

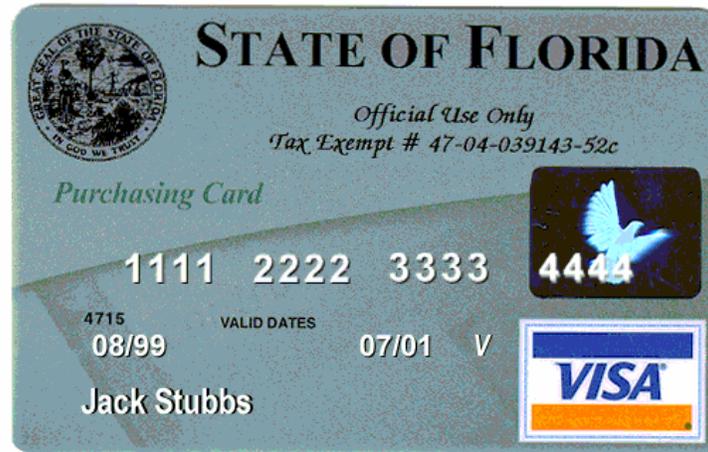


PURCHASING CARD GUIDELINES

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Click [here](#) to apply for Card

Revised July 26, 2007



For P-Card issue, use and deactivation contact the Department Purchasing Card Program Administrator:

Greg Bickford
Bureau of Purchasing and Contracts – Mail Stop 31
2900 Apalachee Parkway
Tallahassee, Florida 32399-0524
Telephone: (850) 617-3203; SUNCOM 217-3203
Fax: (850) 617-5115; SUNCOM 217-5115
Email: bickford.greg@hsmv.state.fl.us

For receipt, payment and related issues contact the Department Backup Purchasing Card Program Administrator:

Mary Ann Thorner
Bureau of Accounting – Mail Stop 22
2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
Telephone: (850) 617-3300; SUNCOM 217-3300
Fax: (850) 617-5100; SUNCOM 217-5100
Email: thorner.maryann@hsmv.state.fl.us

This manual and future updates will be on the Internet at
<http://www.hsmv.state.fl.us/purchasing/pdf/PCardG.PDF>

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OVERVIEW

The Department of Highway Safety and Motor Vehicles (Department) is committed to improving the way we process procurement and payment transactions. The Department has established, in conjunction with the Department of Management Services, the Department of Banking and Finance, and Bank of America, a Purchasing Card Program.

The Purchasing Card Program is a tool for managing the Department's low-dollar emergency purchases, travel expenses, and vehicle repair and offers benefits including:

Department benefits

- ◆ Simplifies the purchasing process for low-dollar purchases.
- ◆ Reduces overall overhead cost per purchase.
- ◆ Provides on-line accountability and purchasing information.

Cardholder benefits

- ◆ Makes purchasing convenient.
- ◆ Speeds the delivery of goods to the Department.
- ◆ May reduce paperwork.

Merchant benefits

- ◆ Payment process is quicker.
- ◆ Reduces paperwork.
- ◆ Lowers risk of nonpayment.
- ◆ Reduces time spent on payment status inquiries.

The purpose of this manual is to provide an explanation of how the Purchasing Card Program will work in the Department, and to provide guidelines for the cardholders, approvers and payers to use in the implementation of this program.

A DHSMV Purchasing Card Program Plan containing an overview of the Program has been established to provide guidance when implementing the Purchasing Card Program throughout the Department. This Plan has been reviewed and approved by the Statewide Purchasing Card Program Administrators: the Department of Management Services and the Department of Banking and Finance. Copies of the DHSMV Purchasing Card Program Plan are available upon receipt from the Department's PCPA.

1.0 CARDHOLDER GUIDELINES

Although this program allows for certain small-dollar purchases without using MyFloridaMarketPlace, the existing State of Florida laws, Department of Management Services (DMS) purchasing rules, and Department procedures must still be followed. A summary of State laws and DMS purchasing rules is included in Appendix C.

Purchasing Cards may **only** be used for **official, state-related purposes**. If there is a question about the issue, use, or deactivation of a Purchasing Card, contact Greg Bickford, Department Purchasing Card Program Administrator, within the Bureau of Purchasing and Contract at (850) 617-3203 (email bickford.greg@hsmv.state.fl.us) or for payment/financial related questions, contact the Bureau of Accounting, Accounts Payable Section at (850) 617-3300.

The success of the Purchasing Card Program relies on the cooperation and professionalism of all personnel associated with this program. The most important participants are the Cardholders. They are the key element in making this program successful.

