

City of Hampton

**Bank of America VISA
Credit Card Policy and Procedures Manual**

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Program Overview

The City of Hampton's credit card program offers departments and agencies the opportunity to streamline their procedures for procuring and paying for travel expenses as well as small dollar goods and services. The credit card program reduces the volume of accounts payable transactions and the associated administrative costs by eliminating vendor invoices and consolidating multiple vendor payments. Vendors are paid directly by the credit card issuer, currently, Bank of America VISA.

While the use of a credit card leads to accounting efficiencies, departments and agencies must maintain strict internal control over the use of cards and ensure that relevant procurement guidelines are observed. The credit card should be viewed at all times as an efficient means of payment, not a substitute for proper procurement procedure.

The use of the City provided credit card is restricted for the City of Hampton to acquire goods and services, and provide payment for travel related expenses which are appropriate and necessary to conduct City business.

Contact Information

Bank of America VISA Card Customer Services:
1-888-449-2273

City of Hampton Credit Card Program Administrator:
City of Hampton Finance Department
Valarie Neal-Thornton
727-6230
vthornton@hampton.gov

On-line Bank of America VISA Reconciliation:
<https://payment2.works.com>

City of Hampton Procurement Policies Manual:
<http://hampton.gov/bids-contracts>

LOST MISPLACED OR STOLEN CARDS

Upon loss or theft of a City issued Bank of America VISA credit card, immediately notify:

The Credit Card Program Administrator in the Finance Department - 727-6230
Bank of America VISA Customer Service - 1-888-449-2273
Your Department Head and Department Credit Card Coordinator

Failure to make notifications of card loss or theft within 24 hours of loss may result in the employee being held responsible for any expenses incurred after the loss of the card.



City of Hampton

City Finance and Accounting
Procedures

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CITY OF HAMPTON, VIRGINIA
CREDIT CARD POLICY

I. PURPOSE

To establish a small purchase/travel card policy to allow City Departments to efficiently make small dollar purchases and pay for City business travel expenses.

II. OVERVIEW

The City has established a credit card program to streamline the acquisition and payment process for small dollar purchases and City business travel expenses that will reduce paperwork and administrative costs. Employees who have been issued credit cards may initiate transactions in person, by telephone or via secure internet sites within the limits of these procedures.

The Department of Finance shall administer the credit card program. All purchases made under the program shall be in conformance with the Bank of America VISA Credit Card Policy and Procedures Manual, the Virginia Public Procurement Act, the Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual.

There are four (4) levels of card authorization:

- **Purchase Card** - Allows for the purchase of goods and services. Packaged food purchases may be made from a store but the card does not allow for restaurant use.
- **Travel Card** - Allows for the cardholder's own travel related expenses, restaurant use and catering expenses. No purchase of goods and services are allowed.
- **Plus Card** - Allows for the purchase of goods and services and also allows for the cardholder's own travel related expenses, restaurant use and catering expenses.
- **Group Travel Card** - Allows for the cardholder's own travel related expenses, restaurant use and catering expenses. Allows for the purchase of goods and services by the cardholder. Allows the cardholder to pay for pre-travel expenses for departmental staff members. These pre-travel expenses include registrations, airfare, holding hotel rooms without charging the card, paying for the first night stay only if mandated by hotel policy.

Credit card issuance requests must be approved by an employee's Department Head by handwritten signature on the City's credit card application form. Travel Card, Plus Card and Group Travel Card applications are approved in the same manner but must also be approved by the City Manager by handwritten signature on the City's credit card application form.

Credit cards will be imprinted with the City of Hampton's name and logo, and cardholder's individual name. Credit cards will not be used for cash advances, convenience checks, personal purchases, or unsupported and disallowed purchases. Credit cards are not transferable between

individuals or departments. Cardholders may not use their purchases to qualify for rewards programs such as those offered by hotels or airlines.

Each Department Head will be responsible for ensuring that the business expenses charged to the credit cards assigned to his/her department are allowable within any other existing City policies and regulations and that the expenses have a justifiable business purpose.

Each purchase of computer/electronic equipment over the amount of \$1,000 constitutes a capital outlay expense. This requires the Cardholder to complete a Capital Asset Addition Form and submit it with the monthly Spend Report.

III. DEFINITIONS

- A. Credit Card Program Administrator - A City employee in the Finance department, assigned by the Finance Director to oversee administration of the City's credit card program.
- B. Department Head - A Department Director, Agency Head, or Constitutional Officer responsible for a City Department, Agency, or Constitutional Office.
- C. Department Coordinator - A City employee in each department, designated by the Department Head who is responsible for fiscal oversight of the department's credit card program. If a Department Coordinator is also assigned a credit card, his/her purchases must be approved by his/her supervisor.
- D. Cardholder - A City employee that has been issued a City credit card.
- E. Card Issuer - The financial institution issuing the credit card.
- F. Bank of America VISA Card Statement - The monthly billing statement sent via U.S. mail to each cardholder.
- G. Spend Report - The monthly reconciliation report generated from the Bank of America *Works™* program which lists all charges and credits to the account for the billing cycle. The Spend Report must be signed by the Cardholder, the Department Coordinator and the Department Head.
- H. Disallowed Expenses - Any purchase that is not in conformance with the Bank of America VISA Credit Card Policy and Procedures Manual, the Virginia Public Procurement Act, the Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual. Disallowed expenses include personal purchases, cash advances, alcoholic beverages, and transactions over purchasing limits as set forth in this policy. Splitting an order into two transactions to circumvent purchasing limits is disallowed. Paying an invoice with a City credit card after goods or services have already been received is termed "after the fact" and is disallowed.
- I. Unsupported Expenses - Credit card purchases with no receipt or detailed supporting documentation. The Cardholder may be required to pay for any unsupported purchase.
- J. Small Dollar Purchases - Purchase of goods and services no greater than \$1,500.00. Purchases for travel related expenses no greater than \$2,000.00.

IV. CARDHOLDER ELIGIBILITY

Criteria to receive a City credit card are as follows:

- A. Applicant must be classified as a permanent full-time or part-time employee of the City of Hampton.
- B. Applicant's request for a credit card must be approved by his/her Department Head.
- C. Applicant must complete required training before receiving their credit card.
- D. Each Cardholder must sign a Cardholder Agreement.

V. CARDHOLDER LIABILITY

The City credit card is a corporate charge card that will not affect the Cardholder's personal credit; however, it is the Cardholder's responsibility to ensure that the card is used within stated guidelines of the Bank of America VISA Credit Card Policy and Procedures Manual, the Virginia Public Procurement Act, the Hampton City Municipal Code and the City of Hampton Human Resources Policies and Programs Manual. Failure to comply with program guidelines may result in permanent revocation of the card, notification of the situation to management, and further disciplinary measures that may include termination. Failure to make timely notifications of card loss or theft may result in the employee being held responsible for any expenses incurred after the loss of the card.

VI. CLOSING CARDHOLDER ACCOUNTS

The Department Head is required to inform the Credit Card Program Administrator within 24 hours when an employee resigns, is transferred to another department, is moved to a new position within the same department, or terminated.

The Credit Card Program Administrator is required to close an account within 24 hours when notified that a Cardholder (a) transfers to a different department; (b) moves to a new position within the same department and a credit card is not required; (c) terminates employment.

VII. REVOCATION OF CARD PRIVILEGES

The City of Hampton Bank of America VISA may be revoked for any of the following reasons:

- A. The credit card is used for personal or unauthorized purposes.
- B. The credit card is used to purchase alcoholic beverages or any substance, material or service that violates policy, law or regulation pertaining to the City's policies and regulations.
- C. The Cardholder allows the card to be used by another individual.
- D. The Cardholder splits a purchase to circumvent the limitations of the credit card.
- E. The Cardholder fails to provide required receipts.
- F. The Cardholder fails to provide, when requested, information about any specific purchase.
- G. The Cardholder does not adhere to all of the credit card policies and procedures.

H. The Cardholder fails to return the card when reassigned, terminated, resigns, or upon request.

I. The card may be revoked at the Department Head's discretion.

Card revocation for any of the above reasons may also subject Cardholder to disciplinary action in accordance with the City of Hampton Human Resources Policies and Programs Manual.

VIII. LOST, MISPLACED OR STOLEN CREDIT CARDS

Cardholders are required to immediately report any lost or stolen credit card to Card Issuer (24 hours a day, 365 days a year). The Cardholder must also immediately, within 24 hours, notify his/her Department Head, Department Coordinator and the City's Credit Card Program Administrator at the first opportunity during normal business hours.

IX. SPENDING CONTROLS

The City credit card is to be used only for authorized purchases up to the delegated procurement authority which limits spending per transaction not to exceed \$1,500.00 for the purchase of goods and services and \$2,000.00 for travel related expenses. Monthly card limits will be based on departmental needs and will be determined by the Department Head. The dollar limit per transaction for the Group Travel Card may, on occasion, may need to exceed \$2,000; those instances will be approved on a case by case basis by contacting the Credit Card Program Administrator prior to the transaction.

X. ERRONEOUS DECLINES

Should the City credit card be erroneously declined by a vendor, the Cardholder should immediately contact the Credit Card Program Administrator for assistance. If the purchase is being made outside of normal City business hours, the employee must find an alternate payment method or terminate the purchase and contact the Credit Card Program Administrator during normal City business hours.

XI. CREDITS

Vendors will issue all credits to the individual credit card account for any item they have agreed to accept for return. This credit may appear on a subsequent billing statement. Under no circumstances should a Cardholder accept cash or store credit in lieu of a credit to the credit card account.

XII. UNRESOLVED DISPUTES AND BILLING ERRORS

The Cardholder is responsible for contacting the vendor to resolve any disputed charges or billing errors. If the matter is not resolved with the vendor, the Cardholder should:

A. Contact their Department Coordinator for assistance.

B. If further assistance is required, contact the Credit Card Program Administrator.

XIII. SECURITY AND STORAGE

A. Credit Cards - Cardholders should always treat the credit card with the same level of care as one does their own personal credit cards. The card should be maintained in a secure location

and the card account number should be carefully guarded. The only person entitled to use the card is the person whose name appears on the face of the card. Attempts to circumvent the approved authority/or authorized usage shall be considered misuse and the violating Cardholder shall be subject to the City of Hampton's Disciplinary Policy.

- B. Program Documentation - Documentation concerning the credit card program will be maintained by the Credit Card Program Administrator located in the Finance Department. This documentation includes, but is not limited to, applications, Cardholder Agreements and billing statements. The Credit Card Program Administrator will also maintain documents relating to, but not limited to, reconciliation of accounting statements, copies of transmittals and vouchers with supporting documents/receipts and payment correspondence with the Card Issuer.
- C. Departmental Documentation Storage - The Department Coordinator will maintain each Cardholder's original monthly invoices, Spend Reports, vendor receipts and any other supporting documentation. Original documents containing original signatures must be retained for three fiscal years per Library of Virginia Records Retention and Disposition Schedule, General Schedule No. 02. After fulfillment of the retention period, Library of Virginia Form RM-3 must be completed to authorize and document the destruction of the records prior to their destruction.

XIV. VENDOR BLOCKING

Transactions will be blocked at the point-of-sale level for disallowed vendors/services. For example, a Purchase Card will be set-up to block travel related expenses.

XV. RESPONSIBILITIES

- A. **Each Department Head, Agency Head or Constitutional Officer** should determine if the credit card program will benefit in the procurement efforts of the department, and if the resources exist to separate the procurement/approval/reconciliation functions.

The Department Head, Agency Head or Constitutional Officer will decide who will receive a credit card, which authority level will apply to the card (Purchase, Travel, Plus or Group Travel), and assign the monthly spending limit for each card.

Responsibilities shall include:

1. Ensuring that all purchases are in accordance with the Bank of America VISA Credit Card Policy and Procedures Manual, the Virginia Public Procurement Act, the Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual.
2. Ensuring funds are available before allowing transactions to be initiated by Cardholders within his/her department.
3. Completing mandatory Cardholder training and ensuring the same of all Cardholders in their department.

4. Appointing a Department Coordinator and back-up Department Coordinator to oversee the credit card program for the department and notifying the Credit Card Program Administrator of the appointment.
5. Ensuring that the Department Coordinator and Cardholders comply with the approval and documentation process.
6. Resolving any disallowed or unsupported expenses.
7. Initiating appropriate disciplinary actions when violations of policy occur within their department.
8. Notifying the Credit Card Program Administrator of removal of Cardholder privileges.

B. Cardholder Responsibilities

The Cardholder must use the credit card for legitimate business purposes of the City of Hampton only. The credit card may not be used for cash or other Disallowed Expenses. Misuse of the card will subject to the Cardholder to the City of Hampton's Disciplinary Policy.

Responsibilities shall include:

1. Completing mandatory Cardholder training prior to receipt of card.
2. All employees issued a credit card must sign the City of Hampton Bank of America VISA Credit Card Agreement Form.
3. Activating the credit card before first use.
4. Maintaining the security of the credit card at all times. The credit card should be maintained in a secure location and the credit card account number carefully guarded. The only person entitled to use the credit card is the person whose name appears on the face of the credit card.
5. Ensuring the credit card is used for legitimate business purposes only.
6. Complying with the approved procurement authority and authorized usage, purchasing limits and restrictions established by the City. Ensuring that card purchases are in compliance with the Virginia Public Procurement Act, Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual. Attempts to circumvent the approved authority and/or authorized usage shall be considered misuse and the violating Cardholder shall be subject to the City of Hampton's Disciplinary Policy.
7. Obtaining and reconciling supporting documentation to verify purchases that will be listed on Cardholder's statement. Reviewing usage of credit card data for accuracy and providing the completed and signed Spend Report to the Department Coordinator in a timely manner.
 - a. When a Cardholder makes a purchase over the counter, the Cardholder shall obtain the customer's copy of the charge receipt and/or invoice. The Cardholder is responsible for ensuring that the merchant correctly lists the quantity, describes the item(s), does not make math errors and does not charge sales tax before the

Cardholder signs the slip. The City of Hampton is a political subdivision of the Commonwealth of Virginia and therefore is exempt from sales and use tax on the purchase of goods and services. However, sales and other special taxes imposed by taxing authorities on hotel, restaurant and airline bills are acceptable charges to Travel Cards, Plus Cards and Group Travel Cards.

- b. When making purchases by telephone or internet, the Cardholder must retain a copy of the order confirmation. If a purchase is made via mail or telephone, a request should be made of the vendor to include the receipt when shipping the product. When the Cardholder receives the goods after placing the order, he/she must retain all shipping documentation and the invoice for later submission to the Department Coordinator.

- c. Security for Internet Purchases:

The internet address for purchases should begin with https://. The Cardholder should also look for a "lock" icon on the browser's tool bar or status bar. The "lock" icon looks like a closed padlock and is located in varying places depending on which browser release level being used.

The Cardholder should not accept access to a vendor's secure website if the browser issues a warning about problems with the website's Certificate. In this case, the Cardholder should cancel the purchase and contact the City's Information Technology Department for further instructions.

- d. Credits for returns, etc. must be credited to the Cardholder's credit card account. The Cardholder should provide documentation to the Department Coordinator for any credits applied to the credit card account. Cash credits shall not be accepted by the Cardholder.

- 8. Monitoring the Cardholder's transaction account for each of his/her purchases.
- 9. The Cardholder should properly code each transaction for payment on the Spend Report. The Cardholder should request coding assistance from the Department Coordinator if necessary.
- 10. Sending his/her billing statement, completed and signed Spend Report, and all original detailed receipts to the Department Coordinator within five (5) working days of receiving the monthly billing statement. All receipts must indicate the item(s) purchased and explanation by the Cardholder must be provided if clarification of business purpose is needed. If the receipt is for a meal or the purchase of food for a meeting or event, the business purpose of the meal/food and the individuals in attendance must be indicated.
- 11. Immediately (within 24 hours) reporting lost or stolen card to the Card Issuer and his/her Department Head, Department Coordinator and Credit Card Program Administrator.
- 12. Resolving disputes or billing errors directly with the vendor and notifying the Department Coordinator and Credit Card Program Administrator if the dispute or billing error is not satisfactorily resolved.

13. Notifying the Credit Card Program Administrator immediately for assistance when a merchant declines to accept a credit card. If the purchase is being made outside of normal City business hours, the Cardholder must find an alternative payment method or cancel the purchase and contact the Credit Card Program Administrator during normal business hours.
14. Not accepting cash in lieu of credit to the credit card account.
15. Immediately reporting to the Department Coordinator any incorrect and/or unauthorized purchases.
16. Completing a Capital Asset Addition Form upon the purchase of computer equipment in excess of \$1,000 in cost.
17. Returning the credit card to the Department Coordinator upon terminating employment with the City or transferring departments.

