



STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

**PURCHASING CARD PROGRAM
USER POLICY
(Effective September 16, 2011)**

A handwritten signature in black ink, appearing to read "Bryan W. Koon", written over a horizontal line.

Bryan W. Koon, Director

SECTION 1

PURCHASING CARD USER GUIDELINES

The guidelines contained in this manual apply to all Division employees who have been issued a State of Florida Purchasing Card (P-Card) or who have direct or delegated responsibilities under the P-Card system.

I. GENERAL

P-Cards may only be used for official state-related purposes. P-Cards are only issued to employees of the Division in either an established or OPS position. Participation in the P-card program is a privilege and not a right. The P-card is the property of the State of Florida. If there is a question about the purpose of a purchase or if the use of the P-Card is questioned, contact the Division Purchasing Card Program Administrator for clarification. Division of Emergency Management P-Cards will be used to purchase commodities and pay for travel. Purchases must follow appropriate state procurement laws and guidelines, and travel expenses must comply with Section 112.061, Florida Statutes and be 100% reimbursable.

State contract merchants/vendors should be used when making purchases, unless the needed commodities are not available through state or Division contracts.

Any employee who makes purchases or attempts to make purchases that violate state laws, Division P-Card policy, or guidelines contained in this manual or assists another employee in such purchase, or fails to report the violation shall be subject to disciplinary action.

Cardholders are encouraged to use certified State of Florida minority merchants, and purchase commodities that are made of recycled material or of recycled content. Employee participation is the key to the continued success of these programs.

The P-Card should not be used for the following purchases, including but not limited to: 1) recurring contractual services in a fiscal year; 2) gifts or awards for current, retiring or retired employees; 3) employee's personal relocation expenses; or 4) perquisites that are taxable fringe benefits. The Division Purchasing Card Program Administrator should be contacted for other than routine purchases.

Any cardholder with a single transaction limit greater than \$20,000.00 will be required to file a Financial Disclosure form with the Florida Commission on Ethics.

The standard single transaction and cycle credit limit for non-purchasing agents is \$1,000 or \$25,000 for purchasing agents. Requests for any amount in excess of the standard single transaction or cycle credit limits must be accompanied by a justification. Approval will be based on justification and most commonly will be for a staff member whose purchasing responsibility is for a large number of staff or has excessive travel

requirements. Other approvals will also be granted for areas whose budget and purchasing/travel activity can support the requests.

Purchases made with the P-Card within the State of Florida are exempt from state sales and use tax. Cardholders are required to notify the merchant of the tax-exempt status. However, they are authorized to allow tax to be charged to their P-Card if the vendor refuses to grant tax-exempt status when the card is presented. A written notation should be made to that effect when the receipt is submitted. Questions regarding unauthorized expenses should be directed to the Division Purchasing Card Program Administrator. The tax-exempt number is listed on each P-Card.

Merchants should not charge the P-Card account until the merchandise is received by the cardholder or shipped by the vendor. The cardholder should only forward the receipt for approval after the receipt of the merchandise. If the account is charged before receipt of goods or services, the charge should be placed in disapproved status and a credit should be requested from the vendor.

The vendor should send the original delivery receipt and the item purchased to the "ship to" address.

P-Cards will be immediately canceled and destroyed for any of the following:

1. Cardholder terminates employment with the Division;
2. Cardholder no longer requires a P-Card;
3. Cardholder reports the loss or theft of P-Card; and/or
4. Cardholder misuses the P-Card.

II. RESPONSIBILITIES

A. Supervisors will:

1. Approve potential cardholders.
2. Recommend the spending limits and types of purchases attached to each card.
3. Authorize the completed **Cardholder Profile Information** form (Appendix A).
4. Forward completed forms to the Division Purchasing Card Program Administrator.
5. Notify the Division Purchasing Card Program Administrator of needed card cancellations/replacements and changes in the cardholder status.
6. Ensure cardholders that are terminating employment stop using the P-Card immediately upon notification of the termination, and reconcile all outstanding P-Card transactions with the appropriate payer prior to termination.
7. Supervisors are responsible for collecting the P-Card from employees upon termination. Supervisors must ensure that the collected card is cut in half, taped to the **Cardholder Termination Form** (Appendix D) and forwarded to the Division Purchasing Card Program Administrator.