1.1 – Training

All Cardholders must complete training before they are issued a card. Training for the Purchasing Card Program is coordinated by the Department PCPA and may include the following components:

- Overview of the program
- Key contacts
- Program guidelines
- State purchasing laws
- Department purchasing policy and procedure
- Bank of America Customer Service

1.2 – Card Issuance and Cancellation

Purchasing Cards will be issued to individuals with supervisor approval, at the discretion of the PCPA, based on approval from the Bureau Chief or higher position. The Department PCPA is responsible for the issuance and cancellation of all cards.

Purchasing Cards are issued following:

- Completion of the Purchasing Card training, and
- Completion, signing, and approval of a Cardholder Agreement/Information (Appendix B).

A P-Card Receipt will be sent to cardholders with new or replacement P-Cards. **On receipt of a new or replacement P-Card, cardholders will sign and date the receipt and forward to the Department PCPA listed on the first page of this manual.**

NOTE: There will be no credit checks on the Cardholder's personal credit history.

Purchasing Cards may be canceled following:

- A change in the Cardholder's job status such that they no longer require a Purchasing Card, or
- Transfer within the Department.

Purchasing Cards are canceled following:

- Separation from the Department for any reason, or
- Cardholder misuse or untimely processing of transactions.

A Purchasing Card canceled, for any reason, must be reported immediately to the PCPA. Additionally, the card will be cut in half and returned to the PCPA.

1.3 – Using the Purchasing Card

See section 9.a. (1 thru 6) of DHSMV Purchasing Policy and Procedures Manual for rules on urgent vs non-urgent purchases and when the Purchasing Card may be used.

When using the Purchasing Card, Cardholders should:

- Select vendor following all State and agency purchasing rules on Pride, Respect, certified minority vendors, recycled products, quotes, etc. Ensure that the goods or services to be purchased are allowable and for official business only.
- Tell the supplier/merchant that the purchase will be made using the DHSMV VISA Purchasing Card issued through the State of Florida.
- Determine if the intended purchase is within the Purchasing Card limits.
- Inform the merchant that the purchase is tax-exempt. Review the receipt before leaving the store and, if taxes were included, request a credit. If you have made a phone or mail order and sales taxes were charged, contact the merchant and request that a credit be processed for the amount of tax charged.
- Make sure the merchant understands that charges are not to be billed until the item(s) have been received. Florida law prohibits payment to a merchant prior to receipt of the goods or services except in specific circumstances.
- For purchases being shipped or delivered, provide the merchant with the appropriate delivery information. Do not use a Post Office Box for a “Ship To” address. Request that your name and “Ship To” address are clearly marked on the outside of the package.
- **For phone or mail orders, instruct the merchant to send the sales receipt directly to the Cardholder** and not to send an invoice to Accounting since the merchant will be paid by the merchant’s financial institution.
- Tell the supplier/merchant that any shipping or delivery fees, if applicable, must be charged to the Purchasing Card.
- If the item is not currently in stock, and is back-ordered, remind the merchant that the Purchasing Card cannot be billed until the back-ordered item has been received.

1.4 – Purchase Receipt

TRAVEL: If receipt is for travel, airfare, lodging, and vehicle rental and fuel, see Accounting: Travel Reimbursements for instructions. Click [here](#) for details. P-Card holders may not cover other traveler’s expenses with their own P-Card. Each traveler must pay separately.

NON-TRAVEL: In order to pay for the charge, the Bureau of Accounting must have a purchase receipt or invoice. The Cardholder should:

- Verify that the description and amount are correct and no sales tax was charged.
- Add the following data to receipt, if data is missing or not clear:
 - Justification
 - Cardholder must sign receipt
 - Cardholder’s printed name as it is printed on the VISA card
 - Date goods/services were received
 - Description of what was purchased
 - For car service/repair, car tag number and mileage
 - Purchase Order number, if this is a payment against a P.O.
- If receipt is smaller than 8-1/2” by 5-1/2”, tape it to an 8-1/2” by 11” sheet of paper and sign next to receipt. Additionally, please do not write on back of receipts.
- **If the print on the receipt is light, darken it up on the copy machine before faxing.**
- Forward receipt and other documentation to:

Bureau of Accounting, Accounts Payable
Mail Stop 22, Room A414
Fax (850) 617-5100
Suncom 217-5100
Email: pcard.accounting@hsmv.state.fl.us
- **Receipt must be received in Accounts Payable within 5 working days of receipt of goods/services.**
- Keep a copy of the receipt for your own file.