C. The Department Coordinator Responsibilities

A City employee designated by each Department Head, Agency Head or Constitutional Officer to act as Department Coordinator for his/her department.

Responsibilities shall include:

1. Completing mandatory Cardholder training.
2. Preparing applications for credit cards within their department, obtaining signatures from the applicant and Department Head, Agency Head or Constitutional Officer before forwarding completed application to the Credit Card Program Administrator.
3. Reviewing Spend Report transactions, vouchers and supporting documentation received from the Cardholders within their department for propriety, and approving the transactions for payment.
4. Notifying the Department Head and Credit Card Program Administrator of any disallowed or unsupported expenses.
5. Assisting with the resolution of disputed, disallowed and/or unsupported expenses and collecting payment from the Cardholder for any disallowed and/or unsupported expenses and remitting same to the Credit Card Program Administrator for deposit.
6. Ensuring that lost or stolen cards are immediately (within 24 hours) reported to the Card Issuer, Department Head and Credit Card Program Administrator.
7. On direction from Department Head, notifying the Credit Card Program Administrator immediately when employees transfer to another department, terminate employment or move to another position within the department that does not require credit card use.
8. Requesting the Credit Card Program Administrator to cancel/deactivate Cardholder's card for loss of credit card privileges as approved by the Department Head. Collecting canceled cards from Cardholders and shredding the cards.

9. Change accounting codes for individual transactions when the Cardholder has incorrectly coded a purchase to the wrong expense ledger account.
10. Maintaining a list of all employees within their department who have been issued credit cards.
11. Participate in card usage research by reviewing Spend Reports annually to identify purchasing patterns that may benefit the department.
12. Ensuring the Cardholder recovers sales taxes paid on exempt purchases.
13. Adhering to the policies of the Library of Virginia for document retention and destruction.
14. Ensuring all BOA VISA Spend Reports are completed and approved in Bank of America *Works™* by the 15th of the each month.

D. The Credit Card Program Administrator Responsibilities

A City employee designated by the Finance Director to be responsible for the overall administration of the Credit Card Program.

Responsibilities shall include:

1. Acting as City liaison with Card Issuer for contractual terms, card holder set-up, administration and program oversight.
2. Reviewing departmental approved applications for completeness of required information.
3. Submitting completed application to Card Issuer and receiving the issued credit card from the Card Issuer.
4. Securing the credit cards received from the Card Issuer until they are distributed to the approved Cardholder.
5. Training new Cardholders before releasing the credit card to them.
6. Having the Cardholder sign the Cardholder Agreement, signifying agreement with the terms of the Credit Card Program before releasing the credit card to them.
7. Assisting Cardholders and Department Coordinators with disputed charges and any other discrepancies.
8. Assisting the Cardholder with erroneous declines.
9. Initiating change of default accounting codes upon request of the Department Coordinator as approved by their Department Head.
10. Verifying credit card applications setting delegated procurement/travel limits, transaction amount authorizations, allowed products and merchant restrictions prior to issuance of the card.
11. Maintaining a current and comprehensive list of all employees who have been issued credit cards and their credit card limits.

12. Processing changes or modifications to established restrictions on cards already issued as requested by a Department Head and/or City Manager.
13. Identifying purchase patterns that can be used to negotiate price concessions with vendors.
14. Ensuring that lost or stolen cards have been blocked by Card Issuer.
15. Conducting on-site random audits of department's credit card usage.
16. Serving as a Cardholder resource and responding to questions.
17. Receiving, reviewing and paying Card Issuer's monthly bill.
18. Monitoring procurement transactions and reviewing usage of credit cards for appropriateness.
19. Maintaining documentation concerning the Credit Card Program, which includes but is not limited to: applications, Cardholder Agreements and billing statements.
20. Ensure that if a credit card is ordered and not received in seven (7) business days, it is cancelled for security reasons; and request a new one to protect against possible mail theft.
21. Ensure that the Backup Credit Card Program Administrator is properly trained and familiar with the credit card program.
22. Ensure that all industry restrictions are applied to credit cards based on merchant category codes.

XVI. AUDITS

Random audits may be conducted for both credit card activity and receipt retention as well as statement reviews by appropriate City staff.

XVII. EMERGENCY PROCEDURE

In case of an emergency, the City Manager may waive any portion of this policy with the exception of proper documentation.

PROCEDURES MANUAL

The following pages contain the Procedures Manual for City of Hampton Bank of America VISA cardholders.

Basic Guidelines

1. **Eligible Employees:**
Credit Cards may be issued to responsible full or part time employees of the City of Hampton (“City”) as determined by their Department Head.
2. **Policy Adherence:**
By accepting a City issued credit card the cardholder agrees to abide by the City of Hampton’s Credit Card and Procurement Policies and Procedures, and to use the card for legitimate City business purposes only.
3. **Competitive Bidding Requirements:**
The City’s Procurement Policy requires for all procurements (including credit card transactions) not exceeding \$5,000 to solicit price quotes and at least one (1) quote shall be solicited from a minority - owned or woman-owned business enterprise, whenever feasible. Quotes may be obtained orally or in writing.
4. **Non-Transferable:**
Cards are issued in employees’ names only and are non-transferable.
5. **Levels of Authorization:**
There are four (4) levels of card authorization:
 - **Purchase Card** - Allows for the purchase of goods and services. Packaged food purchases may be made from a store but the card does not allow for restaurant use.
 - **Travel Card** - Allows for the cardholder’s own travel related expenses, restaurant use and catering expenses. No purchase of goods and services are allowed.
 - **Plus Card** - Allows for the purchase of goods and services and also allows for the cardholder’s own travel related expenses, restaurant use and catering expenses.
 - **Group Travel Card** - Allows for the cardholder’s own travel related expenses, restaurant use and catering expenses. Allows for the purchase of goods and services by the cardholder. Allows the cardholder to pay for pre-travel expenses for departmental staff members. These pre-travel expenses include registrations, airfare, holding hotel rooms without charging the card, paying for the first night stay only if mandated by hotel policy.
6. **Monthly Limits:**
The monthly limit for each card is set at the Department Head’s discretion.
7. **Transaction Limits:**
The dollar limit per transaction is \$1,500 for purchases of goods and services and \$2,000 for travel related expenses. A cardholder may not split one purchase into two transactions to circumvent the purchasing limits, as this is a procurement violation. The dollar limit per transaction for the Group Travel Card may on occasion exceed \$2,000; those instances will be approved on a case by case basis.

8. **Tax-Exempt:**
The City of Hampton is a political subdivision of the Commonwealth of Virginia and therefore is exempt from sales and use tax on the purchase of goods and services. However, sales and other special taxes imposed by taxing authorities on hotel, restaurant and airline bills are acceptable charges to Travel Cards, Plus Cards and Group Travel Cards.

9. **Receipts:**
Detailed receipts must be obtained and submitted for every charge made by the cardholder.

Application Process

1. The Department Head will delegate a Department Coordinator to oversee the review and approval of credit card transactions and reconciliations within the Department. The Department Coordinator must sign the **Department Coordinator Responsibility Agreement Form** (page 36).
2. The Department Head will decide who will receive a credit card, and which authority level will apply to the card (Purchase, Travel, Plus or Group Travel).
3. The Department Coordinator will complete the **Bank of America VISA Application** (page 31) and obtain the required signatures. The Department Head's signature alone authorizes the issuance of a Purchase Card. However, the City Manager's signature must also be obtained for the issuance of a Travel, Plus, or Group Travel Card.
4. The completed application is then sent to the Credit Card Program Administrator in the Finance Department.
5. The Credit Card Program Administrator will schedule training with the applicant to review City policies and procedures that pertain to credit card usage.
6. After completion of the training each applicant will sign the **City of Hampton Bank of America VISA Credit Card Agreement Form** (page 32) and they will be given their credit card. The original City of Hampton Bank of America VISA Credit Card Agreement Form will be retained by the Credit Card Program Administrator in the Finance Department.

Appropriate Credit Card Usage

Purchase Card:

The Purchase Card allows for the purchase of goods and services. Packaged food purchases may be made from a store but the card does not allow for restaurant use.

Samples of appropriate usage include office supplies, equipment, software, maintenance and repair services, stationery, printing services, books, courier services, shipping costs, registrations for training and conferences, etc.

Each purchase of computer/electronic equipment over the amount of \$1,000 constitutes a capital outlay expense. This requires the cardholder to complete a **Capital Asset Addition Form** (page 35). The original form should be submitted to the Credit Card Program Administrator in the Finance Department, and a copy should be provided to their Department Coordinator with their monthly Spend Report.

Gift cards and/or gift certificates for employee recognition are not permitted to be purchased by credit card or any other means.

Travel Card:

The Travel Card allows for the cardholder's own travel related expenses, restaurant use and catering expenses. No purchases of goods and services are allowed.

Samples of appropriate travel usage include airfare, hotel expenses, taxi fare, baggage fees, shuttle fees, meals, car rental, gasoline, etc.

Samples of appropriate catering usage include meals or refreshments provided at City meetings or training events. Cardholders submitting expenses for catering must include a description of the business event for which the food was provided and a list of the attendees present.

Plus Card:

The Plus Card allows for the purchase of goods and services and also allows for the cardholder's own travel related expense, restaurant use and catering expenses.

Samples of appropriate usage are a combination of samples listed for **both** the Purchase Card and the Travel Card.

Group Travel Card:

Group Travel Card - Allows for the cardholder's own travel related expenses, restaurant use and catering expenses. Allows for the purchase of goods and services by the cardholder. Allows the cardholder to pay for pre-travel expenses for departmental staff members. These pre-travel expenses include registrations, airfare, holding hotel rooms without charging the card, paying for the first night stay only if mandated by hotel policy.

Samples of appropriate usage are a combination of samples listed for **both** the Purchase Card and the Travel Card, **plus** the additional allowance of paying for pre-travel expenses of other employees within the department.

Misuse of Credit Card

The following are samples of misuse of a City issued credit card:

1. Personal purchases or other unauthorized purposes.
2. Cash advances or the purchase of convenience checks (money orders).
3. Purchasing alcoholic beverages or any substance, material or service that violates City policy, law or regulation.
4. Cardholder allowing the card to be used by another individual.
5. Splitting a purchase to circumvent the limitations of the credit card.
6. Making purchases over the transaction limits (\$1,500 for goods and services and \$2,000 for travel, Group Travel Card has exception for limits).
7. Using the credit card to pay “after the fact” invoices. The City’s Procurement Policy requires goods and services be purchased through either encumbrance of funds (Purchase Order) or at point-of-sale (paid at the same time as purchase using a City credit card). If goods and services are received prior to either a Purchase Order being issued or a credit card transaction taking place, then it is a violation of the City’s Procurement Policy.

Example: John Doe orders copy paper from Office Depot. He does not set-up a Purchase Order and he does not put the charge on his City Credit Card. He receives the copy paper and an invoice from Office Depot. He may NOT call and tell Office Depot to put the charge on his credit card. The credit card may be used at the point-of-sale but not “after the fact”.

8. Obtaining store credit instead of a refund to the credit card.
9. Allowing the card or card number to be visible to others, such as being maintained in an unlocked desk or other non-secure area.
10. Providing anyone an image or photocopy of the front and/or back of the card
11. Failing to provide required receipts
12. Failing to provide, when requested, information about any specific purchase
13. Cardholder not adhering to all the credit card policies and procedures

Misuse of a City issued credit card may subject the cardholder to disciplinary action in accordance with City policies and regulations including, but not limited to:

- An infraction memo from the Credit Card Program Administrator that will include notification to the cardholder’s Department Head and the Director of Finance

- Cancellation of the credit card
- Removal of the cardholder's purchasing authority
- Termination of employment
- Prosecution in the event of fraud

Monthly Statement Reconciliation

The cardholder will receive a Bank of America VISA card statement in the mail each month they have activity on their credit card. If a cardholder knows they will be out of the office during the time period that includes credit card statements, they must arrange with the Department Coordinator to complete their reconciliation. If the Department Coordinator completes a reconciliation for another Cardholder, they must sign the reconciliation and have the Cardholder sign the reconciliation upon their return to work.

The steps below outline the process of reconciling the monthly statement:

1. The cardholder should thoroughly review the statement and match their corresponding receipts to each transaction on their statement. Once the correctness of the statement is verified, the cardholder should sign and date the statement in the area provided.
2. Log on to the Bank of America *Works™* application and complete the following steps:
 - The cardholder should code each transaction to the proper expense classification according to the City's accounting system. Comments can be added to each transaction to further support the charges.
 - Transactions should be approved by the cardholder by clicking the "Sign Off" button on each transaction screen. Once the transaction has been approved it will disappear to the cardholder and appear as a pending item to the Department Coordinator for further approval.
 - A Spend Report must be generated and should reflect the updated account coding for each transaction. The report should be verified and signed by the cardholder. Once the report is verified and signed the cardholder can log off.
3. The Bank of America VISA card statement, the Spend Report and the original receipts should be combined together and submitted to the Department Coordinator by the 5th working day of receiving the monthly statement.
4. The Department Coordinator should review all transactions for appropriateness, receipts, account coding and adherence to policy. After all transactions are reviewed, the Department Coordinator must:
 - approve each transaction by utilizing the Bank of America *Works™* application by the 15th day of each month
 - sign-off on each cardholder's Bank of America VISA card statement and Spend Report
 - have the Department Head sign-off on each cardholder's Bank of America VISA card statement and Spend Report
 - scan to Laserfiche each cardholder's report package to include the Bank of America VISA card statement, the Spend Report and all receipts
 - retain each cardholder's report package in a locking cabinet for the current fiscal year and 3 prior fiscal years (per Library of Virginia Records Retention and Disposal Schedule No. 02, Series No. 010160)

Note:

Step-by-step user instructions for the Bank of America *Works™* application is located in Appendix D of this manual.

Returns, Credits, Disputes and Declines

Returns:

If merchandise is returned to a vendor the cardholder should request a credit memo. The original invoice should reflect the "charge" and the credit memo will reflect the "refund". Both transactions will appear on the monthly Bank of America VISA card statement; therefore the cardholder must have receipts for both the charge and the credit.

Credits:

Vendors will issue all credits to the individual credit card account for any item they have agreed to accept for return. This credit may appear on a subsequent billing statement. Under no circumstances should a cardholder accept cash or store credit in lieu of a credit to the credit card account.

Disputes:

The cardholder is responsible for contacting the vendor to resolve any disputed charges or billing errors. If the matter is not resolved with the vendor, the cardholder should contact their Department Coordinator for assistance. If further assistance is required, they should contact the Credit Card Program Administrator in the City Finance Department.

Declines:

Should the City credit card be erroneously declined by a vendor, the cardholder should immediately contact the Credit Card Program Administrator for assistance. If the purchase is being made outside of normal City business hours, the employee must find an alternate method or terminate the purchase and contact the Credit Card Program Administrator in the City Finance Department during normal City business hours.

Credit Card Security and Loss or Theft

Card Security:

Cardholders should always treat the credit card with the same level of care as one does their own personal credit cards. The card should be maintained in a secure location and the card account number should be carefully guarded. The only person entitled to use the card is the person whose name appears on the face of the card.

When making a purchase with a City credit card cardholders should be diligent to use the most secure transaction method possible to prevent their card number from becoming compromised. Preferred methods are transactions completed in person, via the telephone by a cardholder initiated call, via the internet on a secure payment site. Less secure methods include U.S. mail, email or fax. Less secure methods should be avoided, if at all possible.

Cardholders should never post their card number anywhere, including:

- their office or workstation, in a rolodex or any other written reference
- in an electronic file for reference

Cardholders should never give their card or card number to someone else.

The City will not accept liability for the following:

- Unauthorized use of the credit card
- Any form of fraudulent use of the credit card

Tips for Online Purchasing:

- Ensure antivirus software and Microsoft Windows updates are current
- Use strong passwords
- Look for the security lock icon in lower right corner  and https:// in the address bar
- Beware of phishing
- Watch credit card statements carefully
- Understand privacy policies for online merchants
- Understand return policies for online merchants

Cardholders should never make a photocopy of their card or allow a vendor to keep the credit card number on file.

Loss or Theft:

LOST OR STOLEN CARDS

Upon loss or theft of a City issued Bank of America VISA credit card, immediately notify:

The Credit Card Program Administrator in the Finance Department - 727-6230
Bank of America VISA Customer Service - 1-888-449-2273
Your Department Head and Department Credit Card Coordinator

Failure to make timely notifications of card loss or theft within 24 hours of loss may result in the employee being held responsible for any expenses incurred after the loss of the card.

