made to obtain a copy of the receipt. The **CalCard Form8 – Lost Receipt Claim Form** is a last resort and should be used if no other documentation is available. A lost receipt

		City of South Lake Tahoe	
			
		CalCard	
		Lost Receipt Claim Form	
Cardholder Information (please print or type)			
Cardholder name			
Department			
Division			
Job title			
Telephone (business)			
Purchase Information			
[Organization Name]			
[Street Address]			
[City, State, ZIP Code]			
A total charge of \$ _____ was made by this organization to my CalCard.			
Description and reason for this purchase			
Purchase date			
Account number			
Cardholder Certification			
I have made diligent attempts to locate the lost receipt, including requesting a duplicate receipt from the organization, without success. I certify that the information listed on this CalCard Lost Receipt Claim Form is true and correct. I certify that the purchase was made for the official use of the City of South Lake Tahoe. All goods or services have been received & payment is authorized.			
Cardholder			Date
Approving Official			Date
<small>CalCard Form8 - Lost Receipt Claim Form Revision 02/01/2010 FINANCE DEPT / PURCHASING DIV 542-6066</small>			

should be a rare occurrence for the cardholder. A habitual problem with lost receipts can result in disciplinary action for the offending cardholder including the revoking of CAL-Card privileges.



18.) Increasing or decreasing the \$ limit on a CAL-Card

The minimum initial dollar limits on a CAL-Card is usually:

\$750.00 maximum for a single purchase
\$1,250.00 maximum per billing cycle.

The billing cycle starts on the 23rd of the month and ends on the 22nd of the following month. The head of the department may request a higher limit depending upon the responsibilities of the cardholder. The Director of Finance has the final say on determining the dollar limit of the card.

To request a temporary or permanent change in the CAL-Card limits for a cardholder, the head of the employee's department/division should fill out and submit to Purchasing **CalCard Form 6 – Request for a Change to CalCard Limits**. Temporary changes will revert back to the original limits at the start of the new billing cycle on the 23rd of the month.



City of South Lake Tahoe
usbank **CalCard**
The Way to Work & Commerce
Request for a Change to CalCard Limits

Employee Information (please print or type)

Employee name	
Department	
Division	
Job title	
Address	
Telephone (business)	
Date of request	

Card current limits --	Current:	Requested new limits:
Single-purchase limit \$ _____	Single-purchase limit \$ _____	Single-purchase limit \$ _____
Billing cycle limit \$ _____	Billing cycle limit \$ _____	Billing cycle limit \$ _____

Reason that this CalCard holder needs an increase or decrease to their card limits	
<input type="checkbox"/> temporary increase - or - <input type="checkbox"/> permanent increase	

Signatures of approval

Cardholder	Date
Head of Employee's Div or Dept	Date
Finance Dept	Date

CalCard limit change request has been sent to US Bank (date) by Purchasing Div

CalCard Form6 - Request for a Change to CalCard Limits New 02/01/2010
 FINANCE DEPT / PURCHASING DIV 542-6066

19.) Cancellation of a CAL-Card

A CAL-Card is a privilege and not a right. A CAL-Card can be cancelled at any time and for any reason by the proper City authority. There are two main reasons for closing a CAL-Card: the cardholder is no longer employed by the City or the cardholder's duties have changed and they no longer require a CAL-Card.



City of South Lake Tahoe

usbank **CalCard**
The Way Smart Government Works

Cancellation of Card

Please cancel and close the CalCard account for the cardholder listed below.

Card Holder Information (please print or type)

Cardholder name	
Department	
Division	
Job title, (or former title)	
Cancel CalCard	<input type="checkbox"/> immediately - or - <input type="checkbox"/> (date)

CalCard information

Card number	Exp date
-------------	----------

CalCard closure reason (U.S. Bank status or other)

T9 Terminated V9 Voluntarily Closed Other ...

Briefly describe the "other" closure reason

--	--

Authorized City representative requesting that the card be closed

Approving Authority Dept Head Human Resources Finance

The CalCard account referenced above should be closed. I attest that I have personally destroyed the card or that I have returned the card to the Purchasing Division to be destroyed.

Signature	Date

CalCard Form7 – Cancellation of Card New 02/03/2010
 FINANCE DEPT / PURCHASING DIV 542-6066

The employee should turn in their CAL-card to their Approving Authority when requested or as part of the "Exit" process when they leave employment. The card can be destroyed by the Approving Authority, the Department Head, Human Resources or Finance (the Program Administrator or the Director of Finance). A copy of **CalCard Form 7 – Cancellation of Card** must be filled out when a card is destroyed. The card-destroyer attests that the card has been shredded or otherwise rendered unusable. The completed form is then turned in to Human Resources to

keep in the employee's file. This form attests that the City property (the CAL-Card) has been returned to the City.

The **CalCard Form7 – Cancellation of Card** form does not need to be filled out if an employee is receiving a new CAL-Card due to the card being closed by U.S. Bank. This can be because of third-party fraud or if the old card has expired or



can no longer be used. The employee needs to complete a **CalCard Form4 – CalCard Receipt Acknowledgement** form for the new card and submit the completed form to HR. An employee cannot have more than one active CAL-Card at a time.

20.) Discipline for improper use of the CAL-Card

Use of the CAL-Card is a privilege and not a right. CAL-Card holders are expected to maintain the highest standards of ethics when using the card.