1.5 - Allowable and Disallowed Purchases:

The **only allowable** purchases are:

- Travel, including airfare, lodging, vehicle rental, and fuel (for rental vehicles **only**)
 - Travel agents are **not** considered third party billing and may continue to be used.
- Vehicle repair & parts. (Installation costs associated with repairs are permissible, new vehicle component installation services are **not** allowed via the p-card)
- Towing
- Aircraft repairs & parts
- Urgent office repairs (necessary for office operation, security, or to prevent additional contamination or damage to the office environment)
- Emergency purchase of commodities/services when access to MyFloridaMarketPlace is not reasonable (only commodities/services required to accomplish agency mission)
- Stamps
- Periodicals, Books, Manuals, etc.
- Print shop supplies (only when authorized by print shop supervisor or Chief, Bureau of Office Services) of individual items less than \$250.00 each
- Conference or training registration for an individual less than \$2500.00 each
- Office supplies, consumable equipment supplies or equipment (not IT related) less than \$250.00 for an individual item, not to exceed \$2500.00 for a total order. Examples of this are toner cartridges, calculators, document holders (for official state documents only), chair mats, electric staplers, chemicals for machinery or equipment, etc.
- Building or office cleaning and maintenance supplies, building repair supplies or tools. Purchases are not to exceed \$250.00 for an individual item and not to exceed \$2500.00 for a total order. Examples of this are air conditioner filters, cleaning solutions, mops, light bulbs, weed eater line, etc.

Examples of **disallowed** purchases and practices include, but are not limited to:

- Cash advances
- Fuel purchases (use the ComData card)
- Furniture
- Food
- Decorative items (lamps, picture frames, clocks, etc.)
- Computer hardware or software
- All non-work or personal use items and services
- Construction/Contractor type services
- Recurring services
- Third party billing is not allowed. Common examples of third party billings would include, but are not limited to, companies such as:
 - E-Bay
 - Pay-Pal
 - Half.com
 - Amazon.com

1.6 – Spending Limits and Restrictions

Spending limits and restrictions are determined by the Department. The spending limits will be defined to an amount per transaction, per day, per billing cycle, and per month. The cardholder can only incur transactions totaling a predetermined dollar amount within any defined period.

PCard Holder	Per Transaction	Per Day	Per Billing Cycle	Per Month
Bureau Chiefs, Troop Commanders and above.	\$2,500	\$10,000	\$10,000	\$10,000
Standard PCard Holder	\$2,500	\$5,000	\$10,000	\$10,000

Cardholders may not split transactions to stay within their limits. If the spending limit established is not sufficient, the PCPA should be contacted. Merchant Category Codes (MCC) are assigned by VISA to a merchant who identifies the primary type of goods or service they provide. The MCCs are designed to offer every combination possible and are coded to the Cardholder's file and card. This is intended to restrict the purchase of disallowed MCC Commodities or Services. The restrictions are imposed at the point of sale. The attempt of purchasing excluded goods and/or services results in the distribution of an exception report to the Department Purchasing Card Program Administrator.

1.7 – Taxes

Purchases made in Florida and for use in Florida are exempt from Florida sales and use taxes. The Florida tax-exempt identification number is printed on the face of the Purchasing Card and should be sufficient information for the merchant to honor the tax-exempt status of the Purchasing Card. If needed, copies of the current Certificate of Exemption from taxes is available from the PCPA, Greg Bickford at (850) 617-3203 (S/C 217-3203). Purchases made in other states are generally subject to that state's sales tax.

As with all State purchases, the Cardholder must be diligent when dealing with the merchant regarding taxes. The Cardholder will be unable to dispute taxes charged since the Contractor, Bank of America, cannot process a charge back to the merchant for taxes. Therefore, the Cardholder should always inform the merchant of the tax-exempt status and review the purchase receipt to ensure that no taxes were charged. If the vendor will not or can not, due to computer system restrictions, grant a sales and/or use tax exemption on the purchase, the Cardholder is authorized to allow the tax to be charged to the purchasing card, however, a written notation of the refusal by the vendor must be made on the charge receipt by the Cardholder.

1.8 – Conflict of Interest

In accordance with Section 287.057 (19), Florida Statutes, the Cardholder shall be independent of and have no conflicts of interest in the vendor or business selected for a purchase.

To protect the Cardholder and the Department, the Cardholder shall not purchase from a vendor where a conflict of interest exists. This applies to any purchase acquired with or without competition. If a conflict of interest does exist, the Cardholder should find either another individual to purchase the item or service or forward a requisition to the Bureau of Purchasing and Contracts.