Credit Card Maintenance

The Bank of America VISA Maintenance Form (page 34) should be completed by the cardholder and turned in to their Department Coordinator for the following changes:

- Cardholder's name change (change should be submitted to Human Resources as well)
- Card replacement is required due to loss, embossing error, mutilation, etc.
- Business mailing address change
- Cancellation or reinstatement
- Department transfer of employee

This form must be signed by the cardholder, the Department Head and the Credit Card Administrator in Finance.

The Bank of America VISA Spending Limit Adjustment Request Form (page 33) should be completed for changes to a cardholder's spending limits. The Department Coordinator should have the Department Head sign the form and forward it to the Credit Card Administrator in Finance for implementation.

Using the Credit Card for Travel Related Expenses

The following levels of card authorization can be used for employee business travel related expenses:

- Travel Card
- Plus Card
- Group Travel Card

Please see the earlier section of this manual entitled [Basic Guidelines](#) for a more detailed description of card usage allowances.

Employee business travel related expenses are those such as registrations, airfare, gasoline, car rental, hotel, meals, shuttles, taxis, etc.

All travel related expenses charged to the Bank of America VISA card should comply with the **City of Hampton Travel Policy** (page 69).

Special Note on Airline Travel:

Some new airline travel regulations require that passengers who purchase electronic tickets with a credit card must produce the card at check-in. It is recommended that verification be performed with the airline of choice to determine the airline's practice.

Special Notes on Hotel Accommodations:

- Hotel costs should not be paid in advance of the trip.
- Some hotels will not accept a check as payment at check-out, and instead require a credit card or cash. Verification of the hotel's payment policy should be made prior to the trip. Verification will allow the traveler to arrange to pay with credit card, City check or a travel advance.
- When utilizing the Group Travel Card for travelers other than the cardholder, the card should be used to hold the hotel rooms but the actual room charges should not be placed on the Group Travel Card. The first night stay can be placed on the Group Travel Card but only if mandated by the Hotel at the time of reservation. If the traveler does not have a City issued Travel Card, an alternate payment method should be planned for the hotel expenses. Alternate payment methods could be in the form of a cash advance issued prior to the trip or the traveler could use a personal credit card and request reimbursement on their Statement of Travel reconciliation.

In addition to completing the monthly Spend Report, the cardholder must complete a **Statement of Travel Form** (page 38) to reconcile and close out all business travel. Submit the Statement of Travel, along with copies of receipts to the Finance Department within five (5) working days of the completion of the trip. Do not wait for the Bank of America VISA card statement before preparing the Statement of Travel. The Statement of Travel form reconciles your business travel not your credit card charges.

***** The monthly Spend Report and the Statement of Travel are two separate reconciliations. *****

Appendix A

Definitions

(Reprint from the City of Hampton Credit Card Policy)

- A. Credit Card Program Administrator - A City employee in the Finance department, assigned by the Finance Director to oversee administration of the City's credit card program.
- B. Department Head - A Department Director, Agency Head, or Constitutional Officer responsible for a City Department, Agency, or Constitutional Office.
- C. Department Coordinator - A City employee in each department, designated by the Department Head who is responsible for fiscal oversight of the department's credit card program. If a Department Coordinator is also assigned a credit card, his/her purchases must be approved by his/her supervisor.
- D. Cardholder - A City employee that has been issued a City credit card.
- E. Card Issuer - The financial institution issuing the credit card.
- F. Bank of America VISA Card Statement - The monthly billing statement sent via U.S. mail to each cardholder.
- G. Spend Report - The monthly reconciliation report generated from the Bank of America *Works™* program which lists all charges and credits to the account for the billing cycle. The Spend Report must be signed by the Cardholder, the Department Coordinator and the Department Head.
- H. Disallowed Expenses - Any purchase that is not in conformance with the Bank of America VISA Credit Card Policy and Procedures Manual, the Virginia Public Procurement Act, the Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual. Disallowed expenses include personal purchases, cash advances, alcoholic beverages, and transactions over purchasing limits as set forth in this policy. Splitting an order into two transactions to circumvent purchasing limits is disallowed. Paying an invoice with a City credit card after goods or services have already been received is termed "after the fact" and is disallowed.
- I. Unsupported Expenses - Credit card purchases with no receipt or detailed supporting documentation. The Cardholder may be required to pay for any unsupported purchase.
- J. Small Dollar Purchases - Purchase of goods and services no greater than \$1,500.00. Purchases for travel related expenses no greater than \$2,000.00.

Appendix B

Roles and Responsibilities

(Reprint from the City of Hampton Credit Card Policy)

- A. **Each Department Head, Agency Head or Constitutional Officer** should determine if the credit card program will benefit in the procurement efforts of the department, and if the resources exist to separate the procurement/approval/reconciliation functions.

The Department Head, Agency Head or Constitutional Officer will decide who will receive a credit card, which authority level will apply to the card (Purchase, Travel, Plus or Group Travel), and assign the monthly spending limit for each card.

Responsibilities shall include:

1. Ensuring that all purchases are in accordance with the Bank of America VISA Credit Card Policy and Procedures Manual, the Virginia Public Procurement Act, the Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual.
2. Ensuring funds are available before allowing transactions to be initiated by Cardholders within his/her department.
3. Completing mandatory Cardholder training and ensuring the same of all Cardholders in their department.
4. Appointing a Department Coordinator and back-up Department Coordinator to oversee the credit card program for the department and notifying the Credit Card Program Administrator of the appointment.
5. Ensuring that the Department Coordinator and Cardholders comply with the approval and documentation process.
6. Resolving any disallowed or unsupported expenses.
7. Initiating appropriate disciplinary actions when violations of policy occur within their department.
8. Notifying the Credit Card Program Administrator of removal of Cardholder privileges.

B. **Cardholder Responsibilities**

The Cardholder must use the credit card for legitimate business purposes of the City of Hampton only. The credit card may not be used for cash or other Disallowed Expenses. Misuse of the card will subject to the Cardholder to the City of Hampton's Disciplinary Policy.

Responsibilities shall include:

1. Completing mandatory Cardholder training prior to receipt of card.

2. All employees issued a credit card must sign the City of Hampton Bank of America VISA Credit Card Agreement Form.
3. Activating the credit card before first use.
4. Maintaining the security of the credit card at all times. The credit card should be maintained in a secure location and the credit card account number carefully guarded. The only person entitled to use the credit card is the person whose name appears on the face of the credit card.
5. Ensuring the credit card is used for legitimate business purposes only.
6. Complying with the approved procurement authority and authorized usage, purchasing limits and restrictions established by the City. Ensuring that card purchases are in compliance with the Virginia Public Procurement Act, Hampton City Municipal Code, and the City of Hampton Human Resources Policies and Programs Manual. Attempts to circumvent the approved authority and/or authorized usage shall be considered misuse and the violating Cardholder shall be subject to the City of Hampton's Disciplinary Policy.
7. Obtaining and reconciling supporting documentation to verify purchases that will be listed on Cardholder's statement. Reviewing usage of credit card data for accuracy and providing the completed and signed Spend Report to the Department Coordinator in a timely manner.
 - a. When a Cardholder makes a purchase over the counter, the Cardholder shall obtain the customer's copy of the charge receipt and/or invoice. The Cardholder is responsible for ensuring that the merchant correctly lists the quantity, describes the item(s), does not make math errors and does not charge sales tax before the Cardholder signs the slip. The City of Hampton is a political subdivision of the Commonwealth of Virginia and therefore is exempt from sales and use tax on the purchase of goods and services. However, sales and other special taxes imposed by taxing authorities on hotel, restaurant and airline bills are acceptable charges to Travel Cards, Plus Cards and Group Travel Cards.
 - b. When making purchases by telephone or internet, the Cardholder must retain a copy of the order confirmation. If a purchase is made via mail or telephone, a request should be made of the vendor to include the receipt when shipping the product. When the Cardholder receives the goods after placing the order, he/she must retain all shipping documentation and the invoice for later submission to the Department Coordinator.
 - c. Security for Internet Purchases:
The internet address for purchases should begin with https://. The Cardholder should also look for a "lock" icon on the browser's tool bar or status bar. The "lock" icon looks like a closed padlock and is located in varying places depending on which browser release level being used.

The Cardholder should not accept access to a vendor's secure website if the browser issues a warning about problems with the website's Certificate. In this case, the Cardholder should cancel the purchase and contact the City's Information Technology Department for further instructions.

- d. Credits for returns, etc. must be credited to the Cardholder's credit card account. The Cardholder should provide documentation to the Department Coordinator for any credits applied to the credit card account. Cash credits shall not be accepted by the Cardholder.
8. Monitoring the Cardholder's transaction account for each of his/her purchases.
9. The Cardholder should properly code each transaction for payment on the Spend Report. The Cardholder should request coding assistance from the Department Coordinator if necessary.
10. Sending his/her billing statement, completed and signed Spend Report, and all original detailed receipts to the Department Coordinator within five (5) working days of receiving the monthly billing statement. All receipts must indicate the item(s) purchased and explanation by the Cardholder must be provided if clarification of business purpose is needed. If the receipt is for a meal or the purchase of food for a meeting or event, the business purpose of the meal/food and the individuals in attendance must be indicated.
11. Immediately (within 24 hours) reporting lost or stolen card to the Card Issuer and his/her Department Head, Department Coordinator and Credit Card Program Administrator.
12. Resolving disputes or billing errors directly with the vendor and notifying the Department Coordinator and Credit Card Program Administrator if the dispute or billing error is not satisfactorily resolved.
13. Notifying the Credit Card Program Administrator immediately for assistance when a merchant declines to accept a credit card. If the purchase is being made outside of normal City business hours, the Cardholder must find an alternative payment method or cancel the purchase and contact the Credit Card Program Administrator during normal business hours.
14. Not accepting cash in lieu of credit to the credit card account.
15. Immediately reporting to the Department Coordinator any incorrect and/or unauthorized purchases.
16. Completing a Capital Asset Addition Form upon the purchase of computer equipment in excess of \$1,000 in cost.
17. Returning the credit card to the Department Coordinator upon terminating employment with the City or transferring departments.

C. The Department Coordinator Responsibilities

A City employee designated by each Department Head, Agency Head or Constitutional Officer to act as Department Coordinator for his/her department.

Responsibilities shall include:

1. Completing mandatory Cardholder training.

2. Preparing applications for credit cards within their department, obtaining signatures from the applicant and Department Head, Agency Head or Constitutional Officer before forwarding completed application to the Credit Card Program Administrator.
3. Reviewing Spend Report transactions, vouchers and supporting documentation received from the Cardholders within their department for propriety, and approving the transactions for payment.
4. Notifying the Department Head and Credit Card Program Administrator of any disallowed or unsupported expenses.
5. Assisting with the resolution of disputed, disallowed and/or unsupported expenses and collecting payment from the Cardholder for any disallowed and/or unsupported expenses and remitting same to the Credit Card Program Administrator for deposit.
6. Ensuring that lost or stolen cards are immediately (within 24 hours) reported to the Card Issuer, Department Head and Credit Card Program Administrator.
7. On direction from Department Head, notifying the Credit Card Program Administrator immediately when employees transfer to another department, terminate employment or move to another position within the department that does not require credit card use.
8. Requesting the Credit Card Program Administrator to cancel/deactivate Cardholder's card for loss of credit card privileges as approved by the Department Head. Collecting canceled cards from Cardholders and shredding the cards.
9. Change accounting codes for individual transactions when the Cardholder has incorrectly coded a purchase to the wrong expense ledger account.
10. Maintaining a list of all employees within their department who have been issued credit cards.
11. Participate in card usage research by reviewing Spend Reports annually to identify purchasing patterns that may benefit the department.
12. Ensuring the Cardholder recovers sales taxes paid on exempt purchases.
13. Adhering to the policies of the Library of Virginia for document retention and destruction.
14. Ensuring all BOA VISA Spend Reports are completed and approved in Bank of America *Works™* by the 15th of the each month.

D. The Credit Card Program Administrator Responsibilities

A City employee designated by the Finance Director to be responsible for the overall administration of the Credit Card Program.

Responsibilities shall include:

1. Acting as City liaison with Card Issuer for contractual terms, card holder set-up, administration and program oversight.
2. Reviewing departmental approved applications for completeness of required information.
3. Submitting completed application to Card Issuer and receiving the issued credit card from the Card Issuer.
4. Securing the credit cards received from the Card Issuer until they are distributed to the approved Cardholder.
5. Training new Cardholders before releasing the credit card to them.
6. Having the Cardholder sign the Cardholder Agreement, signifying agreement with the terms of the Credit Card Program before releasing the credit card to them.
7. Assisting Cardholders and Department Coordinators with disputed charges and any other discrepancies.
8. Assisting the Cardholder with erroneous declines.
9. Initiating change of default accounting codes upon request of the Department Coordinator as approved by their Department Head.
10. Verifying credit card applications setting delegated procurement/travel limits, transaction amount authorizations, allowed products and merchant restrictions prior to issuance of the card.
11. Maintaining a current and comprehensive list of all employees who have been issued credit cards and their credit card limits.
12. Processing changes or modifications to established restrictions on cards already issued as requested by a Department Head and/or City Manager.
13. Identifying purchase patterns that can be used to negotiate price concessions with vendors.
14. Ensuring that lost or stolen cards have been blocked by Card Issuer.
15. Conducting on-site random audits of department's credit card usage.
16. Serving as a Cardholder resource and responding to questions.
17. Receiving, reviewing and paying Card Issuer's monthly bill.
18. Monitoring procurement transactions and reviewing usage of credit cards for appropriateness.

19. Maintaining documentation concerning the Credit Card Program, which includes but is not limited to: applications, Cardholder Agreements and billing statements.
20. Ensure that if a credit card is ordered and not received in seven (7) business days, it is cancelled for security reasons; and request a new one to protect against possible mail theft.
21. Ensure that the Backup Credit Card Program Administrator is properly trained and familiar with the credit card program.
22. Ensure that all industry restrictions are applied to credit cards based on merchant category codes.

Appendix C

Forms

1.	Bank of America VISA Application.....	31
2.	City of Hampton Bank of America VISA Credit Card Agreement Form	32
3.	Bank of America VISA Spending Limit Adjustment Request	33
4.	Bank of America VISA Maintenance Form	34
5.	City of Hampton Capital Asset Addition Form	35
6.	Department Coordinator Responsibility Agreement Form.....	36-37
7.	Statement of Travel.....	38



BANK OF AMERICA VISA APPLICATION

1. Card authorization requested (select only one option):

A) <input type="checkbox"/> Purchase Card	C) <input type="checkbox"/> Plus Card (Purchase & Travel) ★
B) <input type="checkbox"/> Travel Card ★	D) <input type="checkbox"/> Group Travel Card ★

2. Employee Name: _____ Budget Fund: _____
 Email Address: _____ Department Code: _____
 Telephone Number: _____

3. Department Name and Location: _____

4. City of Hampton Billing/Mailing Address: _____
 Same as Above _____

5. ★ Provide explanation of business need: _____

6. Transaction limit for **Purchase Card**: _____ Requested Monthly Limit \$ _____
 (transaction limit is \$1,500.00)

7. Transaction limit for **Travel Card, Plus Card, and Group Travel Card**: _____ Requested Monthly Limit \$ _____
 (transaction limit is \$2,000; however, when using the card for non-travel related purchases, the transaction limit is \$1,500.00)

As the Department Head, I acknowledge that it is my responsibility to ensure that:
 a) the employee abides by the conditions of the program; b) I take appropriate action in situations involving misuse of the card; c) I notify the Program Administrator if the cardholder is terminated for any reason, or if the cardholder transfers to another department within the City of Hampton; d) reports and transactions are checked for accuracy and supporting documentation is maintained for each transaction.

Department Head: _____ Date: _____

★ Approved by City Manager: _____ Date: _____
 (if options B, C, or D selected)



CITY OF HAMPTON BANK OF AMERICA VISA CREDIT CARD AGREEMENT FORM

Your use of the Bank of America (BOA) VISA credit card issued to you is subject to the following terms and conditions. You must comply with the terms and conditions as set forth in the training manual, your employee handbook, and any internal guidelines developed by your department.