Depending on the severity of the violation, the “Three-Strike Rule” is in effect:

1. The first improper use of the CAL-Card will result in a review of the policy and procedures with the cardholder by the Approving Authority or the department head.
2. The second improper use of the CAL-Card will result in a written warning and a memo to the immediate supervisor and the department head.
3. The third instance of improper use will result in suspension of card use or termination of card use. A memo concerning the problem will be sent to the head of the department, the Human Resources department and the City Manager. Gross negligence or fraud by the card holder may result in additional discipline up to and including termination of employment.

21.) U.S. Bank Access Online electronic management program

U.S. Bank Access Online is a web-based electronic program management tool that provides cardholders with quick access to their account information. It enables cardholders to view their account activity and billing statements online. In addition, it aggregates the purchasing information for the City into one comprehensive database.

Visit web site <https://wbt.access.usbank.com/> to register. Click on the “Register Online” link. Self-registration is intuitive. Enter the requested information. Type in the CAL-Card card number when asked for the “Account Number”. When asked to enter the “Organization Short Name”, please use CALCRD.

The site also offers tutorial lessons so that a cardholder can feel comfortable when using the website. A cardholder should contact the Program Administrator if they have difficulties registering with the site.



22.) Frequently asked questions (FAQs) about CAL-Card

The following questions and answers about the CAL-Card program are from the State of California Department of General Services website:

www.pd.dgs.ca.gov/calcard

CAL-Card Frequently Asked Questions:

Is there an annual card fee?

No. When the CAL-Card Program was initially established there were provisions for an annual card fee. Under the current contract there are no annual card fees.

What are the real costs to an agency for participating in the CAL-Card Program?

The CAL-Card is a "no cost" program unless an unpaid invoice has accrued late penalties; late penalties are assessed on day 46 from the invoice date.

Is there a minimum card count or spend required to start a program?

There is no minimum card count or spend requirements within the CAL-Card Program.

What are the terms for payment?

Payment terms are 45 days from the date of each monthly statement of account/invoice.

What is the interest rate?

This program is set up for accounts to be paid in full each invoice/billing period. For unpaid, undisputed balances 46 days or older, there is a late payment interest rate established annually by the State of California, Department of Finance, according to the State's Prompt Payment Act. If the accrued monthly penalty amount is seventy-five dollars (\$75) or less per invoice, the penalty shall be waived and not paid by the agency, (SAM 8474.3). State agencies are required to report late payment to Department of General Services.

Are there rebates to an agency from U.S. Bank?

There is a Prompt Payment Rebate, Volume Sales Rebate and Average Transaction Rebate. For more information on rebates please see the Contract User Guide, or the Contract- "U.S. Bank response to RFP" at _____. Rebates will be calculated and paid quarterly, by check, to the agency on the 50th day from the quarter end.

Can the CAL-Card be used for both commodities and services?

Yes. The CAL-Card can be used to procure commodities and services, provided that the purchase is within the authorized CAL-Card dollar limit. The CAL-Card may also be used for purchases from California Multiple Award Schedules (CMAS) and Master Agreements. The purchase must be in accordance with the authorized dollar limits, State laws, rules and Purchasing Authority guidelines, all applicable policies and procedures, specific contract term or specific agency guidelines and requirements.

Who is responsible for errors, omissions and intentional misconduct by an agency or an employee?



The State, each participating university, participating division, or local government agency is responsible for their own errors and omissions. When a card has unauthorized charges, a dispute process procedure must be followed to free the agency from financial responsibility. When an employee makes unauthorized charges, U.S. Bank provides VISA Waiver Liability coverage within specific program criteria, provided that the employee is terminated.

Describe liability for the Participating Agency for the following:

- Fraudulent use of the card by cardholder
- In the event a card is stolen, forged or lost
- If a merchant accepts a procurement card order without obtaining prior authorization or forces a transaction for the purchase
 - The Agency is liable for fraudulent use of the card by a Cardholder. Each CAL-Card has VISA Liability Waiver coverage up to \$5,000 per card when an agency has 1 to 4 valid cards and up to \$100,000 per card when an agency has 5 or more valid cards. VISA Waiver Liability is available upon written request provided the agency cancels the card account and terminates the employee per the terms of the contract.
 - In the case of a lost or stolen card, the agency's liability ends as soon the Cardholder contacts U.S. Bank Customer Service. In addition, the Cardholder should immediately notify their Agency Program Coordinator.
 - Fraudulent transactions posted to the account are referred to the U.S. Bank's fraud investigation unit. The Cardholder has 60 days from cycle date to report fraudulent charges.
 - A merchant who does not receive authorization or forces a transaction on a charge is liable for that charge.

What does a Cardholder do if their CAL-Card is lost or stolen?

The Cardholder should immediately contact U.S. Bank Customer Service and their Agency Program Coordinator to report the lost card. U.S. Bank has a 24-hour a day, 7 days a week, Customer Service number for reporting lost or stolen cards. The number is 1-800-227-6736. A new account will be established and a new card issued. All charges are moved to the new account and unauthorized charges will be cleared by subsequent credits issued by U. S. Bank Fraud Investigative Services.

Which merchants accept the CAL-Card?

The CAL-Card is a VISA purchase card. Any merchant that can accept a VISA credit card can accept a CAL-Card.

What if the merchant does not currently accept a VISA credit card, but desires to become a VISA merchant?

The merchant may contact U.S. Bank for merchant/supplier set up by calling 1-800-334-1941. All merchant questions regarding U.S. Bank's card processing will be answered. Also, the merchant should be encouraged to evaluate various bankcard processing programs to determine which financial institution best meets their needs.

Who should be involved in the development of an agency's CAL-Card Program procedures?