B. Division Purchasing Card Program Administrator will:

1. Be accountable for all P-Cards issued and must maintain appropriate records to inventory and verify all P-Cards issued.
2. Serve as the Division contact person with the P-Card Contractor and the Department of Financial Services (DFS).
3. Upon request, assist Division Directors/Program Managers/Division Purchasing Card Liaison/Personnel Officer with completion of Cardholder Profile Information and **Approver Profile Information** forms (Appendix B).
4. Receive Cardholder Profile Information form from Division Directors/Program Managers/Division Purchasing Card Liaison/Personnel Officer requesting P-Cards and review for completeness and compliance with policy and guidelines.
5. Resolve any questions that arise with the profile form.
6. Ensure that requests for a single transaction or cycle credit limits in excess of the standard limit are documented with supporting justification.
7. Ensure that single transaction limits above \$1,000 are approved by the Division Director or designee. (Chief Financial Officer Memorandum #4 1998-1999)
8. Ensure that requests for a credit limit in excess of \$25,000 are supported by justification.
9. Input cardholder profile information into the Purchasing Card Module and electronically forward information to Card Contractor requesting issuance of P-Cards.
10. Input approver profile information into the Purchasing Card Module.
11. Maintain the profile for each cardholder and approver to include parameters, default account codes and spending limits in the Purchasing Card Module. Retain signed and approved copies in a secure location.
12. Receive and account for P-Cards from Card Contractor. Maintain all P-Cards and related documentation containing P-Card numbers in a secure location. Notify Card Contractor immediately of any P-Cards not received as requested.
13. Obtain completed and signed Cardholder Agreement (Appendix C) from the employee upon submission of P-Card to employee.
14. Coordinate required FLAIR¹ training as appropriate.
15. Provide Division specific training to prospective Division cardholders explaining the policy, guidelines and process.
16. Obtain certificates of completion from employees at the end of each Division specific training session.
17. Maintain Cardholder Agreements and documentation that training has been completed.
18. Generate Information Warehouse (IW) report of unprocessed

¹ FLAIR training will be scheduled through the Division Purchasing Card Program Administrator.

transactions with elapsed time of five or more days. The IW report is downloaded to an Excel file and disseminated via e-mail to all Division payers on a daily basis.

19. Call appropriate approver to determine status of payment and assist, if necessary, in resolution to ensure timely payment.
20. After 9 days without a documented dispute, ensure the approval of unprocessed charges for payment. Attempt to resolve unprocessed charges with approver and/or cardholder prior to submission for payment, including the determination and input of previously omitted accounting information, (e.g. object code)². If payment is authorized without a receipt, coordinate with approver or other appropriate staff to have receipts and supporting documentation forwarded for payment notation. Once receipts and supporting documentation have been noted with payment voucher number, forward to Payer.
21. Generate IW report of new charges, download to an Excel file and disseminate via e-mail to all cardholders on a daily basis. This new charge report provides the cardholder time to review charges for appropriateness.
22. Receive and review **Cardholder Statement of Disputed Items** form (Appendix F) for completeness. Submit form to Card Contractor. Maintain file of disputed charges and monitor status of disputed items until resolved and closed.
23. Immediately cancel P-Card upon notification of the following, and dispose of destroyed P-Cards upon receipt, if:
 - a. Cardholder terminates employment with the Division;
 - b. Cardholder no longer requires a P-Card;
 - c. Cardholder reports the loss or theft of P-Card;
 - d. Cardholder misuses the P-Card; and/or
 - e. Cardholder has not utilized the card for 12 consecutive months, unless the card is for a Reservist, and it is held at \$1.00 until needed.
24. Notify Division Purchasing Card Liaison/Personnel Officer of possible abuses or attempted abuses of P-Card detected through reconciliation or review of monthly exception report. (See Purchasing Card Program Contact Section of this Policy)
25. Permit access at the appropriate level in the FLAIR Purchasing Card Module to new approvers and make changes to the control requirements of existing approvers.
26. Conduct reviews of offices for compliance with these guidelines.
27. Monitor purchases to ensure compliance with purchasing rules and regulations.
28. Notify cardholder and cardholder's supervisor of non-compliance with purchasing rules and regulations.