1. You are being entrusted with a valuable tool. A BOA VISA credit card allows you to make financial commitments on behalf of the City of Hampton. You must strive to obtain the best value for the City of Hampton by using your card with the businesses which give you the best price.
2. You understand the City of Hampton is liable to Bank of America for all charges made on the BOA VISA credit card.
3. You must use this card for approved purchases only and must not charge personal purchases. The City of Hampton will audit the use of this card and will report and take appropriate action on any discrepancies.
4. You must follow the purchasing policy and procedures established by the City of Hampton for the use of the card. Failure to do so may result in either revocation of your privileges or other disciplinary action as set forth in the City of Hampton Human Resources Policies and Programs Manual.
5. If you use the card to make unauthorized purchases you must reimburse the City for the full amount of the purchases, any finance charges associated with the purchases, and 10% interest on the amount of the purchases and finance charges. If you fail to fully reimburse the City after having been given notice to do so, this agreement authorizes the City to withhold any unpaid monies, finance charges, and interest from your paycheck(s). In the event it is necessary for the City to initiate legal proceedings to collect any of these sums, you agree to pay the expenses incurred by the City in such legal proceedings, including reasonable attorney's fees.
6. You will be given a copy of the City of Hampton's Bank of America VISA Credit Card Policy and Procedures Manual. You are required to read and understand the requirements for the card's use.
7. You must return the card immediately upon request or upon termination of employment (including retirement). Should there be any organizational change that results in your transfer to another City department, you must contact the City Credit Card Administrator to arrange for the transfer, return or reissuance of the card.
8. The City of Hampton may change the terms and conditions or its policy and procedures concerning the use of the card and you must agree to comply with those changes upon notification.

As the employee being issued the card, I have read, understand and agree to the terms and conditions stated above.

Employee Name: _____

Business Address: _____

Telephone: _____

Employee Signature: _____

Date: _____



City of Hampton

BANK OF AMERICA VISA SPENDING LIMIT ADJUSTMENT REQUEST

FOR INTERNAL USE ONLY

DATE: _____

CARD HOLDER'S NAME: _____

LAST 5 OF BOA VISA ACCOUNT #: _____

DEPARTMENT NAME: _____

CURRENT SPENDING LIMIT	
PER TRANSACTION: \$	PER MONTH: \$

REQUESTED SPENDING LIMIT	
PER TRANSACTION: \$	PER MONTH: \$

REASON FOR SPENDING LIMIT ADJUSTMENT: (Explain Business Need) _____

CARDHOLDER'S NAME: _____

DEPARTMENT HEAD: _____

PLEASE PRINT

DEPARTMENT HEAD: _____

SIGNATURE



BANK OF AMERICA VISA MAINTENANCE FORM

FOR INTERNAL USE ONLY

PREPARED BY:
SIGNATURE:

DATE:

PART 1: CARDHOLDER'S INFORMATION

DATE:
LAST 5 DIGITS OF CARD #:
CARDHOLDER'S NAME:

DEPT. NAME:
BUSINESS MAILING ADDRESS:
CITY/STATE/ZIP

PART 2: ACCOUNT MAINTENANCE

NAME CHANGE
CARDHOLDER NAME AS IT CURRENTLY APPEARS:
CARDHOLDER NAME AS IT SHOULD APPEAR NOW:
The undersigned hereby requests a name change be effected and a BOA VISA credit card be issued as indicated herein and renewed and replaced until the undersigned gives notice to cease. By requesting the name change, the undersigned understands that BOA VISA will cancel any outstanding BOA VISA card issued under the former name. Undersigned further agrees to destroy such Cards issued under former name:
SIGNATURE:

ADDRESS CHANGE
CURRENT BUSINESS MAILING ADDRESS:
NEW BUSINESS MAILING ADDRESS:

CARD REPLACEMENT
LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> NOT RECEIVED <input type="checkbox"/>
EMBOSSING ERROR <input type="checkbox"/> MUTILATED <input type="checkbox"/>
OTHER:
COMMENTS:

CANCELLATION/REINSTATEMENT
CANCELLATION <input type="checkbox"/> REINSTATEMENT <input type="checkbox"/>
REASON:

DEPARTMENT TRANSFER
FROM:
TO:

DEPARTMENT HEAD'S SIGNATURE/DATE

CITY PROGRAM ADMINISTRATOR'S SIGNATURE/DATE



City of Hampton

**CITY OF HAMPTON
CAPITAL ASSET ADDITION FORM**

Department Number and Location _____

Description _____

Date Received _____

Vendor _____

Serial Number _____

Budget Code _____

Cost _____

Description _____

Date Received _____

Vendor _____

Serial Number _____

Budget Code _____

Cost _____

Description _____

Date Received _____

Vendor _____

Serial Number _____

Budget Code _____

Cost _____

AUTHORIZATION FOR ASSET ADDITION:

Cardmember's Name _____
(If paid by credit card)

Date _____

Purchaser's Signature _____

Date _____

Instructions: Complete form for computer equipment with an individual cost of more than \$1,000, and \$2,500 for all other equipment; attach copy of invoice to form; and forward to Finance Department.



DEPARTMENT COORDINATOR RESPONSIBILITY AGREEMENT FORM

Department Heads will appoint a Department Coordinator to ensure effective administration and accurate record keeping. The appointed Department Coordinator must read the City of Hampton Bank of America VISA Credit Card Policy and Procedures Manual and be familiar with all aspects of credit card policies and procedures.

The Department Coordinator has the following responsibilities:

1. Completing mandatory Cardholder training and training on the Virginia Public Procurement Act.
2. Preparing applications for credit cards within their department, obtaining signatures from the applicant and Department Head before forwarding completed application to the Credit Card Program Coordinator.
3. Reviewing Spend Report transactions, vouchers and supporting documentation received from the Cardholders within their department for propriety, and approving the transactions for payment.
4. Notifying the Department Head and Credit Card Program Administrator of any disallowed or unsupported expenses.
5. Assisting with the resolution of disputed, disallowed and/or unsupported expenses and collecting payment from the Cardholder for any disallowed and/or unsupported expenses.
6. Ensuring that lost or stolen cards are reported immediately (within 24 hours) to the Card Issuer, Department Head and Credit Card Program Administrator.
7. Notifying the Credit Card Program Administrator immediately when employees transfer to another department, terminate employment or move to another position within the department that does not require credit card use.
8. Requesting the Credit Card Program Administrator to cancel/deactivate Cardholder's card for loss of credit card privileges as approved by the Department Head. Collecting canceled cards from Cardholders and shredding the cards.
9. Change accounting codes for individual transactions when the Cardholder has incorrectly coded a purchase to the wrong expense ledger account.
10. Maintaining a list of all employees within their department who have been issued credit cards.
11. Participate in card usage research by reviewing Spend Reports annually to identify purchasing patterns that may benefit the department.
12. Ensuring the Cardholder recovers sales taxes paid on exempt purchases.

- 13. Adhering to the policies of the Library of Virginia for document retention and destruction.
- 14. Ensuring all BOA VISA Spend Reports are completed and approved in Bank of America *Works™* by the 15th of the each month.

As the appointed Department Coordinator, I agree to abide by and honor all of the rules and regulations shown above. I also understand that my authority as Department Coordinator may be terminated and/or subject to appropriate disciplinary action if I violate any rules and regulations of the credit card program.

DEPARTMENT: _____

PRINT NAME OF DEPARTMENT COORDINATOR: _____

DEPARTMENT COORDINATOR'S SIGNATURE: _____

DATE: _____

PRINT NAME OF DEPARTMENT HEAD: _____

DEPARTMENT HEAD'S SIGNATURE: _____

DATE: _____

STATEMENT OF TRAVEL

PART I.

BUDGET CODE: _____

No: _____

NAME: _____

TRAVELING TO: _____

DATE(S): _____

PURPOSE: _____

RECEIVED BY: _____

Amount of Advance: _____

Date Received: _____

"FINAL SETTLEMENT DATE"
(5 days after travel)

PART ACTUAL EXPENSES INCURRED

TUITION AND REGISTRATION FEES*

\$ _____

LODGING* (room and tax only)

COMMERCIAL TRANSPORTATION COSTS*

(Provided not paid on a separate invoice)

TRANSPORTATION COSTS - TAXI, ETC.

MILEAGE - PERSONAL AUTOMOBILE: _____

MEALS, TIPS & OTHER INCIDENTAL EXPENSES

PROMOTIONAL AND ENTERTAINMENT COST:*

(Attach a brief description of event)

OTHER: _____

TOTAL EXPENSES

SUBTRACT: AMOUNT OF ADVANCE

PREPAIDS

BALANCE - check one

DUE CITY [] DUE EMPLOYEE []

I hereby certify that the above amounts are true and correct.

SIGNATURE

DATE

Appendix D

Bank of America *Works*[™] User Guide

See the following pages for step-by-step instructions for approving credit card charges on-line.

Directions for Approving Your VISA Charges

https://payment2.works.com/ - Works - Windows Internet Explorer

Bank of America

Works™

Please Log In

Account: 005 - City of Hampton

Username: SHANNON.HUFF

Password: *****

Login

CLICK "Login"

© Copyright 1998-2010 Works Operating Company. All rights reserved.

[Forgot your password?](#)

Having other difficulties logging in?
Please contact your program administrator for assistance.

VeriSign Trusted

start | Inbox - Micro... | VISA Approving | Application La... | https://payme... | 8:52 AM

Open your internet browser and type:
<https://payment2.works.com>

Type in your username and password; then login.

https://payment2.works.com/?WORKS_CSRFTOKEN=d1676f7c59f25097&prevLoginTime=1289336984297 ...

Bank of America

Create: Reimbursement Request Go Logout

Home: HUFF, SHANNON R of 005 - City of Hampton

Tasks

- Cardholder
- Manager
- Administration
- Reports
- Tools

Action Required	Count	Type	Acting As	Current State
Sign Off	4	Transaction	Manager	Review
Sign Off	1	Transaction	Cardholder	Pending
Download	1	Report		Ready

CLICK ON THIS LINE

Cards Primary Access Click entries to view MCC restrictions

Card Name	Card ID	Credit Lim.	Avail. Credit	Trans. Lim.	Emboss	Profile	Activation ID
SHANNON R. HUFF	6600	\$4,500.00	\$4,342.49	\$1,500.00	SHANNON R. HUFF	Travel CL\$ 4500 - STL\$ 1500	XXXXX6230

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

Message:

Done

Internet 100%

start | Inbox - Micro... | VISA Approving | Application La... | https://payme... | 8:53 AM

This is the screen you will see.
 It will show you if you have purchases to approve.
 This picture shows you (the cardholder) have one purchase.

https://payment2.works.com/?WORKS_CSRFTOKEN=d1676f7c59f25097&prevLoginTime=1289336984297 ...

Bank of America

Create: Reimbursement Request Go Logout

Cardholder Review Table Split View Detail

View: Transactions Requiring Sign Off Filters

Sign Off	Date Posted	Date Purchased	Document	Primary Cardholder	Card Name	Personal	Bundled In	Attached To	Vendor	Purchase
	11/08/10	11/04/10	TXN00004293	HUFF, SHANNON R	SHANNON R HUFF				MOORE WALLACE AN RRD C	\$15

CLICK ON THIS LINE

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

Click any element listed above to access its detailed information.

Message: Print Receipt Code GL Attach Bundle Sign Off

start | Inbox - Micro... | VISA Approving | Application La... | https://payme... | 8:54 AM

Now the top portion of your screen shows the charges.
Click on the charge you want to reconcile.

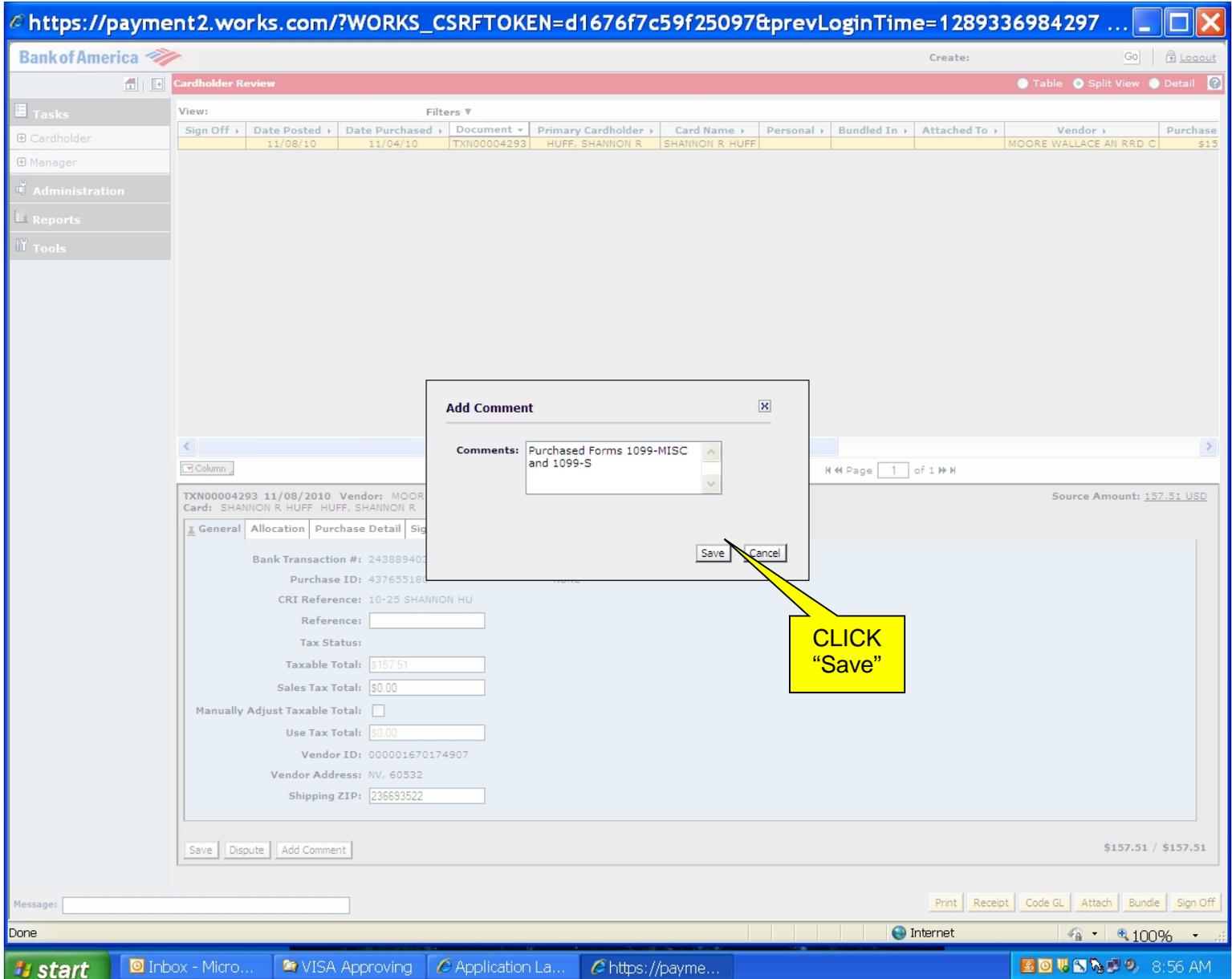
The screenshot shows the Bank of America Cardholder Review interface. At the top, there is a navigation bar with the Bank of America logo and a 'Create' dropdown menu set to 'Reimbursement Request'. Below this is a 'Cardholder Review' header with a 'View' dropdown set to 'Transactions Requiring Sign Off' and a 'Filters' dropdown. A table lists transactions with columns: Sign Off, Date Posted, Date Purchased, Document, Primary Cardholder, Card Name, Personal, Bundled In, Attached To, Vendor, and Purchase. The first row shows a transaction with Document ID TXN00004293, Primary Cardholder HUFF, SHANNON R, Card Name SHANNON R HUFF, Vendor MOORE WALLACE AN RRD C, and Purchase amount \$15.

Below the table, a detailed view of the transaction TXN00004293 is shown for the date 11/08/2010. The vendor is MOORE WALLACE AN RRD C and the card is SHANNON R HUFF. The source amount is \$157.51 USD. The 'General' tab is active, showing fields for Bank Transaction #, Purchase ID, CRI Reference, Reference, Tax Status (Sales Tax Included), Taxable Total (\$157.51), Sales Tax Total (\$0.00), Manually Adjust Taxable Total (checkbox), Use Tax Total (\$0.00), Vendor ID, Vendor Address, and Shipping ZIP. At the bottom of this panel are buttons for 'Save', 'Dispute', and 'Add Comment'. A yellow callout box points to the 'Add Comment' button with the text 'CLICK "Add Comment"'. Another yellow callout box points to the transaction table with the text 'THE BOTTOM PANE SHOWS TRANSACTION DETAIL'.

After clicking on the charge transaction, detail regarding the transaction will display in the bottom panel. You will need to do three things:

1. Add a comment.
2. Verify you have a receipt.
3. Make sure the budget code allocation is correct.

First, click on "Add Comment".