The development of the procedures should include cross-organizational staff. Include all stakeholders in the development of your agency's procedures including the agency Program Administrator, representatives from Fiscal, Accounting, Purchasing, Receiving and all Budget Managers.

What happens if a Cardholder's statement shows an incorrect charge?

The Cardholder is responsible for working with the merchant to attempt to resolve the incorrect charge. If the issue cannot be resolved by working with the merchant, the Cardholder is required to formally dispute the charge. The



Cardholder is responsible for completing and submitting the Cardholder Statement of Questioned Items (CSQI) form to U.S. Bank within 60 days from the Statement of Account date for any charges that are to be disputed. A copy of the dispute form (CSQI) is added to the Cardholder Statement packet and a copy is immediately faxed or mailed to U.S. Bank. The disputed amount is deducted from the Statement of Account total with the balance approved for payment.

Can the CAL-Card be used for emergency purchases?

Yes, provided that your agency's procurement rules for emergency purchases are followed. In emergency situations, some agencies elect to temporarily raise card limits to accommodate emergency purchases; this can be done with U.S. Bank approval. For State agencies, as in any instance of emergency, your agency's management approval is likely required. This should be further supported by a justification to maintain the public health, welfare or safety and/or the supplies or services needed in an emergency situation.

Can the CAL-Card be used for travel expenses?

- State Agencies: No. The CAL-Card cannot be used for travel per diem expenses, these include: air or ground transportation, lodging and meals. The State has contracts in place for air travel, car rentals and utilizes an American Express employee credit card for all other travel expense needs.
- Local Agencies: Local Agencies can use the CAL-Card for travel expenses, if it falls within the agencies CAL-Card program guidelines. Check with your Agency Program Coordinator or fiscal management for direction.

Does U.S. Bank collect 1099 data?

The tracking and reporting of services for 1099 reporting is the responsibility of the participating agency. Taxpayer identification information is available on a quarterly basis via U.S. Bank Government Services, Merchant Activity report to assist in 1099 reporting. However, it is still the (State) participating agency's responsibility to collect the State agency Std. 204, Payee Data Record form and for local agencies the Internal Revenue Service W-9 form.

What should I do if a merchant does not charge sales tax?

- If a merchant is registered to do business in the State of California, but did not charge sales tax, you may request a new invoice with sales tax included or your agency may declare the tax on the reporting document to the State Board of Equalization.
- If the merchant is located in another state and not registered to do business in the State of California the merchant should not collect sales tax; however, they may collect use tax as a courtesy to your agency. If the merchant charged a use tax, your agency does not need to report the amount to the Board of Equalization. If your agency was not charged the use tax, you do need to report the use tax amount to the Board of Equalization. The use tax rate should be the same as the sales tax rate at the location where the goods are used or consumed.

What should I do if the sales tax rate charged is different than the rate at my location?

- If a merchant is registered in the State of California but ships from an out of state location they should charge the sales tax rate at the location where the goods are used or consumed. You may request a new invoice or your agency can report the correct rate to the Board of Equalization. If the merchant charges 7.25% and your rate is 8.25% your agency is responsible for reporting and paying at the 8.25% rate.
- Questions? - - Board of Equalization at 1-800-400-7115 Mon. - Fri. 8:00 AM - 5:00 PM

Can more than one person charge on a single card?



No. Cards are issued in the individual Cardholder's name with a signature required on the reverse side of the card. If an attempt to purchase is made by a person other than the Cardholder, the transaction can be declined and the card can be confiscated.

Can a Cardholder be restricted by merchant types?

Yes. The CAL-Card Program contract has an established Merchant Category Codes. Each card can have access to specific categories according to purchasing needs. The agency Program Administrator may contact U.S. Bank to alter Merchant Category Codes, real time, as needed.

How can a Cardholder be prevented from over spending?

Each card can be set up with a maximum single transaction, daily, monthly, quarterly and annual maximum spending limits, not to exceed the assigned State purchasing authority or \$50,000. Higher limits are available upon approval of the Department of General Services (for State agencies) and U.S. Bank. In addition, limits can be placed on the number of transactions per day and per month for each Cardholder.

What if there is a need to increase a single transaction or monthly total expenditure amount?

Your agency Program Administrator can contact U.S. Bank, Customer Service, 24 hours per day 7 days a week to change Cardholder limits and controls. These changes may also be made electronically real time by the agency Program Administrator via AccessOnline.

Can the Cardholder change Merchant Category Codes, transaction limits or monthly expenditure limits?

No. Only the agency Program Administrator or Alternate agency Program Administrator can establish a new Cardholder, delete Cardholders or make any changes to established card limits and Merchant Category Codes.

Can the CAL-Card be used for cash advances?

- No. The CAL-Card cannot be used for cash advances. Cash advances and other high risk or cash-related Merchant Category Codes are excluded from the CAL-Card Program.
- If an attempt is made to purchase one of these high risk cash-related items, the transaction will automatically decline. The agency Program Administrator can request quarterly management information reporting providing data on each card with declined transaction activity.

What does a Cardholder do if they have a problem using the CAL-Card? For example, they attempt to use the card at their local merchant and the charge is declined.

When a transaction is declined the Cardholder or the Agency Program Coordinator may contact U.S. Bank Customer Services to determine the reason why the transaction was declined. If the decline was due to dollar limits or MCC codes the Agency Program Administrator may contact U.S. Bank and have those limits changed immediately, "real time" via AccessOnline so the transaction may be completed. The agency Program Administrator or Alternate is the only person authorized to make changes to a Cardholder account. Common reasons for declined transactions include:

- Card not activated
- Card spend or transaction limits have been reached
- Merchant Category Code is blocked
 - Cardholders should contact their agency Program Administrator if they feel that their Merchant Category Codes or card limits should be adjusted.