1.9 – Minority Merchants and Recycled Material

Cardholders are strongly encouraged to use State of Florida certified minority merchants and to purchase commodities that are made of recycled material or of recycled content. The FLAIR Purchasing Card Module will pull information from the merchant file as with other FLAIR transactions, to report purchases made from Florida certified minority merchants. The Purchasing Card Module will also have a data field that will be used to indicate if the purchase qualifies as a "recycle purchase".

1.10 – Payment Process

The FLAIR Purchasing Card Module will be used for reviewing, approving and processing Purchasing Card transactions electronically. The State Department of Financial Services will receive Cardholder transactions daily from the Contractor, Bank of America, and route them through FLAIR to the appropriate agency for processing. Once an agency validates transactions, they will be routed back to the State Department of Financial Services through FLAIR for making electronic payments to Bank of America. The State Department of Financial Services will not pre-audit Purchasing Card transactions before payment to the Contractor but will periodically post-audit a selection of Cardholder purchases and the associated documentation.

The Department is responsible for processing Purchasing Card transactions after receipt of the transactions into the FLAIR Purchasing Card Module. Not meeting this requirement in a timely manner could jeopardize the Department's participation in the Purchasing Card Program. The Contractor, Bank of America, has the right to cancel participation of any State Agency for late Payment after the first occurrence.

To ensure timely processing of charges:

- **Cardholders** must transmit transaction receipts (signed and date of receipt noted) adequately describing the purchase and other documentation and justifications, as applicable, to the:

Bureau of Accounting, Accounts Payable
Mail Stop 22, Room A414
Fax (850) 617-5100, Suncom 217-5100
Email: pcard.accounting@hsmv.state.fl.us

within 5 working days of the receipt of the goods/service. The Disbursements Section will clock the documentation in and forward to the Approvers for processing.

NOTE: If receipt is for travel, airfare, lodging, and vehicle rental, see Accounting: Travel Reimbursements for instructions. Click [here](#) for details.

- The **Approvers** are responsible for **daily monitoring** the FLAIR Purchasing Card Module and coding the purchase in FLAIR **within three working days** of the charge being added to the FLAIR Purchasing Card Module. Approved charges will then be systematically forwarded to the Payers. Disapproved charges will be referred to Disbursement Section employees who will contact Cardholders for resolution prior to forwarding the charge to the Payers.

The **Payers** are responsible for vouchering the charge for payment **within two working days** of approval by the Approver. If disapproved, it will be systematically sent back to the Approver. Otherwise, it will be electronically submitted to the State Department of Financial Services for payment. The Payers will attach the receipts to the voucher schedules. The voucher packages will be scanned into the Department's optical scanning system and maintained as required by Department of State and Department policies.

- The Department's backup PCPA will review and follow-up on the "Purchasing Card 8 Day Unpaid Charges Report" to ensure that all charges are paid within the 10 days or are marked with a disapproval code.

1.11 – Purchasing Card Security

The Purchasing Card may only be used by the person whose name appears on the face of the Purchasing Card and may not be loaned to any other person. The account number that appears on the Purchasing Card must not be given to any individual other than the merchant from whom the Cardholder is making a purchase.

Each Cardholder is responsible for the security of his/her Purchasing Card. All precautions should be used to maintain the confidentiality of the Cardholder account number and expiration date of the Purchasing Card. The account number should never be left in a conspicuous place.

To prevent against theft or fraudulent use:

- Keep the Purchasing Card in a secure place.
- Take all precautions so that the account number cannot be stolen or used by others.

1.12 – Lost or Stolen Cards

If the Department Purchasing Card is lost or stolen, the Cardholder must immediately notify the Contractor: **Bank of America Commercial Card Customer Services at 1-800-538-8788** and the Department Purchasing Card Administrator (see cover page). Lost or stolen cards reported by telephone are blocked immediately. When reporting the card as lost or stolen to Bank of America, the cardholder should tell the representative that they do not wish to receive a replacement card. Replacement cards will be issued through the Department's Purchasing Card Administrator.

The Cardholder should be prepared to provide the following information to the Bank of America representative:

- Purchasing Card 16-digit account number,
- Address and telephone number as it appears on the Cardholder Profile, and
- A brief summary of events.

The Cardholder must notify the Department PCPA as soon as possible of a lost or stolen Purchasing Card. The Department PCPA will then order a replacement card for the cardholder.