A box opens for you to enter your comment.
Type in what you purchased, for whom it was purchased, and anything else you think will explain the nature of the charge.

Click "Save" when you are finished.

https://payment2.works.com/?WORKS_CSRFTOKEN=d1676f7c59f25097&prevLoginTime=1289336984297 ...

Bank of America

Create: Reimbursement Request Go Logout

Cardholder Review Table Split View Detail

View: Transactions Requiring Sign Off Filters

Sign Off	Date Posted	Date Purchased	Document	Primary Cardholder	Card Name	Personal	Bundled In	Attached To	Vendor	Purchase
	11/08/10	11/04/10	TXN00004293	HUFF, SHANNON R	SHANNON R HUFF				MOORE WALLACE AN RRD C	\$15

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

TXN00004293 11/08/2010 Vendor: MOORE WALLACE AN RRD C Source Amount: 157.51 USD
Card: SHANNON R HUFF HUFF, SHANNON R

General Allocation Purchase Detail Signoff History Vendor Detail Dispute

Bank Transaction #: 24388940309380100600900 Comments:
Purchase ID: 437655180 SHANNON R HUFF 11/10/2010
CRI Reference: 10-25 SHANNON HU Purchased Forms 1099-MISC and 1099-S
Reference:
Tax Status: Sales Tax Included
Taxable Total: \$157.51
Sales Tax Total: \$0.00
Manually Adjust Taxable Total:
Use Tax Total: \$0.00
Vendor ID: 000001670174907
Vendor Address: NV, 60532
Shipping ZIP: 236693522

Save Dispute Add Comment \$157.51 / \$157.51

Message: Print Receipt Code GL Attach Bundle Sign Off

Done Internet 100% 8:57 AM

The second step is to verify you have a receipt.
Click on "Receipt".

The screenshot displays the Bank of America Cardholder Review interface. A dialog box titled "Receipt" is open, allowing the user to confirm receipt status. The dialog contains two radio buttons: "No receipt" and "Yes, I have the receipt". The "Yes, I have the receipt" option is selected. Below the radio buttons is a "Comments:" field. At the bottom of the dialog are "Save" and "Cancel" buttons. A yellow callout points to the "Yes, I have the receipt" option with the text "CLICK 'Yes' OR 'No'". Another yellow callout points to the "Save" button with the text "CLICK 'Save'".

The background interface shows a table of transactions with columns: Sign Off, Date Posted, Date Purchased, Document, Primary Cardholder, Card Name, Personal, Bundled In, Attached To, Vendor, and Purchase. The selected transaction is TXN00004293, dated 11/08/10, purchased on 11/04/10, for \$15. The vendor is MOORE WALLACE AN RRD C.

The detailed view below the table shows the following information:

- TXN00004293 11/08/2010 Vendor: MOOR
- Card: SHANNON R HUFF HUFF, SHANNON R
- Bank Transaction #: 243889403
- Purchase ID: 437655180
- CRI Reference: 10-25 SHA
- Reference:
- Tax Status:
- Taxable Total: \$157.51
- Sales Tax Total: \$0.00
- Manually Adjust Taxable Total:
- Use Tax Total: \$0.00
- Vendor ID: 000001670174907
- Vendor Address: NV, 60532
- Shipping ZIP: 236693522

At the bottom of the dialog, there are "Save", "Dispute", and "Add Comment" buttons. The total amount shown is \$157.51 / \$157.51.

Use the radio buttons to indicate that you have a receipt. A receipt for every purchase is required by City policy.

An explanation is required if you do not have a receipt. Any charge without a valid receipt will be subject to further review.

Upon completion, click "Save".

https://payment2.works.com/?WORKS_CSRFTOKEN=d1676f7c59f25097&prevLoginTime=1289336984297 ...

Bank of America

Create: Reimbursement Request Go Logout

Cardholder Review Table Split View Detail

View: Transactions Requiring Sign Off Filters

Sign Off	Date Posted	Date Purchased	Document	Primary Cardholder	Card Name	Personal	Bundled In	Attached To	Vendor	Purchase
	11/08/10	11/04/10	TXN00004293	HUFF, SHANNON R	SHANNON R HUFF				MOORE WALLACE AN RRD C	\$15

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

TXN00004293 11/08/2010 Vendor: MOORE WALLACE AN RRD C Source Amount: 157.51 USD
Card: SHANNON R HUFF HUFF, SHANNON R

General Allocation Purchase Detail Signoff History Vendor Detail Dispute

Bank Transaction #: 24388940309380100600900 Receipt:
Purchase ID: 437655180 Yes, no comment.
CRI Reference: 10-25 SHANNON HU Comments:
Reference: SHANNON R HUFF 11/10/2010
Tax Status: Sales Tax Included Purchased Forms 1099-MISC and 1099-S
Taxable Total: \$157.51
Sales Tax Total: \$0.00
Manually Adjust Taxable Total:
Use Tax Total: \$0.00
Vendor ID: 000001670174907
Vendor Address: NV, 60532
Shipping ZIP: 236693522

Save Dispute Add Comment \$157.51 / \$157.51

Message: Print Receipt Code GL Attach Bundle Sign Off

Done Internet 100% 8:59 AM

CLICK
"Allocation"

The third step is to make sure the budget code allocation is correct.
Click on the "Allocation" tab.

https://payment2.works.com/?WORKS_CSRFTOKEN=d1676f7c59f25097&prevLoginTime=1289336984297 ...

Bank of America

Create: Reimbursement Request Go Logout

Cardholder Review Table Split View Detail

View: Transactions Requiring Sign Off Filters

Sign Off	Date Posted	Date Purchased	Document	Primary Cardholder	Card Name	Personal	Bundled In	Attached To	Vendor	Purchase
	11/08/10	11/04/10	TXN00004293	HUFF, SHANNON R	SHANNON R HUFF				MOORE WALLACE AN RRD C	\$15

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

TXN00004293 11/08/2010 Vendor: MOORE WALLACE AN RRD C Source Amount: 157.51 USD
Card: SHANNON R HUFF HUFF, SHANNON R

General Allocation Purchase Detail Signoff History Vendor Detail Dispute

Description	Category	Note	Price	Tax	Amount	Comp	Val	Auth	GL Combination	FUND	DEPARTMENT	SERVICE
MOORE WALLACE AN RRD C - Purchase	Unspecified		\$157.51	\$0.00	\$157.51	✓	✓	✓	-150-001-06001	01	150	001

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

Add / Edit Remove Copy TXN Data \$157.51 / \$157.51

Message: Print Receipt Code GL Attach Bundle Sign Off

Done Internet 100%

start Inbox - Micro... VISA Approving Application La... https://payme... 9:00 AM

CLICK "Add/Edit"
IF BUDGET CODE
ALLOCATION
NEEDS TO BE
CHANGED

BUDGET CODE
ALLOCATION

Check the budget code allocation and see if it is correct. If it is, leave it; if it needs to be changed, click on "Add/Edit".

Bank of America Cardholder Review

View: Transactions Requiring Sign Off Filters

Sign Off	Date Posted	Date Purchased	Document	Primary Cardholder	Card Name	Personal	Bundled In	Attached To	Vendor	Purchase
	11/08/10	11/04/10	TXN0004293	HUFF, SHANNON R	SHANNON R HUFF				MOORE WALLACE AN RRD C	\$15

Allocation

Add 1 line(s) Go

Allocate by Amount Percentage

Description: MOORE WALLACE AN RRD C - Purchase Amount: \$ 157.51 100%

GL: 01 150 001 06001

GL	Amount	Percentage
01 150 001 06001	\$ 157.51	100%

Tax on transaction: \$ 0.00

Purchase amount: \$157.51

Approx. tax rate: 0.00%

All allocation lines: \$157.51 100%

Variance: \$0.00

Source Amount: \$157.51 USD

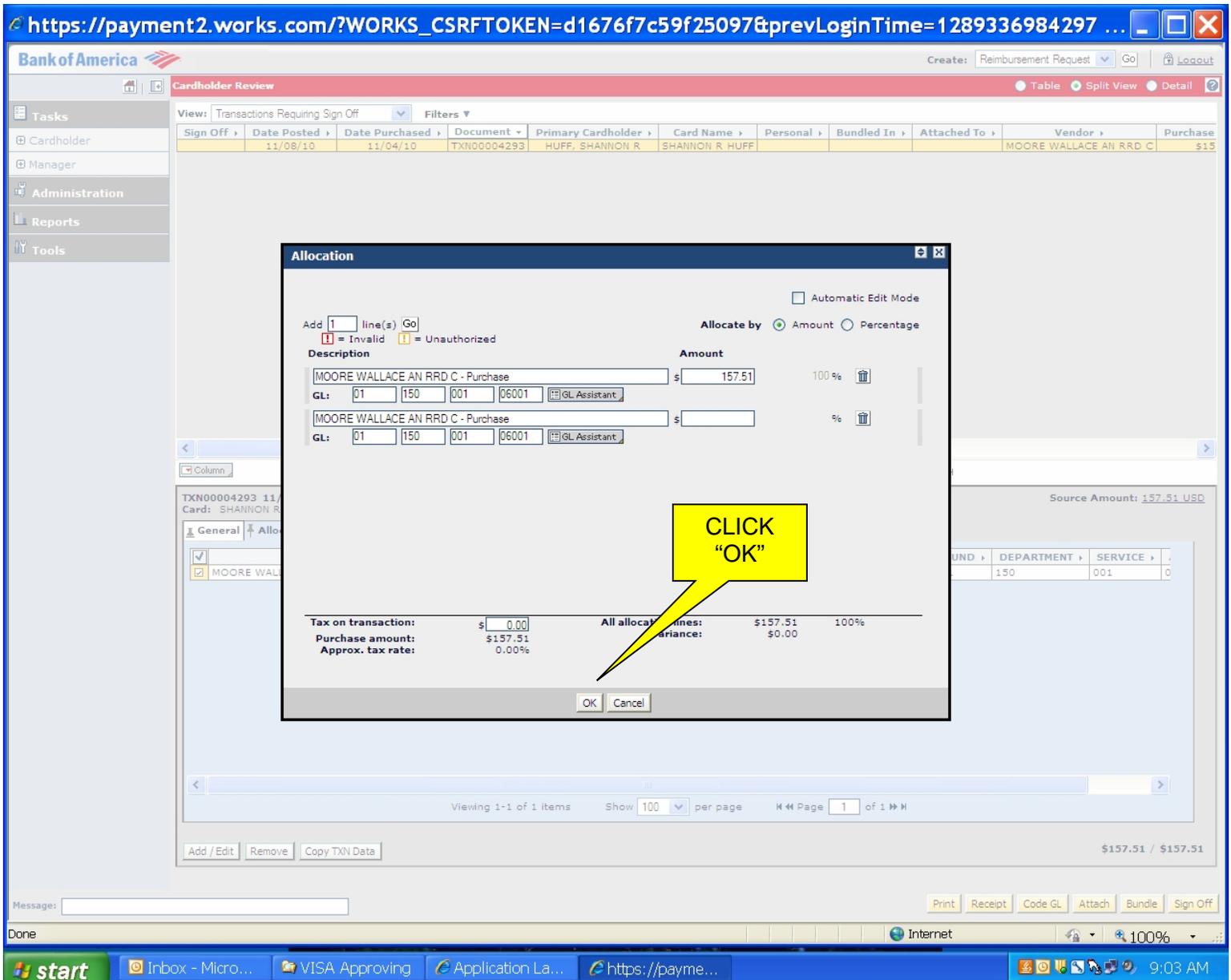
Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

OK Cancel

CLICK "OK"

Change the budget code allocation as necessary.

If the charge needs to be split between two or more budget codes, lines can be added by typing the number of lines you want to add in the "Add" box and then clicking "Go".



This is what the screen looks like when a line is added.

(The charge in the example above does not require multiple budget code allocations. The line was added just to illustrate what the screen looks like with multiple lines.)

Once all changes are made, click "OK".

https://payment2.works.com/?WORKS_CSRFTOKEN=d1676f7c59f25097&prevLoginTime=1289336984297 ...

Bank of America

Create: Reimbursement Request Go Logout

Cardholder Review Table Split View Detail

View: Transactions Requiring Sign Off Filters

Sign Off	Date Posted	Date Purchased	Document	Primary Cardholder	Card Name	Personal	Bundled In	Attached To	Vendor	Purchase
	11/08/10	11/04/10	TXN00004293	HUFF, SHANNON R	SHANNON R HUFF				MOORE WALLACE AN RRD C	\$15

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

TXN00004293 11/08/2010 Vendor: MOORE WALLACE AN RRD C
Card: SHANNON R HUFF HUFF, SHANNON R Source Amount: 157.51 USD

General Allocation Purchase Detail Signoff History Vendor Detail Dispute

Description	Category	Note	Price	Tax	Amount	Comp	Val	Auth	GL Combination	FUND	DEPARTMENT	SERVICE
MOORE WALLACE AN RRD C - Purchase	Unspecified		\$157.51	\$0.00	\$157.51	✓	✓	✓	01-150-001-06001	01	150	001

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

Add / Edit Remove Copy TXN Data \$157.51 / \$157.51

Message: Print Receipt Code GL Attach Bundle Sign Off

start | Inboxes - Micro... | VISA Approving | Application La... | https://payme... | 9:04 AM

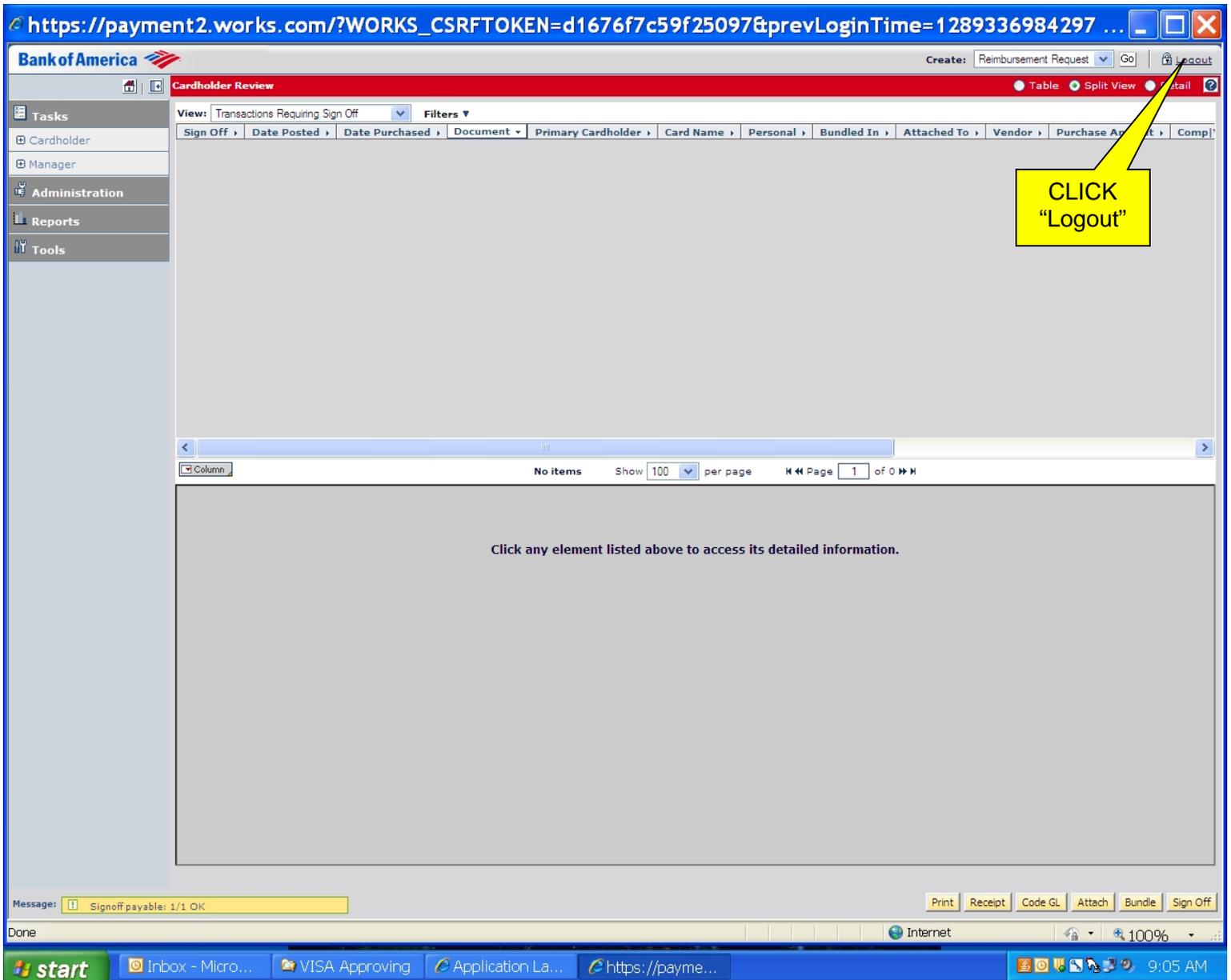
CLICK
"Sign Off"

After completing the budget code allocation, it is time to click on "Sign Off".