Describe capabilities for designing and supplying a card identified as a local agency Procurement Card.

U.S. Bank will support all of the card plastic stock, graphics, logo, and embossing parameters. U.S. Bank will graphically produce the card plastic stock inventory as provided by the State. U.S. Bank agrees to make changes to the card plastic stock at no charge during the contract period, if so requested by the State. The local agency's name can be embossed on each CAL-Card. The agency also has the option of adding their agency seal or logo as a graphic on the card at no cost. For detailed information, review the CAL-Card Master Service Agreement or contact a U.S. Bank Account Coordinator at 1-800-254-9885 Option 3, Ext. 31302.

Is it possible to place a digitized picture ID on each procurement card?

No. This option is not available.

Is a report available that tracks purchases by city, state and zip code?

Yes, the 998-transaction file. This flat file can be converted to a spreadsheet and data can then be sorted to the agency's needs.

What is the term of the current contract?

The current contract term is: October 19, 2006 to October 18, 2011 (Five years fixed, plus one (2) year option for extension)

Can a charge be disputed?

- If an error in Cardholder billing occurs, or if a problem with merchandise or services billed cannot be resolved between the Cardholder and merchant, the Cardholder must notify U.S. Bank of the dispute by submitting a Cardholder Statement of Questioned Item (CSQI) form. In many cases, it is necessary for the Cardholder to submit supporting documentation, such as a copy of a postal receipt, credit voucher or transaction log. The CSQI must be sent to U.S. Bank within 60 days from the cycle date noted on the Cardholder Statement of Account on which the questioned charge first appeared. Timely attention to a disputed item is essential to ensure that VISA chargeback/dispute rights do not expire. A list of valid chargeback or dispute reasons is printed on the CSQI form with the exception of the request for a duplicate receipt. A lost receipt is not a valid reason to withhold payment.

- The CSQI form may also be used to request a copy of a specific sales draft (receipt). This can be useful when a Cardholder has lost his/her copy of the sales draft. This request however, is not considered a dispute and the transaction should be authorized for payment.
 - CSQI forms should be directed by mail or fax to:
U.S. Bank Government Services
P.O. Box 6346
Fargo, North Dakota 58125-6346
Fax: (701) 461-3466

Can freight charges be disputed?

A quote for freight cannot be disputed. If a Cardholder authorizes the charge, signs a charge slip or authorizes the charge for an online transaction, and the amount charged to the monthly Cardholder Statement of Account differs from the signed receipt or online order then the freight is disputable.

Can CAL-Card be used to purchase on the Internet when PAY-Pal is the processor?

Yes, as long as the receipt provides the name of the vendor.



23.) Contact information

Contact the following organization or individuals with CAL-Card questions depending upon the nature of the question:

U.S. Bank Customer Service:

Toll free: 800-344-5696

Fax: 866-851-7347

CAL-Card Program Administrator:

Gary O’Neill, Buyer

530-542-6066

530-542-7950 (fax)

CAL-Card Program Assistant Administrator:

Michael Nakama, Director of Finance

530-542-6064

CAL-Card payments:

Ben Hannah, Accounts Payable

530-542-6061

530-542-6041 (fax)

Cardholder’s Approving Authority:



24.) Meeting and Travel Policy

Use of a CAL-Card for attending training conferences and meetings is discussed as part of the City's "Meeting and Travel Policy". The policy is repeated verbatim:

CITY OF SOUTH LAKE TAHOE FINANCIAL MANAGEMENT MEETING AND TRAVEL POLICY

OVERVIEW

These guidelines establish the basic policies and procedures for travel on City business or attendance at meetings by all employees and officials. Everyone who travels or attends meetings for City business purposes (or supervises someone who does) is responsible for knowing and following these guidelines.

This policy is organized into the following eight sections:

1. General Standards
2. Allowable Expenses
3. Planning an Official Trip
4. Travel Authorizations
5. Making the Trip
6. Incurring Non-Travel Expenses
7. Accounting for Expenses
8. Completing Travel Authorizations and Expense Reports

The key document in the administrative process is the Travel/Expense Advances & Reimbursements "TEAR" form. Besides ensuring that travel by City employees and officials is conducted in accordance with these guidelines, the "TEAR" form summarizes the total cost of attending conferences, meetings, and seminars and provides documentation for cash advances, vendor payments and credit card purchases. General instructions for completing and processing this form are also included in these guidelines.

Adoption and Implementation. The City Council is responsible for adopting the City's Meetings and Travel Policy and for approving any significant policy revisions to it. The City Manager, or his/her designee, is responsible for developing administrative procedures as needed to implement this policy. In this role, the City Manager is



authorized to make minor administrative changes in the guidelines as long as they are intended to carry out the purpose of this policy and will not have any significant policy impacts.

A. GENERAL STANDARDS

This policy does not require you to take a bus, stay in a cheap motel or eat only in fast food restaurants. A bus or a train may cost less than a plane, but the added time away from work may make these slower options more expensive to the City overall. The meal allowances established in this policy allows you to eat in moderately priced restaurants.

In all areas, not just economy, you are responsible for exercising good judgment in requesting, arranging and making a trip. It should be thoroughly planned, well in advance. You should not mix personal business with official business if it will cost the City anything in dollars or lost time, or if it will harm the City's interests in any way.