² Division Purchasing Card Program Administrator will follow the same procedures as the Payers when payments are approved. Once documentation is completed it will be forwarded to the Payer.

29. Mark formally disputed charges with disapproval code 081 with a description of "Dispute filed (date)" on the Charge/Maintenance screen in the Purchasing Card Module. Track disputed P-Card items daily to ensure that the appropriate credit is received; notify cardholder if expected credit is not received. Notify payer and cardholder when credit received for appropriate processing in the FLAIR Purchasing Card Module.
30. Reset user passwords in the FLAIR Purchasing Card Module when notified.

C. Cardholder must:

1. Prior to receiving a P-Card, attend Division specific training and sign a Cardholder Agreement, acknowledging their responsibilities with respect to the use of the card.
2. Follow appropriate Florida Statutes and Division guidelines when making commodity purchases, and/or incurring travel related expenses. Abuse or misuse of this privilege subjects cardholder to termination of P-Card privileges and disciplinary action.
 - a. Misuse of card privileges include, but are not limited to, negligence in performance of cardholder and participant responsibilities; non-compliance with established transaction processes, and carelessness in maintaining card security.
 - b. Abuse of the P-Card by any Division employee includes, but is not limited to, falsification of records, fraud, and theft, using the card for personal gain, allowing another individual to use the cardholder's card or account number, repeated non-compliance with processes and procedures, or divulging confidential information.
3. ~~Ensure the security of the P-Card, as well as protect the P-Card information, (e.g. card account number). The cardholder shall not use the P-Card to pay for expenses incurred by someone other than themselves, except for the purchase of general use office supplies or commodities. Nor should cardholder allow another individual to use their P-Card to pay for such expenses.~~
4. Immediately notify the Card Contractor and the Division Purchasing Card Program Administrator if a P-Card is lost or stolen. Lost or stolen cards reported missing over the telephone will have charges blocked **immediately**. Cardholder must contact his/her Division Director/Program Manager/Division Purchasing Card Liaison/Personnel Officer to obtain a replacement card. **The Card Contractor should only be contacted directly to report lost or stolen cards. All other contact with the Card Contractor will be made by the Division Purchasing Card Program Administrator.**
5. Prior to making a purchase, cardholders should remind vendors that state sales and use taxes should not be charged to their P-Card. If a

- vendor fails to grant tax-exempt status when the card is presented, a written notation should then be made to that effect when the receipt is submitted.
6. If the credit card number is on the receipt, it should be redacted prior to submission to the Division Finance.
 7. Forward a copy of the approved P-Card requisition within 3 calendar days to the supervisor. If circumstances prevent a cardholder from forwarding P-Card requisition to the approver within 3 calendar days, the cardholder must notify the approver of the charges by phone or e-mail.
 8. Identify disputed items and attempt to reach a resolution directly with the merchant that provided the item or service. In most cases, disputes can be resolved directly between the cardholder and the merchant. Attempts to resolve any problem with the merchant must be documented by the cardholder. In some instances the merchant will issue the cardholder a credit. If a cardholder returns any merchandise, a credit should be issued to the cardholder's P-Card account and a credit receipt obtained. **Under no circumstances may a cardholder receive cash.** The credit will appear on the P-Card charge queue and must be verified by the Approver after receiving documentation from the cardholder. If the merchant refuses to resolve the dispute by the next P-Card billing cycle, then the cardholder must complete and sign a Cardholder Statement of Disputed Items form and forward the original form to the Division Purchasing Card Program Administrator and a copy to the cardholder's approver. Cardholder must document all attempts to resolve disputed items and submit along with the dispute form. If the item involves a reservation or order that has been canceled, obtain a cancellation number and include it on the dispute form.
 9. Division Finance will keep the original of all supporting documentation, i.e. quotes, bids, and documentation of merchant discussions. This becomes the audit file for purchasing in lieu of the purchase order file
 10. Upon termination of employment with the Division:
 - a. Discontinue P-Card activity,
 - b. Return the P-Card to their Supervisor,
 - c. Reconcile all outstanding P-Card transactions with the appropriate approver prior to termination.