The screenshot shows the Bank of America Cardholder Review interface. A table lists transaction details for TXN00004293, including dates, cardholder name (SHANNON R. HUFF), and vendor (MOORE WALLACE AN RRD C). A 'Sign Off' dialog box is open, asking the user to sign off on the selected payable documents. A yellow callout bubble points to the 'OK' button with the text 'CLICK "OK"'. The dialog box also includes a 'Comments' field and 'OK' and 'Cancel' buttons. The background interface shows a sidebar with navigation options like 'Tasks', 'Cardholder', 'Manager', 'Administration', 'Reports', and 'Tools'. The main area displays transaction details and a table with columns for GL Combination, FUND, DEPARTMENT, and SERVICE.

When you “Sign Off” on the charge, it means that all changes have been made and the charge is approved by you (the cardholder).

Click “OK”



After you sign off on the charge, it will disappear from your screen. If you have additional charges, they will each be approved in the same manner.

When all charges are approved your screen will be empty of all line items.

Click "Logout".

Directions for Producing Your VISA Monthly Spend Report

https://payment2.works.com/ - Works - Windows Internet Explorer

Bank of America

Works™

Please Log In

Account: 005 - City of Hampton

Username: SHANNON.HUFF

Password: [masked]

Login

© Copyright 1998-2010 Works Operating Company. All rights reserved.

[Forgot your password?](#)

Having other difficulties logging in?
Please contact your program administrator for assistance.

VeriSign Trusted

ABOUT SSL CERTIFICATES

Done

Internet 100%

start | Inbox - Micro... | Local Disk (C:) | Application La... | https://payme... | 10:48 AM

Type in your username and password.
Then click “Login”.

https://payment2.works.com/?WORKS_CSRFTOKEN=594a7e6c33dbf9be&prevLoginTime=1289397112320...

Bank of America

Create: Reimbursement Request Go Logout

Home: HUFF, SHANNON R of 005 - City of Hampton

Action Required	Count	Type	Acting As	Current State
Sign Off	4	Transaction	Manager	Review
Download	1	Report		Ready

CLICK "Reports"

Cards Primary Access

Card Name	Card ID	Credit Lim.	Avail. Credit	Trans. Lim.	Emboss	Profile	Activation ID
SHANNON R HUFF	6600	\$4,500.00	\$4,342.49	\$1,500.00	SHANNON R HUFF	Travel CL\$ 4500 - STL\$ 1500	XXXXXX6230

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

Message:

Done Internet 100%

start Inbox - Micro... Local Disk (C:) Application La... https://payme... 10:49 AM

Click on "Reports".

https://payment2.works.com/?WORKS_CSRFTOKEN=594a7e6c33dbf9be&prevLoginTime=1289397112320...

Bank of America

Create: Reimbursement Request Go Logout

Home: HUFF, SHANNON R of 005 - City of Hampton

Action Required	Count	Type	Acting As	Current State
Sign Off	4	Transaction	Manager	Review
Download	1	Report		Ready

CLICK "Reports"

Tasks
Administration
Reports
Bookmarks
Dashboard
Tools

Cards Primary Access Click entries to view MCC restrictions

Card Name	Card ID	Credit Lim.	Avail. Credit	Trans. Lim.	Emboss	Profile	Activation ID
SHANNON R HUFF	6600	\$4,500.00	\$4,342.49	\$1,500.00	SHANNON R HUFF	Travel CL\$ 4500 - STL\$ 1500	XXXXX6230

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

Message:

start | Inbox - Micro... | Local Disk (C:) | Application La... | https://payme... | Internet | 100% | 10:50 AM

Click on "Reports".

https://payment2.works.com/?WORKS_CSRFTOKEN=594a7e6c33dbf9be&prevLoginTime=1289397112320...

Bank of America

Create: Reimbursement Request Go Logout

Home: HUFF, SHANNON R of 005 - City of Hampton

Action Required	Count	Type	Acting As	Current State
Sign Off	4	Transaction	Manager	Review
Download	1	Report		Ready

Tasks

Administration

Reports

- Reports
 - Card Reports
 - Org Reports
 - Request Reports
 - Spend Reports
 - Scheduled Reports
 - Completed Reports
- Bookmarks
- Dashboard

Tools

CLICK "Spend Reports"

Cards Primary Access

Card Name	Card ID	Credit Lim.	Avail. Credit	Trans. Lim.	Emboss	Profile	Activation ID
SHANNON R. HUFF	6600	\$4,500.00	\$4,342.49	\$1,500.00	SHANNON R. HUFF	Travel CL\$ 4500 - STL\$ 1500	XXXXXX6230

Viewing 1-1 of 1 items Show 100 per page Page 1 of 1

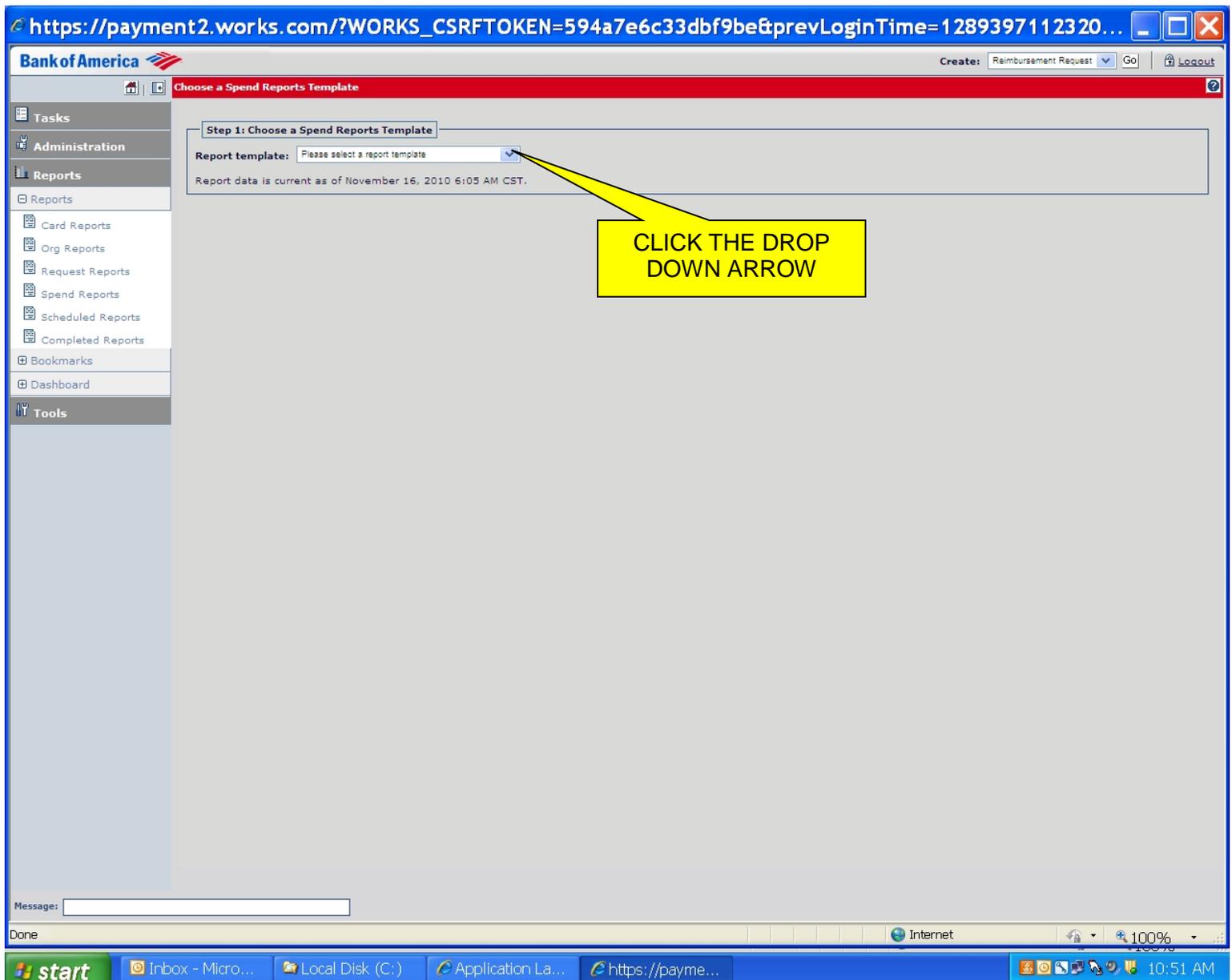
Message:

https://payment2.works.com/wpm/action/core.viewTop?WORKS_CSRFTOKEN=594a7e6c33dbf9be&prevLoginTime=1289397112320#

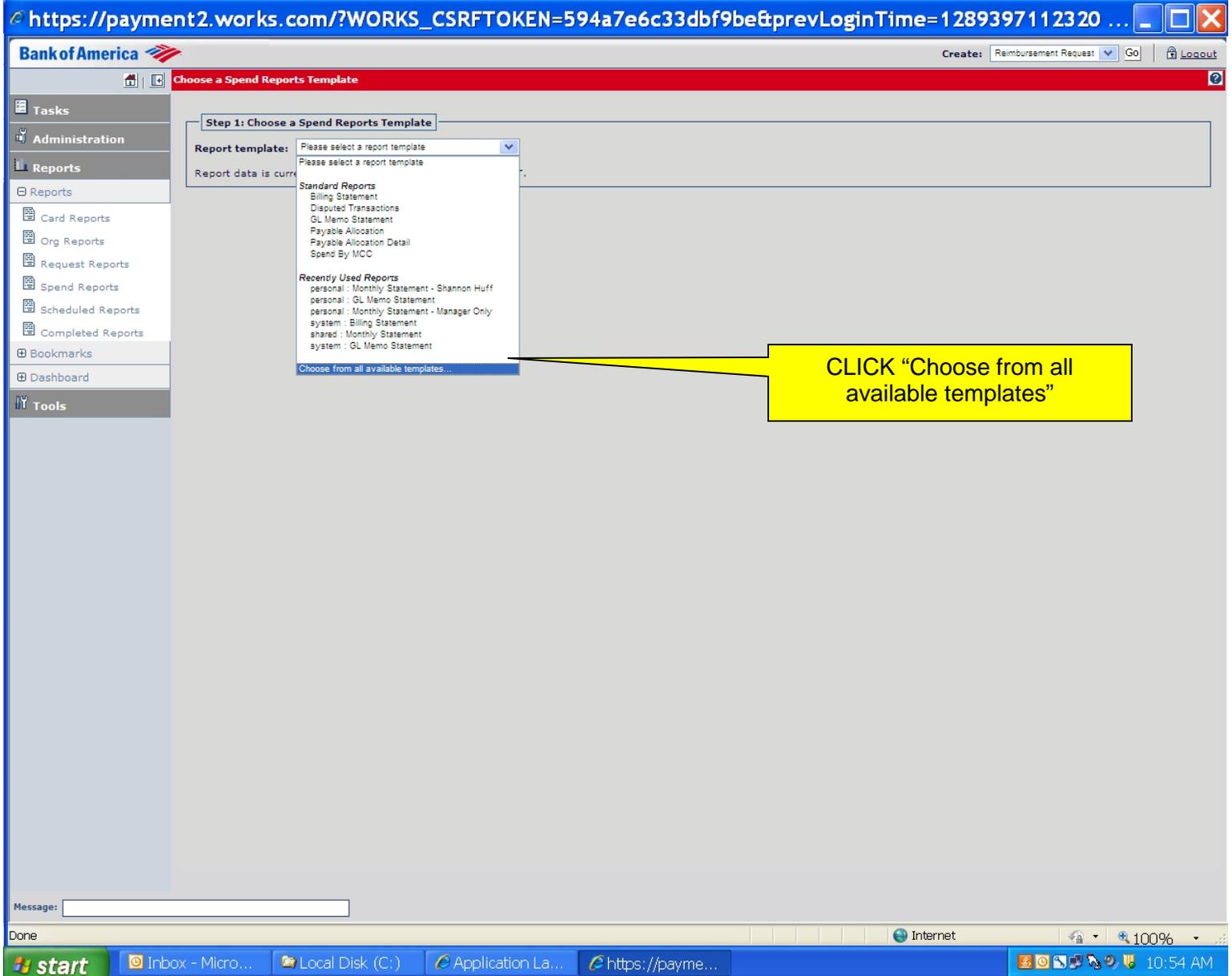
Internet 100%

start Inbox - Micro... Local Disk (C:) Application La... https://payme... 10:50 AM

Click on "Spend Reports".



Click on the drop down arrow.



Click “Choose from all available templates” at the bottom of the list.

https://payment2.works.com/?WORKS_CSRFTOKEN=594a7e6c33dbf9be&prevLoginTime=1289397112320 ...

Bank of America

Create: Reimbursement Request Go Logout

Choose a Spend Reports Template

Step 1: Choose a Spend Reports Template

Select a report

Include shared reports

Name	Caption	Owner	
<input type="radio"/> DMBE-SWAM		Admin, Works	DMBE-SWAM File - pur
<input type="radio"/> Monthly download		LONG, LINDA	Create the monthly fil
<input type="radio"/> Monthly download #2		LONG, LINDA	Create the monthly fil
<input type="radio"/> Monthly download #3 042009		LONG, LINDA	Create the monthly fil
<input type="radio"/> Monthly New World download		LONG, LINDA	Create the monthly fil
<input type="radio"/> Monthly Statement		Admin, Works	G/I Billing Memo State
<input type="radio"/> Monthly Statement - Manager Only		Admin, Works	G/I Billing Memo State
<input type="radio"/> 1099 Company Supplier Spend			A statement for review
<input type="radio"/> Airline Spend Detail			Review details of all ai
<input type="radio"/> Forced Capture			Review card transactio
<input type="radio"/> General Purchase Spend Detail			Review details of all g
<input type="radio"/> Hotel Spend Detail			Review details of all h

1-20 of 20 items Show 100 per page Page 1 of 1

Finish Cancel

CLICK "Monthly Statement"

CLICK "Finish"

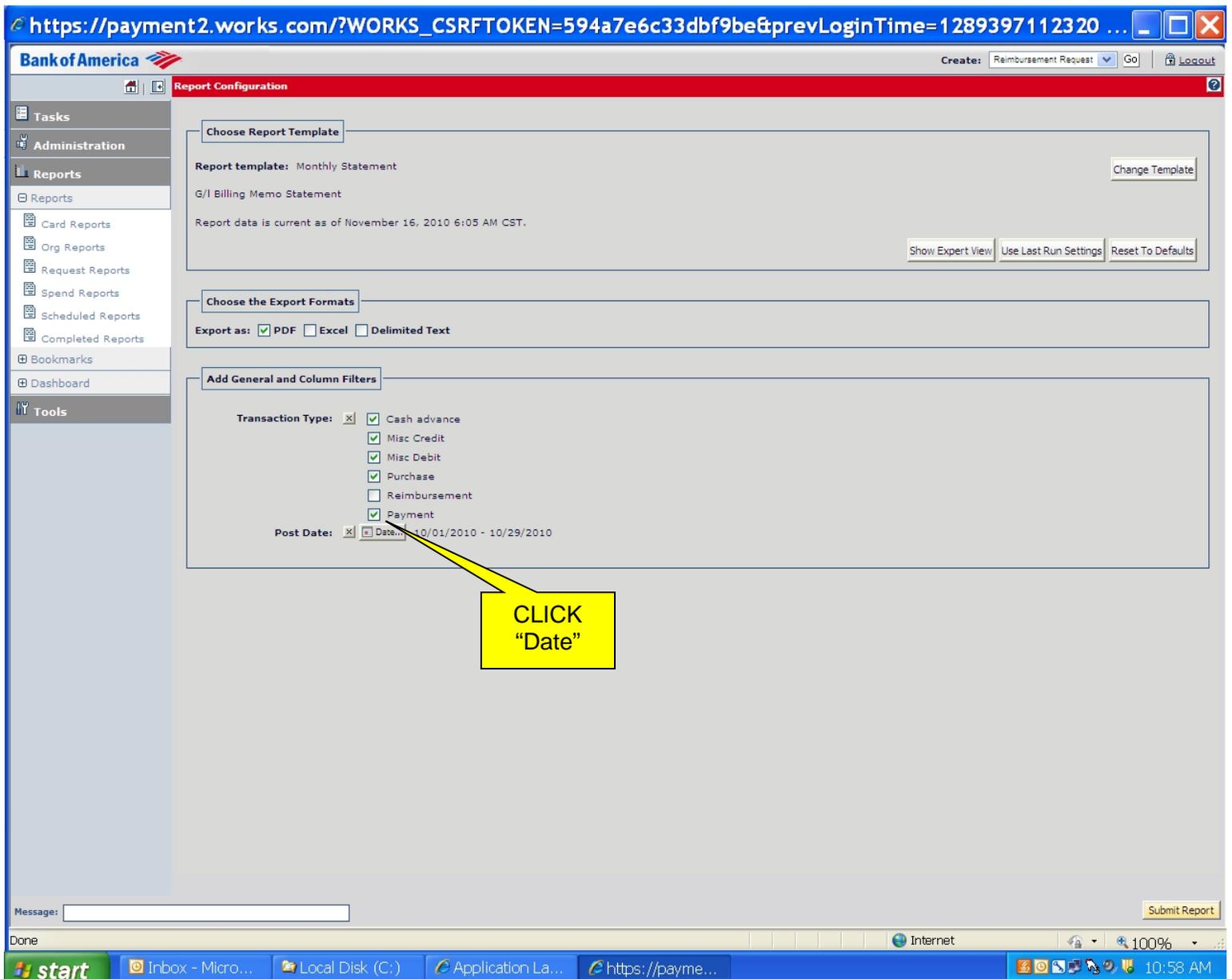
Message:

Done

Internet 100%

start | Inbox - Micro... | Local Disk (C:) | Application La... | https://payme... | 10:56 AM

Click on "Monthly Statement" and then click "Finish".