This policy is not intended to address every issue, exception or contingency that may arise in the course of City travel or attendance at meetings. Accordingly, the basic standard that should always prevail is to exercise good judgment in the use and stewardship of the City's resources.

B. ALLOWABLE EXPENSES

Expenses incurred in connection with the following activities generally constitute authorized expenses, as long as the other guidelines of this policy are met, including good judgment in the use and stewardship of the City's resources.

1. Communicating with representatives of regional, state and national government on City adopted policy positions.
2. Serving on professional organization or governmental committees, boards or task forces.
3. Attending educational seminars, conferences or organized educational activities designed to improve skill levels or provide information on topics important to City policy and operations.
4. Preparing research for City projects or implementing adopted City plans, policies, goals or programs.
5. Attending meetings involving activities or decisions important to City interests, consistent with adopted plans, policies, goals or programs.
6. Attending events where the City is a formal sponsor or participant, or in performance of official duties for the City.



7. Communicating with individuals or representatives of community groups on policy positions adopted by or under consideration by the City.
8. Recognizing volunteer or employee service to the City.
9. Engaging in other business related activities with a direct connection to the implementation of adopted City plans, policies, goals or programs.

C. PLANNING AN OFFICIAL TRIP

How will you travel?

When planning the transportation portion of your trip, you should consider all aspects of cost to the City; daily expenses, overtime, lost work time, as well as actual transportation costs. In general, commercial carrier (such as plane) is the preferred mode of transportation when you are traveling any type of long distance to reach your destination. In these types of situations, you should use an airplane unless there is a valid reason for using private transportation. For example, use of a City vehicle, especially if two or more employees or officials are traveling together, may be less expensive for travel within the State. However, as noted above, the increased time for automobile transportation, and the potential for lost work time, overtime, or increased lodging costs, should be considered in determining the best mode of transportation.

Transportation at Your Destination - If you need local transportation at your destination, use of public transit such as intercity buses, streetcars and Bart is appropriate: the City will advance funds to you for these expenses if you have an estimate of what they might be prior to traveling. The City will also advance or reimburse funds you for taxis when public transit or other commercial carriers are not reasonably available. If a car rental will be required, attach a print out from the most reasonably priced rental car company so that the City may include this dollar amount in your travel advance check.

Air Travel - All air travel on City business should be coach class. You should shop airline carriers prior to making your reservations to ensure that the most competitive rates are available to the City. Southwest Airlines is a good place to start, as they have both reasonable rates and multiple flights to most travel destinations.

Traveling by Automobile - If you will be driving, you should use a City vehicle if one is available. You may request reimbursement for gasoline, etc. when you return. If a City vehicle is not available, or there is another reason why you should drive your personal car, you may do so with the approval of the appropriate approving official as outlined on page 10. You will be reimbursed at the currently approved per mile rate. (2007 IRS Mileage rate is \$.485 per mile) For those City employees and officials that have the authority to use their personal vehicles while conducting City business, a mileage log is included in this policy. This log must accompany all mileage reimbursement requests for



documentation purposes. You may use third party internet sources such as "Yahoo Maps" in determining mileage advances or reimbursements.

Government or Group Rates - It is the City's policy to use discounted government or sponsoring group rates for transportation whenever these are offered and available.

To drive a privately owned vehicle on City business you must:

1. Possess a valid license to drive in California.
2. Carry liability insurance limits required by Risk Management with the City named as additional insured.
3. Realize that any damage to the car, needed service or repair occurring on the trip will be your responsibility, as these costs are included in the City's per mile cost reimbursement.

Mileage in-Lieu of Commercial Carrier Costs - In the event that a commercial carrier such as an airplane would otherwise be the preferred mode of transportation, but you prefer to use a personal car instead (subject to the approval guidelines set forth above), you will not be reimbursed more than the commercial carrier cost.

When will you go? By what route?

You should schedule your trip so that you leave at the latest reasonable hour and still arrive at your destination on time. You should also return promptly when your business is finished, thereby minimizing the time away from work and ensuring full reimbursement of all related expenses. You should generally take the most direct and commonly traveled routes. Other routes may be authorized when official business requires their use. If you take an indirect route or stop along the way for personal reasons, the City will not reimburse you for related expenses.

What about compensation for travel time?

When travel time exceeds your normal work week, and if your operating MOU provides, the City's rules for overtime apply. In determining overtime compensation, normal commute time should be deducted from the total travel time. Additionally, normal unpaid meal periods are not considered work time when you are traveling. Overtime eligibility applies equally to drivers and passengers, and should be granted whether the travel occurs during normal workdays, weekends or evenings.

Where will you stay?

The City will pay for a single room (including taxes and parking) for as many nights as necessary. The accommodations you use should be economical but practical. For example, it is preferable to stay at the hotel where a conference is held, even if that hotel may be slightly more expensive than others in the area. Location is also important: a



hotel close to where you will be conducting business may be slightly more expensive than outlying hotels, but it may be easier to achieve the City's travel goals by staying at the closer location. In general, you should stay at the most reasonably priced accommodations available consistent with the purpose and goals of your travel.

If you have a question about using a particular hotel, obtain concurrence or direction from your department/division head before making a reservation.

Should you make reservations?