1.13 – Misuse

The Purchasing Card is for official business use only and the purchase of personal or disallowable goods or services is prohibited. Misuse of the Purchasing Card will result in disciplinary action up to and including termination of employment. In addition, Cardholders will be required to reimburse the State, including sales tax, for any purchases that are found improper or not for official business use. Cardholders are expected to follow appropriate State laws and guidelines, as well as use good and reasonable judgment when making purchases. Cardholders will have a statement added to their Review and Performance Planning form requiring compliance with the purchasing card guidelines.

If there is an administrative or purchasing related question about the use of the Purchasing Card, contact Greg Bickford, Department Purchasing Card Program Administrator, within the Bureau of Purchasing and Contracts at (850) 617-3203 or for payment/financial related questions, contact the Bureau of Accounting, Accounts Payable Section at (850) 617-3300.

The Department Purchasing Card Administrator should be notified of all instances of Purchasing Card misuse.

1.14 – Replacement Receipts

Cardholders must forward all applicable receipts and sales slips to the Bureau of Accounting, Disbursements Section. If a charge is disputed, copies of the receipts validating the purchase must be provided to Bank of America. If receipts are lost and needed for any reason other than disputed charges, a copy of the receipt can be requested from Bank of America at a cost of \$4 each. There is no charge for receipts requested for dispute purposes.

1.15 – Credits

If a Cardholder returns an item to the merchant, the merchant should issue a credit to the Cardholder's account. The Cardholder is **NOT** authorized to receive a cash payment for returned merchandise and is subject to disciplinary action for attempting to do so. Cardholders will avoid merchants with restrictive return policies whenever possible.

The following information must be used to properly track the credit transaction:

- Date of the original transaction
- Date of the credit transaction
- Description of the item
- Dollar amount

The credit receipt will be forwarded to the Bureau of Accounting, Disbursements Section in the same manner as the original receipt.

1.16 – Disputes and Erroneous Charges

If there is a problem with a purchase or transaction resulting from the use of the Purchasing Card, the Cardholder must first attempt to reach a resolution directly with the merchant that provided the item. In most cases, disputes can be resolved directly between the Cardholder and the merchant. The Cardholder should document all attempts to resolve any problem.

If the item involves an order that has been canceled, the Cardholder is responsible for ensuring that a cancellation number is obtained at the time of cancellation. If a credit does not appear in the FLAIR Purchasing Card Module, the appropriate dispute paperwork, Cardholder Statement of Disputed Items Form (Appendix D), including any cancellation number, should be filed if efforts to resolve the problem with the merchant are not successful.

1.17 – Cardholder Statement of Disputed Items

There are several different scenarios that may lead to disputed items. If the dispute cannot be resolved directly with the merchant, the Cardholder must complete a Cardholder Statement of Disputed Items form (Appendix D), and provide it to the Department PCPA no later than 30 days after the billing cycle in which the dispute first appears. The Cardholder Statement of Disputed Items form gives the Cardholder several different dispute options from which to choose:

- **Alteration of Amount** – This dispute indicates the amount on the merchant's sales draft differs from the amount of the charge showing in the FLAIR Purchasing Card Module. A copy of the merchant's sales receipt must be included with the Cardholder Statement of Disputed Items form.
- **Unauthorized Mail or Phone Order** – This dispute indicates the Cardholder did not make the purchase indicated in the FLAIR Purchasing Card Module.
- **Cardholder Dispute** – The Cardholder indicates that a particular transaction took place but there is a problem with the transaction. This selection allows the Cardholder to indicate the dollar amount of the transaction and the reason for the dispute. This reason might be used if the merchandise ordered was different than that received, or the merchandise was damaged during shipment.
- **Credit Not Received** – The Cardholder has received a credit slip from a merchant for a particular transaction, however, the credit has not been posted to the Cardholder's accounting according to the FLAIR Purchasing Card Module and the credit voucher is between 30 and 90 days old. The Cardholder must include a copy of the credit slip or cancellation number with the Cardholder's Statement of Disputed Items form.
- **Imprinting of Multiple Slips** – The Cardholder indicates more than one charge was received for the same purchase.