Click on the "Date" button.

Bank of America Report Configuration

Transaction Type: Cash advance
 Misc Credit
 Misc Debit
 Purchase
 Reimbursement
 Payment

Post Date: 10/01/2010 - 10/29/2010

Message:

Submit Report

Taskbar: start | Inbox - Micro... | Local Disk (C:) | Application La... | https://payme... | 11:04 AM

CLICK "Previous cycle"

CLICK "Finish"

Click "Previous Cycle" and then click "Finish".

https://payment2.works.com/?WORKS_CSRFTOKEN=594a7e6c33dbf9be&prevLoginTime=1289397112320 ...

Bank of America

Create: Reimbursement Request Go Logout

Report Configuration

Tasks
Administration
Reports
Card Reports
Org Reports
Request Reports
Spend Reports
Scheduled Reports
Completed Reports
Bookmarks
Dashboard
Tools

Choose Report Template

Report template: Monthly Statement Change Template

G/I Billing Memo Statement

Report data is current as of November 16, 2010 6:05 AM CST.

Show Expert View Use Last Run Settings Reset To Defaults

Choose the Export Formats

Export as: PDF Excel Delimited Text

Add General and Column Filters

Transaction Type: Cash advance
 Misc Credit
 Misc Debit
 Purchase
 Reimbursement
 Payment

Post Date: Date... 10/01/2010 - 10/29/2010

Message:

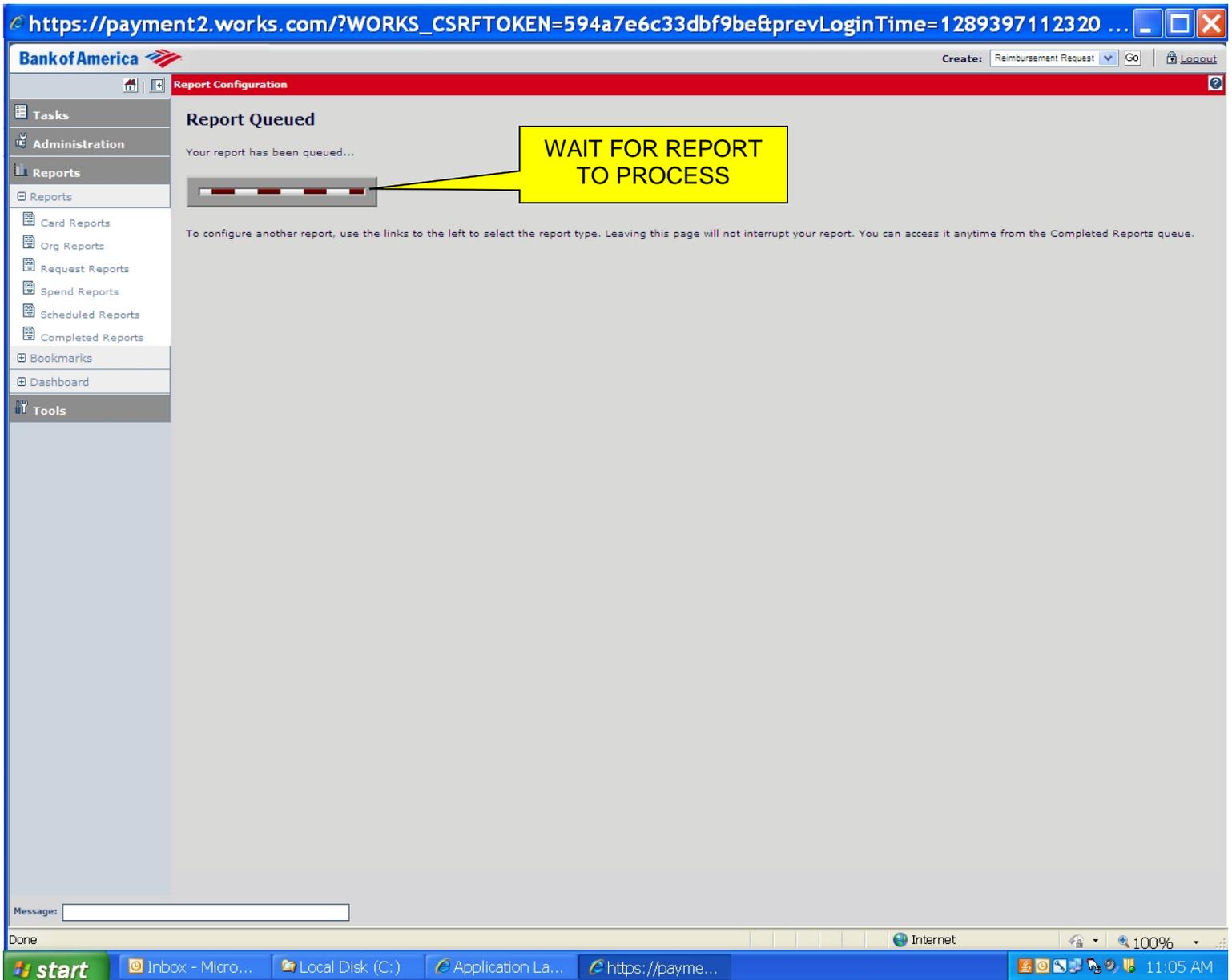
Submit Report

CLICK "Submit Report"

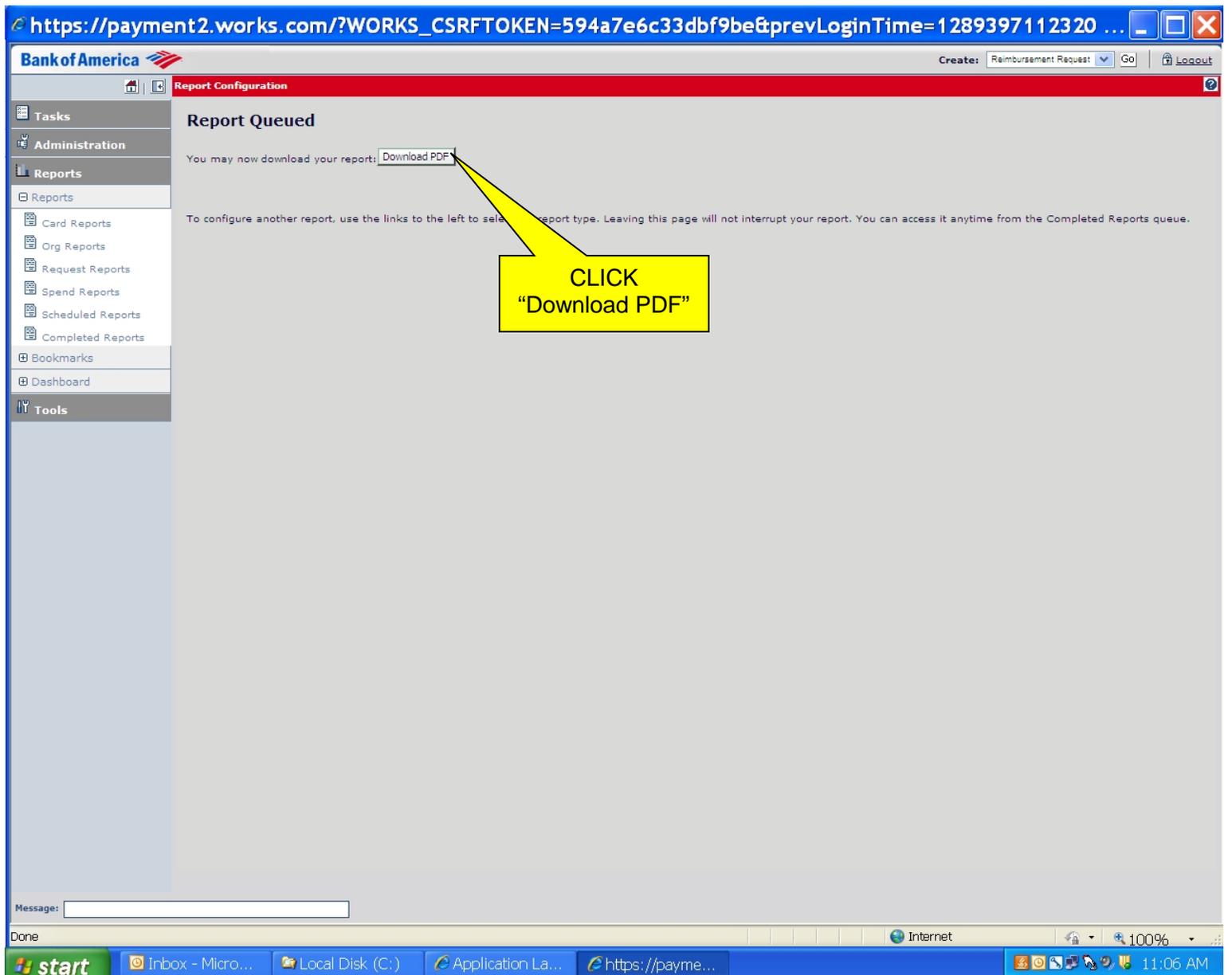
Done Internet 100% 11:05 AM

start Inbox - Micro... Local Disk (C:) Application La... https://payme...

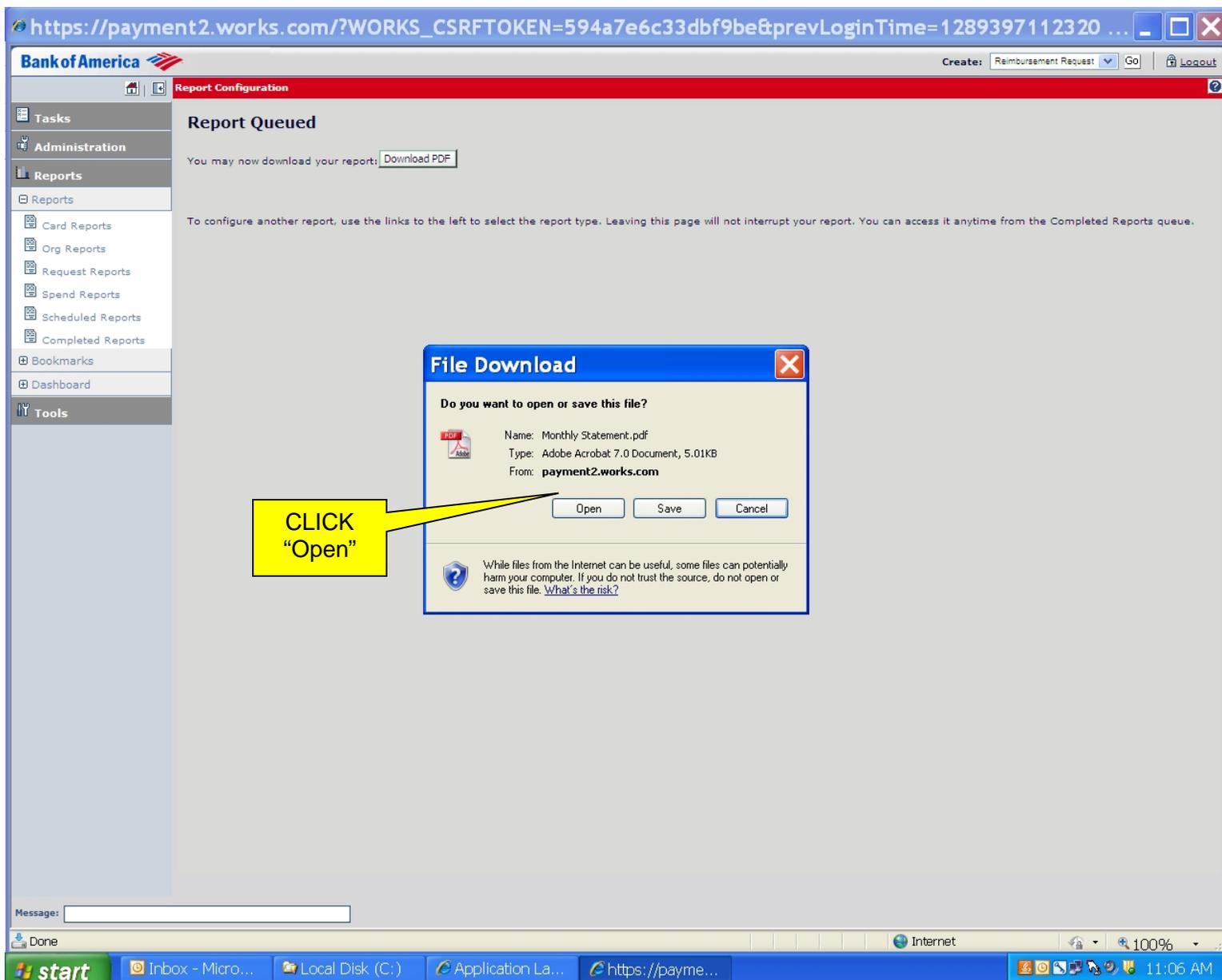
Click "Submit Report".



Wait while your report is being processed.



Click "Download PDF".



Click "Open" to open the report.
You could choose to "Save" the report to your computer instead, but for this example we will "Open" the report.