Whenever possible, you should make reservations for your travel plans. These are often required for professional conferences. Designated department or division procurement card holders may use their City credit card number to confirm reservations. Be sure to cancel any reservations you will not be able to use. If the City is charged for an unused reservation, you will pay that charge unless circumstances requiring cancellation were reasonably beyond your control, and approved by your Approving Official and/or the City Manager. When making lodging reservations, be sure to ask about exemptions from the local transient occupancy tax (TOT): some cities exempt travelers on City business, others don't. If there is an exemption, you can save up to 15% on lodging costs depending on the local TOT rate. Almost all lodging operators will require an official, written claim for exemption. A sample of our Hotel/Motel Transient Occupancy Tax Waiver Exemption Certificate for Government Agencies form is provided within this policy and is also available as a word file in the Finance Public Folder in Outlook.

Additionally, you should also ask about any discounted government or group rates; and use them if they are offered and available.

Important Reminders –

Sponsored Conferences and Training

When conference or training sponsors have made arrangements for lodging, you should stay at one of these facilities and the cost should not exceed the maximum group rate published by them.

In the event that rooms are not available at one of these facilities, you should stay at a comparable facility at a comparable cost, not to exceed the maximum group rate published by the sponsor, whenever possible.

Meal Receipts and Tipping

When submitting documentation for meal expenses, employee must provide itemized receipts. In special circumstances when credit cards are used, both the itemized meal receipt as well as the point of sale transaction slip must be provided.

Tipping is allowable if within the per diem amount allowed for each meal and should be kept to a maximum of 15%. If you would like to tip an additional amount out of your own pocket, that of course is acceptable.

D. TRAVEL AUTHORIZATIONS

The City's Travel/Expense Advance & Reimbursement "TEAR" form is required whenever the total estimated travel cost will exceed \$50 or overnight accommodations will be required. Otherwise, credit cards or the City's standard voucher system may be used to request vendor payments or expense reimbursements.

Approving Official approval of the "TEAR" form is required, and out-of-state travel requires the further approval of the City Manager. The first column of the completed "TEAR" form and accompanying voucher requests should be submitted to your approving official as far in advance as possible. The second column of the "TEAR" will be used when you return to account for your actual travel expenses.

Delegation of authority for granting required approvals is as follows:

1. The Director of Finance approves for: City Manager
2. The City Manager approves for: Employees Directly Reporting to City Manager
Department Heads
Elected Officials
Appointed Officials
Task Force Members
3. Department Heads approve for: Division Managers
City Employees
4. Division Managers approve for: City Employees



The Approving Official approving “TEAR” forms are responsible for determining that the cost is reasonable and justified by the trip’s purpose. They should be certain that:

1. The purpose cannot be accomplished by mail or telephone.
2. The seminar, meeting or conference is necessary to accomplish key City goals and objectives and is unavailable locally if overnight accommodations are required.
3. The minimum number of City staff members will be going.
4. The itinerary ensures accomplishment of the purpose at the lowest reasonable cost.
5. The traveler understands and follows these guidelines.
6. There is enough money in the appropriate travel budget to cover the costs.

Ultimately, the responsibility for following these guidelines and exercising good judgment in the use and stewardship of the City's resources rest with each City employee and official incurring travel, meeting or meal costs on City business.

Requests for Cash in Advance and Payments to Vendors

The City will pay all legitimate expenses of your trip or meeting. These include transportation, lodging, registration fees, meals and any other related expenses such as parking, baggage handling, bridge tolls and telephone costs if they are for official business and fit within this policy.

There are three ways to pay for travel expenses: direct vendor payments, cash advances/reimbursements and credit cards. Direct vendor payments are made by the City to an organization to pay for specific costs related to a trip, usually registration fees, lodging and airfare. Cash advances are lump sum payments made to you before you leave to cover expenses as they arise on the trip; and reimbursements either to or from the City, are processed within ten (10) working days after your travel is completed.

If you request a cash advance, your Approving Official must review the amount to be sure it is reasonable. When you return, you must account for all expenses you incurred, and return the unused portion of the advance. You will be reimbursed the difference if the actual, authorized expenses you incurred exceed the amount advanced.

To obtain either direct vendor payments or a cash advance, you must complete the appropriate sections of the Travel/Expense Advance & Reimbursement “TEAR” form and attach payment vouchers for all payments (including cash advances). You should retain a copy of the completed “TEAR” because you will need it when you return to reconcile and account for your actual expenses.

Travel/Expense Advance & Reimbursement Forms – The “TEAR” Form is available in Purchasing’s Central Store in the Administrative Center at the Lake Tahoe Airport, or in the Finance Department Public Folder in Outlook.



E. MAKING THE TRIP

There are two key "golden rules" to remember about making an official trip:

1. Keep it official.
2. Keep records for all expenses.

Keeping It Official

If you take time away from official business for personal matters, or if you delay your return after completing your business, you will not be reimbursed for expenses incurred during that time. When combining business and personal travel in this manner, pre-approval is required. If this extended period occurs during your regular scheduled work hours, the time will be counted as vacation, comp time (if applicable and/or available) or leave without pay.

If you become sick and must delay your return, you will be reimbursed for your additional living expenses (except those directly related to your illness, such as physician or hospital costs) until you are able to return home. You should notify your supervisor or approving official as soon as possible if you become ill. If applicable, the time will be counted as sick leave if it occurs during your normally scheduled work hours, and the City's normal sick leave rules will apply.

And lastly, all expenses must be incurred in accordance with the guidelines set forth in this policy.

Keeping Records for All Expenses

As discussed in Section 7 of this policy, *Accounting for Expenses*, you must maintain a detailed record of all expenses incurred during your travel: meals, transportation/mileage, lodging, baggage handling, car rentals, parking fees, registration fees, telephone (including reasonable calls to communicate home) and any other reasonable and necessary expenses. **Itemized** receipts must be submitted for all expenses.