D. Cardholder will:

Obtain, sign and forward P-Card receipts within 3 calendar days to Division Finance. If circumstances prevent a cardholder from forwarding P-Card receipts to the payer within 3 calendar days, the cardholder must notify the payer of the charges by phone or e-mail. The cardholder may be a designated Traveler or Buyer.

E. Approver will:

1. Attend training on the use of FLAIR Purchasing Card Module.
2. Ensure the receipts are received in a timely manner and all required supporting documentation is attached.

Levels of Approvers:

- Level 1 – Approver: Division Finance
- Level 3 – 4 Approver: Division Finance
- Level 5 Approver: Division Finance Supervisor
- Level 8 Approver: Division Finance

EXAMPLES OF SUPPORTING DOCUMENTATION

Commodity Purchases	Travel Events
Requisition	Requisition for Travel Authorization
Receipts	Receipts

3. Ensure cardholder signature and received date is on the receipt. This will document the date the goods and services were received. If sales tax is on the receipt, ensure cardholder has made a written notation on the receipt explaining the conditions for the tax charge. If the purchase is less than \$100 and the vendor is reluctant to issue credit, make a note on the invoice. If the purchase is over \$100 we must request and receive a credit.
4. Monitor P-Card transactions **daily** to ensure transactions are forwarded to Division Finance within 3 days. As transactions are reviewed, enter the appropriate organization code, expansion option, version, and object code into the FLAIR Purchasing Card Module. **If the charge is for travel, enter the dates of the travel (e.g.; 2/6-8/04-Miami) in the first 'Description' field. Enter the Traveler's Vendor Number in the 'Sub-vendor' field on the FLAIR screen.** If appropriate, distribute the charges across organizational levels and object codes.
5. Division Purchasing Card Program Administrator will notify approver to close out disputed cases when associated credits are received.
6. Research all transactions rejected by the payer and provide the missing information within 24 hours of receipt of the rejection transaction.
7. **Ensure all credit card numbers are redacted.** These may appear in various places on the receipts/invoices, or cash register receipts. This is a very important security measure.
8. If we are paying for a training class or registration involving no travel, we need to include a requisition that contains benefits to the state and

the Social Security number(s) of registrant(s).

9. Forward supporting documentation for the transaction (See number 2 above.) to the payer immediately after the charge has been approved.

F. Division Finance will:

1. Attend training sessions on the use of FLAIR Purchasing Card Module,
2. Monitor P-Card transactions daily to ensure that transactions are processed within 10 calendar days. As transactions are reviewed, verify the appropriate organization code, expansion option, and object code into the FLAIR Purchasing Card Module. (Be sure the appropriate category appears). **Ensure there is a complete description** of the purchase and if appropriate, distribute the charges across organizational levels, expansion options, etc. The requisition number should be entered in the description field to assist in tracking of purchases and payments.
3. Review and match signed and approved supporting documentation (e.g. receipts, requisitions and receiving reports) for P-Card transactions. If the accounting data does not appear to be appropriate, call the approver for clarification. Do not disapprove a charge unless the problem cannot be resolved at the Division Finance level.
4. Enter the Vendor ID number.
5. Submit P-Card transactions to the DFS for payment for transactions that have receipts and supporting documentation, and **print the Voucher Summary Report daily.**
6. Print P-Card vouchers. The original (file) copy of the voucher schedule will be filed in Division Finance's voucher files with all supporting documentation.
7. Complete reconciliations within three (3) business days.
8. Print the monthly IW report of paid P-Card transactions and certify that supporting documentation for all payments is contained in the voucher files.