Bank of America

Report Configuration

Adobe Acrobat Standard - [Monthly Statement[1].pdf]

File Edit View Document Comments Tools Advanced Window Help

Monthly Statement

Company Name 005 - City of Hampton
 Post Date Between 2010-10-01 00:00:00 and 2010-10-29 23:59:59
 Report Owner HUFF, SHANNON R
 Report Time 2010-11-16 10:04:24
 Transaction Type One of: Cash advance or Misc Credit or Misc Debit or Payment

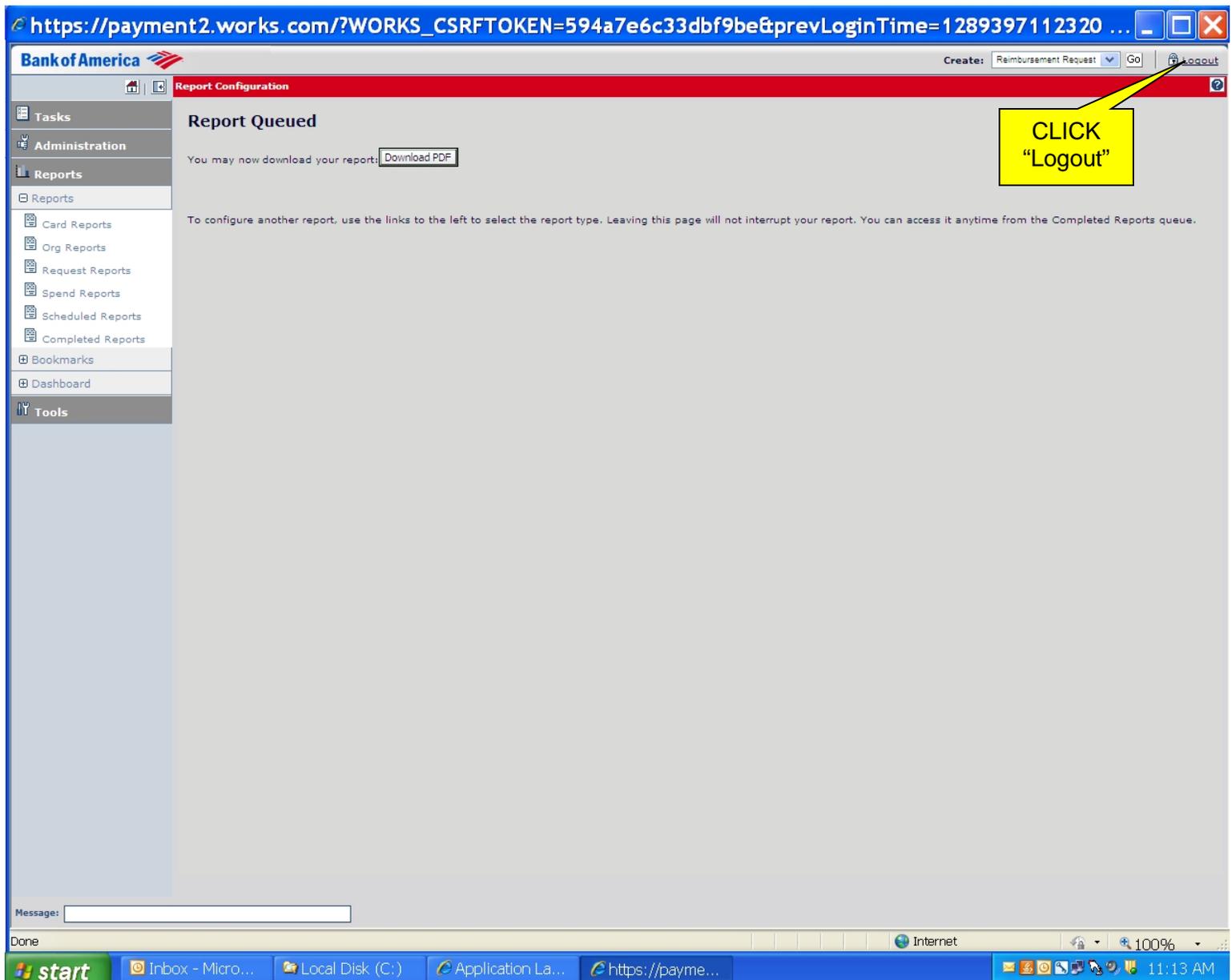
CH Last Name	CH First Name	Credit	Txn Number	Vendor Name	Item GL Combination	MCC Description	Amount
Post Date		Item Tax	Item Price				
AYERS	LORETTA	0.00	TXN00004219	WAL-MART #1631	01-000-000-17022	GROCERY STORES AND SUPERMARKETS	7.88
HUFF	SHANNON	0.00	TXN00004045	ULINE SHIP SUPPLIES	01-134-170-06001	CATALOG MERCHANTS	148.55
HUFF	SHANNON	0.00	TXN00004077	DESK SET THE	01-134-170-06001	OFFICE, PHOTOGRAPHIC, PHOTOCOPIY, AND MICROFILM EQUIPMENT	31.35
HUFF	SHANNON	0.00	TXN00004091	HAMPTON ROADS CHAMBER OF	01-150-001-05540	CIVIC, SOCIAL AND FRATERNAL ASSOCIATIONS	40.00
HUFF	SHANNON	0.00	TXN00004146	GOVERNMENT FINANCE OFFIC	01-150-001-05540	DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED	170.00
HUFF	SHANNON	0.00	TXN00004147	GOVERNMENT FINANCE OFFIC	01-150-001-05540	DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED	170.00
HUFF	SHANNON	0.00	TXN00004150	QUILL CORPORATION	01-150-001-06001	STATIONERY, OFFICE SUPPLIES, PRINTING AND WRITING PAPER	841.49
HUFF	SHANNON	0.00	TXN00004153	GOVERNMENT FINANCE OFFIC	01-150-001-05540	DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED	170.00
LEONARD	SUSAN	0.00	TXN00004070	DESK SET THE	01-150-001-06001	OFFICE, PHOTOGRAPHIC, PHOTOCOPIY, AND MICROFILM EQUIPMENT	88.37
LEONARD	SUSAN	0.00	TXN00004098	QUILL CORPORATION	01-150-001-06001	STATIONERY, OFFICE SUPPLIES, PRINTING AND WRITING PAPER	335.65

HUFF, SHANNON R 1 of 2 2010-11-16 10:04:24

CLICK THE PRINTER ICON

CLOSE THE WINDOW AFTER REPORT HAS PRINTED

The Spend Report will open in a new window.
 Click the printer icon to print the report.
 Close the window when the report has printed.



Click "Logout".

Manually sign and date the Spend Report, attach your receipts, and give it to your VISA Department Coordinator.

End

Appendix E

City of Hampton Travel Policy

Below is a re-print of the City of Hampton Travel Policy.

It is provided herein as a guide for acceptable credit card usage. Please contact the Finance Department for current mileage rates and processes that may have changed with the advent of a new accounting system.

Subject: Travel Policy (5/25/98)

Purpose: To establish procedures for traveling at City expense.

Authority: Director of Finance

Responsibility: Finance Department and Department Heads

Applicability: To city employees traveling on **official city business** at the City's expense. However, this policy is not intended to reduce any restrictions set forth by Federal or State grant regulations. Therefore, when travel is grant-funded, the most stringent restrictions are applicable.

General: Travel in today's environment is an expensive proposition. Consequently, it is expected that employees performing official travel exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business. **Excessive costs, circuitous routing, delays, or luxury accommodations unnecessary or unjustified in the performance of assigned travel are not considered examples of prudent behavior.**

The traveler shall be responsible to the City for all fees, deposits, and other travel expenses in the event this policy is violated. Where all or a portion of any such fees, deposits, and expenses have been prepaid on behalf of the traveler, timely notification to the travel industry supplier will enable the city to recover these expenses. If, through no fault of the traveler, it becomes impossible to attend the scheduled event because of illness, emergency, or other circumstances beyond the control of the traveler, the traveler shall contact their approving authority in order to be excused from the repayment of any such fees, deposits and expenses.

PROCEDURE:

A. Approval

City Council members, Elected and Appointed Officials shall approve their own travel. National and Local travel of department heads will be approved by the department head. The department head or designee shall approve City employees travel.

Travel outside the continental United States by any City official or employee shall be approved by the City Manager. In addition, a written notice must be provided to City Council at least two weeks prior to the intended day of departure. If there are unforeseen circumstances and, for good cause, such notice is not possible, immediate written notice shall be provided to the City Council. Such notice shall list the purpose of the travel, the destination, members of the traveling group, duration of stay, costs, and point of contact for the trip.

B. Authorized Travel

Official travel at City expense will be authorized only when necessary in connection with official activities of the City of Hampton and will normally fall within the following situations:

1. Assignment of a temporary nature in connection with City of Hampton business away from employee's normal work location (City of Hampton and commuting area) or in the continental United States.
2. Attendance at training courses approved by City of Hampton.
3. Attendance at technical, professional, or similar meetings and conferences.

Furthermore, travel is **not authorized** if correspondence, telephone, telegraph, substitution, or other appropriate means can accomplish the purpose of the trip less expensively. In addition to the above, more stringent travel guidelines may be issued on a temporary basis by the City Manager's office.

C. Allowable Expenses and Supporting Documentation

The following expenses will be allowed and must be documented as follows:

1. The cost of tuition and registration fees will be itemized on the "Statement of Travel" form and supported by registration forms and receipts.
2. Travel to a conference or convention should be accompanied by a stay at the conference or convention hotel. If accommodations are not available, attempt to find lodging with comparable rates. For a routine business trip, the actual cost of lodging at the single occupancy rate will be reimbursed. The cost of lodging (room and tax only) will be itemized on the "Statement of Travel" form and supported by receipts.
3. Any of the following transportation costs are allowed, providing the most economical and practical method is selected:
 - a. The cost of commercial transportation to and from out of town locations will be itemized on the "Statement of Travel" form and supported by receipts. Commercial transportation rates should not exceed those charged for tourist class. Higher-class fares may be used if no reasonable flight schedule can be arranged at lower fares. City managers or Department Heads approval is required on all exceptions.
 - b. When using privately owned vehicles for local and out of town travel, employees will be reimbursed for each mile driven at the current rate of thirty-two and one half cents (32.5) per mile. **NOTE: Departments will be notified when the current rate changes.** To be reimbursed, employees must submit an "Authorization for Payment" voucher, (see *Exhibit 1*) and their itemized mileage on a "Travel Expense Voucher" - Form 020-20, (see *Exhibit 3*), to the Finance Department on a **monthly** basis.

- c. City Vehicles should be used if a city vehicle has been assigned to the traveler’s department. If a city vehicle is not available, the Department Head must approve the use of a privately owned vehicle. Family members or other non-business riders are not permitted in city vehicles. Expenses incurred with city vehicles **will not be** itemized on the “Statement of Travel” form but charged to the department’s budget. Contact Fleet Management for any additional procedures.
 - d. The costs of tolls and parking incurred while on out of town travel is reimbursable if itemized on the “Statement of Travel” form and supported by receipts. This applies to city and private vehicle use.
 - e. Taxicabs, buses, trains, limousine services or rental vehicles used in getting to and from airports or other commercial transportation depots are allowable, providing the most economical and practical method is selected. Car rental insurance and refueling costs are reimbursable with receipts. These costs must be itemized on the “Statement of Travel” form and supported by receipts.
4. The costs of meals, tips, and other incidental expenses must be itemized on the “Statement of Travel” form. Receipts are not required for these expenses if the amount does not exceed \$35 per day. Incidental expenses include bellhop, maid service, baggage handlers and taxi tips, laundry, personal telephone calls, etc. The following amounts are allowable meal expenses:

Example	Breakfast	\$ 5.00
	Lunch	\$10.00
	Dinner	<u>\$20.00</u>
		\$35.00

Employee will be reimbursed for actual expenses only if supported by bonafide receipts and the amount **does not exceed** \$45. If several City employees are in attendance at the same conference, seminar, meeting, etc., and one of the group pays the entire tab, such amount will be reimbursed only upon the presentation of adequate receipts and a list of the individual employees included in the group. However, under no circumstances should the amount allocable to each employee exceed the limits stated above.

The amount of reimbursement for large metro or high cost areas is the maximum federal per diem rate as listed in the State of Virginia’s travel regulations (see Exhibit 4). If a location is not listed, the standard rate applies. Receipts are not required.

NOTE: When meals are provided at no cost in conjunction with travel event, the applicable meal per diem reimbursement rate shall be reduced by the amount of the applicable meal. Example: Conference cost is \$100.00 and lunch is included in the price. The amount of meal reimbursement for that day is \$25.00 (\$35.00-\$10.00 see page 37).

- 5. Promotional and entertainment costs; that is, expenses relating directly to attracting conventions, tourist industry, or promoting the image of the City are allowed, if properly documented. The City Manager shall authorize such expenses. However, in certain promotional departments, i.e. Convention and Tourism, Coliseum, and Development, the Department Head shall authorize such expenses. Include a description of the event and itemize expenses on the

“Statement of Travel” form. An example of promotional expense is the cost of lunch for a convention’s site selection committee.

D. Disallowed Expenses

The following items will not be reimbursed:

1. Alcoholic beverages
2. Lost or stolen articles
3. Damage to personal vehicle, clothing or other items
4. All expenses related to personal negligence of the traveler, such as fines, towing charges, traffic or parking tickets etc.
5. Personal entertainment
6. Expenses for children, spouses, and companions while on travel status
7. Non-business related telephone calls

E. Travel Forms

Exhibit 1- Authorization for Payment Voucher

Exhibit 2- Statement of Travel - Form 020-17

Exhibit 3- Travel Expense Voucher – Form 020-20

F. Travel Advances

Personnel desiring a travel advance must submit an “Authorization for Payment”- voucher, (*see Exhibit 1*), and a “Statement of Travel”- Form 020-17, (*see Exhibit 2*). Complete the shaded portion of the Statement of Travel and submit to the Finance Department at least five (5) days prior to the date that the advance is required. Requests made later than five (5) days will be honored only in emergency situations and when approved by the Finance Director.

G. Travel Settlement

All city employees performing business travel, regardless of whether an advance was received, will complete the “Statement of Travel” form and “Authorization for Payment” form, if money is owed to the traveler. Submit the completed “Statement of Travel” form and “Authorization for Payment” voucher to the Finance Department within five (5) working days of completion of travel. Department Heads will insure that this requirement is complied with to enable Finance to clear outstanding advances and to permit timely recording of expenditures of City/Departmental funds. The Finance Department will review all outstanding travel advances on a monthly basis. If settlement *is not* made within five (5) working days after being contacted by Finance, all outstanding travel statements will be brought to the attention of the Finance Director.

NOTE: All travel policy changes, exceptions, and interpretations must be approved by the City Manager.

Appendix F

Questions and Answers

- 1. Who should I contact to resolve an error or dispute concerning my account?**
You should first contact the supplier. Most exceptions or issues can be resolved between the cardmember and supplier. Document all contacts with the supplier. If there is no resolution within 2 weeks, contact Bank of America Card Holder Customer Service at 1-888-449-2273. Seek assistance from your Department Coordinator if necessary. Document disputes in writing and send a copy to the Program Administrator. If there is no resolution within 4 weeks, contact the Program Administrator.
- 2. Can a co-worker use my City issued Bank of America VISA?**
No! Only you are authorized to incur charges on your card. If you are going to be absent for any length of time, arrangements should be made by your department for a back-up cardholder. Your card should not be used at any time during your absence.
- 3. Can I enroll the City issued Bank of America VISA in the Membership Miles Program?**
No. You may not take advantage of any hotel or airline reward programs.
- 4. What do I do with my monthly Cardmember Statement?**
Upon receipt, use your statement to verify and reconcile your charges. You must turn in your Cardmember Statement with your monthly Spend Report and original supporting receipts to your Department Coordinator.
- 5. Who reconciles the monthly Cardmember Statement and Spend Report?**
The cardmember is responsible for reconciling his/her own statement each month and producing the corresponding Spend Report. The package along with supporting receipts and documentation is forwarded to your Department Coordinator upon completion.
- 6. What records should I retain concerning my charges?**
Keep packing slips, credit slips, registration forms, invoices, receipts, etc., that are associated with your purchases or travel. These items will be used to validate your monthly statement.
- 7. What if a purchase is denied?**
Your purchase may have exceeded the spending limit on your card. Contact the Program Administrator to review charges and limits.
- 8. What if I need to change my per month or transaction limit?**
The maximum limit is \$1,500 per transaction for purchases of goods and services and \$2,000 per transaction for travel related purchases. (Limits for travel may be greater for those individuals with a card authorized for Group Travel). Speak to your Department Coordinator and have him/her complete a Spending Limit Adjustment Request Form to change a monthly limit, secure the approval and signature of the Department Head, and forward the form to the Program Administrator.
- 9. What do I do if my card is lost or stolen?**
Call 1-888-449-2273 - Immediately (Follow directions on page 20)

Failure to make timely notifications of card loss or theft within 24 hours of loss may result in the employee being held responsible for any expenses incurred after the loss of the card.

10. **What if I need to make a return?**

You will need to contact the supplier directly. Be sure to confirm that the credit for the return will be posted back to your credit card. Cash refunds should not be accepted.

11. **Do all travel related expenses require a Statement of Travel form?**

No. The credit card reconciliation and the travel reconciliation are two separate processes.

The credit card reconciliation must provide for receipt substantiation of every purchase made with your credit card. This is then forwarded to your Department Coordinator. If a catering purchase is made then the form for Business Meals must be attached providing detail on the event and the names of those in attendance.

The travel reconciliation is the completion of a Statement of Travel form for each trip for which you had expenses. The receipt substantiation of every purchase made while on that trip must be attached. This is forwarded to the administrative support staff in your department responsible for Travel and other payables.

If you require the same receipt to accompany both the credit card reconciliation and the travel reconciliation, then attach the original receipt to the credit card reconciliation and a copy to the Statement of Travel. Always note on the Statement of Travel if the expense was paid with a City issued credit card.

12. **Are purchases made at Wal-Mart, Food Lion or Farm Fresh Deli Counters considered catering?**

No. Purchases from catering businesses and restaurants can be categorized as catering.