In the event that receipts are not available, you must provide a written explanation of the circumstances as to why this is the case and reason you incurred this expense.

Meal Guidelines

The following amounts (including beverages, taxes and gratuities) are allowed for meals:

Breakfast	\$12.00
Lunch	\$17.00
Dinner	\$35.00



As noted above, **itemized** receipts are required for all meal costs. If actual amount of the meal is less than the allowed amount, the City must be reimbursed for any advance. If higher, the additional cost will be borne by the City employee or official.

Any reimbursements exceeding these allowances require approval by your approving official.

If meals are provided without charge at a meeting or while in transit (meals served on a plane, for example), meal costs will not be reimbursed.

F. INCURRING NON-TRAVEL EXPENSES

Special Events - The City will reimburse expenses incurred for such meetings and hospitality as may, from time to time, be determined by the Council to be appropriate. Costs for such special occasions will be determined by specific Council action authorizing such events.

Local Meeting and Training Costs - The City will also reimburse expenses you incur in attending meetings or conferences held locally which do not include travel expenditures, subject to the following guidelines:

Meals not incurred as part of out-of-area or overnight travel are limited to activities outside of normal duties, such as business related meetings held before or after regular working hours (including working lunches where this is the only time available), extended overtime due to special projects or emergencies or an official business event.

Meal reimbursements are not allowed as part of routine daily work assignments or training within City limits, unless part of the registration cost or the meal is served on-site as part of the program to keep all participants together and not have them disperse for meals.

Meals incurred during training held outside the City limits are only allowable when the training (including travel time) spans the normal meal period.

For example, if training is held outside of the City limits from 9:00 until 11:00 AM at a location that is an hour away from the City, meal costs for lunch would not be reimbursable. However, meal costs for lunch under similar circumstances where the training is held from 9:00 AM to 3:00 PM would be reimbursable.

Reimbursement for meal costs in these circumstances are subject to the City's meal cost guidelines for overnight travel.



Staff Meetings – On occasion, department/division heads or your approving official may find it beneficial to schedule working lunches to facilitate project planning, staff meetings, accommodation of interview panels, etc. that are better accomplished away from the office. In such cases, it shall be at the discretion of the manager to use City funds, within reason, to conduct business as long as operating department or division budget(s) are available to do so.

Interagency Meetings - As with the above mentioned staff meetings, it may also be appropriate and beneficial to schedule a working breakfast or lunch to discuss items of mutual interest to multiple agencies. Examples of such meetings may be between the City and South Tahoe Public Utility District, the Lake Tahoe Unified School District, the CTC, etc. to promote cooperative efforts that benefit the agencies involved and/or the local community as a whole. As long as funds are spent conservatively and within budget, these opportunities are appropriate uses of City funds.

Other Expenses – Subject to your approving official, the City will reimburse you for costs incurred while at a meeting or other function when such costs are directly linked to the program or subject matter of the meeting. Examples of costs that may be borne by the City include printed materials, tapes or other training material that may be available for sale at the meeting.

Alcoholic Beverages

City funds should not be used to purchase alcohol or reimburse employees for alcohol related costs. **Employee should ask for a separate personal tab for all alcohol related expenses.** The City Council may approve exceptions to this policy on a case-by-case basis for special receptions or other unique circumstances. This discretion applies primarily to non-travel related expenditures such as special receptions, and not to routine travel or meetings by City employees.

Spouses and Guests

In the spirit of encouraging ride sharing, spouses and guests are welcome to accompany you on business travel and at conferences, seminars and meetings as long as a personal vehicle is used.

Guests As Passengers in City Vehicle

Due to liability concerns, non-City employees or officials, including spouses, children and guests should not ride as passengers in City vehicles. Exceptions to this policy include occasions as specifically approved by the City Council.

G. ACCOUNTING FOR EXPENSES

When you return from your trip or official function, a final accounting of all expenses must be approved by your approving official or department head and submitted to



Accounts Payable within ten working days. An expense report is required in all cases, whether the advance and actual expenses are equal, you are eligible for additional reimbursement or you owe money to the City.

The final accounting is made by completing the REIMBURSEMENT section on the second column (right hand side) of the “TEAR” form. After completing this section, you should attach **itemized** receipts, sign the report attesting to its accuracy and submit it to your approving official for review and approval.

A completed “TEAR” form is required for the employee’s or official’s vendor file, even when a trip does not have an advance or reimbursement because all payments were made via direct voucher or credit card.

Approving Official approving expense reports are responsible for ensuring that:

1. All expenses are reasonable, necessary and consistent with this policy.
2. Any required **itemized** receipts are attached.
3. The final disposition is correct (balance due employee; balance due City).
4. Any amounts due to the City are reimbursed.
5. Final accounting of all expenses is submitted to Finance.

Upon approval by your approving official, the expense report should be processed as follows depending on these circumstances:

If the City Owes You

The reimbursement side of the “TEAR” form must be forwarded to Finance with the amount due to you highlighted within ten (10) working days of return from travel; upon Finance Department review, the reimbursement will be processed on the next possible accounts payable demand.

If You Owe the City

The reimbursement side of the “TEAR” form should be forwarded to Finance along with payment for the amount due from you the City employee or City official, highlighted within ten (10) working days of return from travel.