I. HR/Personnel will:

- a. Identify the appropriate disciplinary actions in the event of misuse.
- b. Provide assistance in the update of appropriate position descriptions and associated performance standards.

SECTION 2

INSTRUCTIONS AND GUIDELINES FOR THE USE OF THE PURCHASING CARD FOR TRAVEL

Cardholders that are authorized to incur travel related charges are required to complete travel training and P-Card training prior to the issuance of a card.

A. Authorized Use of the P-Card

Use of the P-Card for travel is strictly for 100 percent reimbursable travel costs incurred while conducting state business. The traveler should expect a hotel to require a credit card in their name or cash deposit for personal expenses they may incur during their stay at the hotel. The same travel regulations apply when using the card as when using other payment methods. A TRV is required in addition to the documentation required for tracking P-Card transactions. A TRV must be submitted even if the net amount due the traveler is zero.

Below are examples of allowable and unallowable charges to the purchasing card:

ALLOWABLE	UNALLOWABLE
Conference registration	Meals
Hotel room	Movies
Airfare	Personal phone calls
Car rental	Gift shop purchases
Parking	Hotel beauty shop
Gasoline for Avis Rental only	Other hotel services
	Tolls
	Business phone calls/faxes

B. Emergency Accounts

An emergency account may be established to charge purchases and DEM employee travel expenses in response to a declared natural or other disaster. The P-Card will be issued as an "Emergency Card" set up with the necessary parameters but in a deactivated status. The Division Purchasing Card Program Administrator will request the Card Contractor's activation of the emergency card upon declaration of disaster and receipt of an activation request from a Division Purchasing Card Liaison. The Division Purchasing Card Program Administrator will contact the Card Contractor to deactivate the emergency card once the declared emergency has passed and all charges have been cleared.

C. Reservists Accounts

Reservists (OPS employees hired for an emergency activation) may receive a P-Card for travel expenses (for official state travel only). The Reservist P-Card is requested at \$1.00 credit limit and held until they are needed in a locked safe. The Division Purchasing Card Program Administrator will request the Card Contractor increase of the Reservist's P-Card limits upon declaration of disaster and receipt of an activation request from a Division Purchasing Card Liaison. The Reservist will apply by all guidelines and rules as other travelers, take appropriate training and sign all required forms. When the declared emergency has passed and the Reservists are deactivated, the Purchasing Card Administrator will contact the Card Contractor to have their card credit limit lowered to \$1.00 and returned to the safe.

D. Record Keeping

Each completed transaction must be accompanied by the applicable documentation, e.g., receipts, credit slips, or reports. The receipts and attachments will be used by the approver and Division Finance to validate charges and reconcile/post-audit. If receipts are lost and needed for any reason other than disputed charges, the Division Purchasing Card Program Administrator can request a copy from the Card Contractor at a cost of \$3.00 each. There is no charge for receipts requested for disputes.

P-CARD PROGRAM CONTACTS

Purchasing Card Program Administrator

Michelle Riley
Division of Emergency Management
2555 Shumard Oak Blvd., Room 110M
Tallahassee, Florida 32399-2100
Tel: (850) 413-9944
michelle.riley@em.myflorida.com

Division Purchasing Card Liaisons

Division of Emergency Management – Inspector General Office
2555 Shumard Oak Blvd., Room 170B
Tallahassee, Florida 32399-2100
Tel: (850) 922-1611

Division of Emergency Management – HR/Personnel Office
2555 Shumard Oak Blvd., Room 150A
Tallahassee, Florida 32399-2100
Tel: (850) 922-1723

**FORMS
AND
APPENDICES**



STATE OF FLORIDA

DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

Cardholder Profile Information (Confidential)