Processing Related Vouchers

All travel related costs require payments to vendors via vouchers, whether it is direct payments to vendor (such as to the conference provider for registration or hotel for lodging), credit payment or reimbursements to employees. To ensure appropriate documentation for all such payments, copies of the “TEAR” form must accompany all vouchers as follows:



1. **Vouchers Processed Before Travel Occurs** - The ADVANCE section of the “TEAR” form, must be attached to all related vouchers.
2. **Vouchers Processed After Travel Occurs** – The REIMBURSEMENT section of the “TEAR” form must be attached to all related vouchers.

Note: *When City Manager approval is required, documentation of this must also be attached to all related vouchers.*

H. COMPLETING MEETING AND TRAVEL AUTHORIZATION FORMS

The following charts and tables provide an overview of the City's travel procedures, instructions for completing the Travel/Expense Advance & Reimbursement form and sample forms.

STEP 1 – TRAVEL AUTHORIZATION

WHO	WHAT
Traveler	Consult with your Approving Official on the need for travel. Plan itinerary, transportation & lodging Complete Travel/Expense Advances & Reimbursement “TEAR” form; attach vouchers for employee cash advance (if needed) and each direct vendor payment requested.
Approving Official	Review “TEAR” form for conformance with City travel policy and department priorities. Verify that adequate funding exists in the appropriate travel budget to cover all costs. Approve “TEAR” form, provide a copy to employee and submit to Finance for payment processing.
Finance	Review for accuracy, signatures and appropriate documentation. Make cash advance and vendor payments. File “TEAR” form in employee's or official's vendor file.



STEP 2 – EXPENSE REPORTING

WHO	WHAT
Traveler	Complete and submit expense side of “TEAR” form accounting for all expenses to your Approving Official within 10 working days after completion of travel. Sign report attesting to its accuracy. Attach all itemized receipts and send to Accounts Payable in Finance. If traveler owes the City, send payment to A/P attached to “TEAR” form.
Approving Official	Review expense report for conformance with City travel policy. Verify accuracy of balances and disposition. Approve expense side of “TEAR” form, make a copy for departmental records and submit to A/P in Finance. Highlight amount due to employee or official, if applicable.
Finance	Review for accuracy, signatures and appropriate documentation. File “TEAR” form in employees or official’s vendor file and process any payment due if requested.

OVERVIEW

The Travel/Expense Advances & Reimbursements “TEAR” form should be prepared whenever the total estimated cost of travel is more than \$50 or overnight lodging is required.

The “TEAR” form is a two-column form: the left side of the form entitled ADVANCE, provides for approval of the travel, summarizes the cost, and provides documentation for any cash advance to the employee and direct payments to vendors; the right side of the form entitled REIMBURSEMENT, is for reporting actual expenses within ten (10) days after travel is completed and reconciling. The “TEAR” form is available for City employees or officials to download from the Finance Public Folder in Outlook.

The following highlights key areas of the “TEAR” form:

MEETING AND TRAVEL ADVANCE AND REIMBURSEMENT FORM

The top section of the “TEAR” form contains the following content:



Employee Meals (Per Diem Amounts): Identifies the dates and individual meals that are not covered in conference, seminar, meeting, etc. and that the employee will pay for out of the employee's travel advance.

Other: Describe other miscellaneous expenses that are required for travel, such as bridge toll, that will be advanced to the employee/official prior to travel.

Total Travel Advance: This is the total of all anticipated travel expenses to be advanced to the employee/official prior to travel.

Employee's or Official's Signature and Date: Self explanatory.

Supervisor Approved: This is the signature obtained from your Approving Official that authorizes and approves your anticipated travel expenses and advance. Your Department Head must sign in this area as well.

The right hand section of the "TEAR" form is the REIMBURSEMENT section of the form and contains the following:

Transportation: Identifies information of which type of transportation employee/official used for travel, a private vehicle, air fare, city car, and what parking fees are applicable, if any. *Reimbursements traditionally are only used for unexpected travel, or expenses incurred while traveling on pre-arranged business, and should be the exception and not the rule.*

Lodging: Identifies how many days your stay was and what rate per day your lodging cost. *Reimbursements traditionally are only used for unexpected travel, or expenses incurred while traveling on pre-arranged business, and should be the exception and not the rule.*

Employee Meals (Per Diem Amounts): Identifies the dates and individual meals that were required for attendance in a meeting, conference, seminar, etc. and that the employee/official had to pay for out of pocket. *Reimbursements traditionally are only used for unexpected travel, or expenses incurred while traveling on pre-arranged business, and should be the exception and not the rule.*

Other: Describe other miscellaneous expenses that are required for travel, such as bridge toll, that was not advanced to the employee/official prior to travel. *Reimbursements traditionally are only used for unexpected travel, or expenses incurred while traveling on pre-arranged business, and should be the exception and not the rule.*

Amount Due to Employee/City (Circle One): This is the total of all costs less the advance received, if any, which indicates either an amount due or an amount owed to the employee/official at the end of travel.



Supervisor Approved: This is the signature obtained from your Approving Official after your travel is complete, that authorizes and approves your reimbursement for travel expenses. Your Department Head must sign in this area as well.

The bottom section of the “TEAR” form are the Advisories and Statement of Understanding that each employee/official agrees to upon signing the Travel Advance that is very important and reads as follows:

This form shall include the following advisories: All expenses reported on this form must comply with the City’s policies relating to expenses and use of public resources. This information submitted on this form is a public record. Penalties for misusing public resources and violating the City’s policies include loss of reimbursement privileges, restitution, civil and criminal penalties as well as additional income tax liability.