(Appendix A)

ACTION REQUESTED: Add Change Cardholder Name Only Change Other Maintenance Close Account Other, please describe:

AGENCY NAME (24 A/N)		Division of Emergency Management		CARDHOLDER INFORMATION	
CARDHOLDER NAME (24 A/N)				BUREAU	
SSN (9 N)				PROGRAM AREA	
MOTHER'S MAIDEN NAME (24)				SECTION	
CARD MAILING ADDRESS (32 A/N)		2555 Shumard Oak Blvd.		POSITION TITLE	
CARD MAILING ADDRESS (32 A/N)				BUSINESS ADDRESS	
CITY STATE (27)		Tallahassee, FL		CITY STATE	
ZIP (9)		32399-2100		ZIP	
PHONE NUMBER (10 N)		850-413-9944		PHONE	

DIVISION PROGRAM ADMINISTRATOR: Michelle Riley

MCCG NAME		PROPOSED USE OF THE CARD	
←			
↑			
→			
↓			

OTHER INFORMATION		CARDHOLDER AUTHORIZATION CONTROLS		DIVISION ACCOUNTING INFORMATION	
Plastic: Yes		Credit Limit		Org (L1-L5) 31800600	
Bypass Company MCCG table: No		Single Transaction Limit \$1,000		EO AB	
Foreign Currency: Dyes Dno		Daily Dollar Amount		VR 00	
Foreign Currency Action: <input type="checkbox"/> Decline <input type="checkbox"/> Approve		Daily Transactions \$2,500		Object 261000	
<input type="checkbox"/> Approve but Report		Monthly Dollar Amount		Group Identifier (9 A/N) DEM	
		Monthly Transactions \$2,500		Distribution (Y/N) NA	
		Cycle Dollar Amount		FLAIR ID N/A	
		Cycle Transactions		Levels of Approval Required (1-8) 3, 4, 5, 8	

FLORIDA RECOVERY OFFICE
5900 Lake Ellenor Drive
Orlando, FL 32809

• DIVISION HEADQUARTERS • STATE LOGISTICS RESPONSE CENTER
2702 Directors Row
Orlando, FL 32809-5631
2555 Shumard Oak Boulevard
Tallahassee, FL 32399-2100
Tel: 850-413-9969 • Fax: 850-488-1016
www.FloridaDisaster.org

Requester's Signature and date: _____	_____
Requester's Supervisor Name and Title _____	_____
Division Director/Program Manager/Personnel Officer – Printed Name and Title _____	_____
Approval Signature and date: _____	_____

Division Card Administrator Approval: _____ Date: _____

DIVISION OF EMERGENCY MANAGEMENT

State of Florida Purchasing Card Program

Approver Profile Information Form

Name:	
District/Institution/Program Area	
Social Security Number	
Role (Select one): Administrator, Payer, Reconciler	Payer
Approver Type: A = Agency O = Organizational	Organizational
Approver Level: (3 – 8)	3-Division Finance 4-Division Finance 5-Division Finance Supervisor 8-Division Finance
Account Distribution Capability (Y/N)	Y
Lower Level Approver (Y/N)	NA
Group Identifier	
FLAIR User ID	
Business Address:	
City, Zip	
Local Phone Number	
Suncom Phone Number	
Local Fax Number	
Suncom Fax Number	
E-Mail Address	
Other:	

(Appendix B)

DIVISION OF EMERGENCY MANAGEMENT
Cardholder Agreement

I AGREE TO THE FOLLOWING REGARDING THE USE OF THE FLORIDA PURCHASING CARD ASSIGNED TO ME FOR OFFICIAL STATE BUSINESS ONLY:

- 1) I understand that I am being entrusted with a powerful and valuable tool for making financial commitments on behalf of the State of Florida and will strive to obtain the best value for the State.
- 2) I understand that under no circumstances will I use the Purchasing Card to make personal purchases, either for others or myself. Intent to use the Purchasing Card for personal gain or unauthorized use may result in disciplinary actions up to and including termination of employment and prosecution to the extent permitted by law.
- 3) I will follow Florida Law, purchasing and/or travel policies of the Division of Emergency Management, and the established guidelines for using the Purchasing Card. Failure to do so may result in either revocation of my card privileges or other disciplinary action.
- 4) I have been provided a copy of the Purchasing Card Program User Policy and attended training on _____ and understand the Purchasing Card Program. I have been given an opportunity to ask any questions to clarify my understanding of the Purchasing Card Program.
- 5) I agree to process all transactions within 3 calendar days of receipt by either approving for payment, by signing and dating receipts as goods/services received and forwarding to the Payer or following the dispute procedures.
- 6) I agree that, should I violate the terms of the Agreement, I will be subject to disciplinary action up to and including termination of employment and that I will reimburse the State of Florida for all incurred charges and any costs related to the collection of such charges. Additionally, any such charges that I owe the State may be deducted from any money which would otherwise be due and owing me, including salary or wages, in accordance with Rule 3A-21.004, F.A.C.

Cardholder Name (Print)

Cardholder Signature

Date

Supervisor Signature

Date

(Appendix C)

**DIVISION OF EMERGENCY MANAGEMENT
Purchasing Card Program**

CARDHOLDER TERMINATION FORM

This form verifies that _____ on _____
(Type or clearly print name) Date

has relinquished possession of the attached State of Florida Purchasing Card and it has been destroyed in accordance with the Division of Emergency Management's guidelines.

--	--

(Affix half of card here)

(Affix half of card here)

**Return completed form to the Division of Emergency Management.
MICHELLE RILEY
2555 Shumard Oak Blvd.
Tallahassee, FL 32399-2100**

Date Card Received by PCard Staff: _____

(Appendix D)

**DIVISION OF EMERGENCY MANAGEMENT
State of Florida Purchasing Card Program**

Replacement Receipt Form

Date of Purchase _____

Description of Purchase

Vendor Name _____

Quantity of Items Ordered _____

Price Per Unit \$ _____

Shipping and Handling Charges \$ _____

Total Purchase Amount \$ _____

Receipt was (check one) _____ Lost _____ Not Obtainable

I, _____, the undersigned do certify that the above purchase was made for official state business.

Signature

Date

(Appendix E)

COMMERCIAL CARD CLAIMS STATEMENT OF DISPUTED ITEM

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and fax or mail with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53142
Phoenix, AZ 85072-3142
Phone (800) 300-3084, FAX (888) 678-6046

Company Name: _____
Account Number: _____
Cardholder Name: _____

This Charge appeared on my statement, billing close date: _____
Transaction Date: _____
Reference Number: _____
Merchant Name/Location: _____
Posted Amount: _____ Disputed Amount: _____

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One

1. **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.
2. **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from \$ _____ to \$ _____. I have enclosed a copy of the unaltered sales slip.
3. **Merchandise or Services Not Received:** I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was _____. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)
4. **Defective or Wrong Merchandise:** I returned the merchandise on _____ because it was (check one):
_____ defective; _____ wrong size; _____ wrong color; _____ wrong quantity.
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)
5. **Recurring Charges After Cancellation:** On _____ (date), I notified the merchant to cancel the monthly/annual agreement. Since then my Bank of America account has been charged _____ time(s). (Please enclose a copy of the merchant's confirmation of your cancellation request.)
6. **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payer. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)
7. **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.
8. **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)
9. **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on _____ (date) _____ (time). I received a cancellation number which is _____. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.)
_____ I was not given a cancellation number.
_____ I was not told at the time that I made the reservation that my account would be charged for a "No Show".
_____ I was not informed of the cancellation policy.
10. **Double or Multiple Charges:** My Bank of America Commercial Card Account has been double charged. The valid charge appeared on _____ (date). The duplicate charge(s) appeared on _____.
11. **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation.
12. **Other; Above Descriptions Do Not Apply:** Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.