- **Merchandise Not Received** – (1) The Cardholder indicates that while the charge is valid, the items have not been received. The Cardholder has contacted the merchant without satisfactory resolution. Florida law prohibits payment prior to receipt of goods or services except in certain circumstances. (2) The Cardholder has been billed for a purchase but has contacted the merchant and canceled the order. The Cardholder will refuse the merchandise if it is delivered subsequent to the cancellation.
- **Merchandise Returned** – The Cardholder was charged for the purchase but has since returned the merchandise. The Cardholder must include a description of the circumstances with the Cardholder Statement of Disputed Items form, including postal receipt, if applicable.
- **Inadequate Description/Unrecognized Charge** – The Cardholder does not recognize the charge and is requesting a copy of the charge slip. NOTE: Receipt of the charge slip does not cancel this dispute. The Cardholder must, after receipt of the charge slip, either authorize payment for the merchandise or complete another Statement of Disputed Items if the charge was not made by the Cardholder. There is a \$3 charge per request for charge slips from Bank of America involving a disputed item.
- **I am no longer disputing this charge** – The Cardholder indicates a previous dispute has been resolved.

1.18 – Purchase Denied at Point of Sale

On occasion, a Cardholder may attempt to purchase items from a merchant and the purchase is denied. In most cases, the information regarding the reason for denial will be available the next day after the purchase is attempted. Some of the most common reasons for denial are:

- The Cardholder has attempted to make a purchase from a merchant whose Merchant Category Code is not authorized under the Department's or Cardholder's profile. Bank of America monitors Purchasing Card usage. Attempts to purchase goods or services from blocked merchants are reported to the Department PCPA.
- The purchase from the merchant may be greater than the Cardholder's single transaction limit.
- The purchase from the merchant may place the Cardholder over their authorized daily, monthly or cycle limit.

Contact the Department PCPA to report the incident and discuss whether changes may be necessary to the standards set for the Purchasing Card.

1.19 – Merchant Sign-up

It is important to the success of the Purchasing Card Program that merchants interested in doing business with the State of Florida via the Purchasing Card receive assistance in doing so. If merchants currently accept VISA credit cards they are already equipped to accept Florida's Purchasing Card. A merchant who is not currently accepting VISA credit cards should contact Bank of America's merchant service provider at 1-800-732-9195 or their own financial institution.

2.0 PURCHASING CARD PROGRAM ADMINISTRATORS

Statewide Purchasing Card Program Administrator

The Statewide PCPA is located in the Department of Management Services and works with the State Purchasing Office, Bank of America, and the State Department of Financial Services on the overall management of the Purchasing Card Program. The State PCPA and the State Department of Financial Services review and approve Agency Plans and Applications for participation in the Purchasing Card Program.

Department Purchasing Card Program Administrator

The Department's Purchasing Card Program Administrator (PCPA) is responsible for establishing and administering the Purchasing Card Program within the Department. The PCPA serves as the liaison between the Department Cardholders, Delegates, Approvers, and Payers, and the Department of Management Services, the State Department of Financial Services and Bank of America in resolving issues that may arise regarding transactions or the Purchasing Card Program in general.

The following are the primary responsibilities of the PCPA:

- Develop agency plan and guidelines.
- Administer the selection of cardholders and work with the State Department of Financial Services and the Department of Management Services to establish, set-up and maintain agency and Cardholder profiles, accounting hierarchy, and personnel approval groups within the FLAIR Purchasing Card Module.
- Issue and cancel Purchasing Cards.
- Assist in determining restrictions and limits for each Cardholder.
- Review reports to ensure that transactions are reviewed and approved timely.
- Review reports for inappropriate activity.
- Coordinate training and confirm Cardholder's understanding of the Purchasing Card Program.
- Monitor the progress of the Department's goals for Purchasing Card usage.

The Department's PCPA contact information is as follows:

Department Purchasing Card Program Administrator (PCPA):

Greg Bickford
Bureau of Purchasing and Contracts – Mail Stop 31
2900 Apalachee Parkway
Tallahassee, Florida 32399-0524
Telephone: (850) 617-3203; SUNCOM 217-3203
Fax: (850) 617-5115; SUNCOM 217-5115
Email: bickford.greg@hsmv.state.fl.us

Department Backup Purchasing Card Program Administrator (PCPA):

Mary Ann Thorner
Bureau of Accounting – Mail Stop 22
2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
Telephone: (850) 617-3300; SUNCOM 217-3300
Fax: (850) 617-5100; SUNCOM 217-5100
Email: thorner.maryann@hsmv.state.fl.us

3.0 APPROVER AND PAYER GUIDELINES

3.1 – Approver

Approvers are assigned to review and distribute Cardholder Purchasing Card transactions. Although only one level of approval is required as a key control, an agency may assign up to five Approvers. The Department is using one level of approval.

Approvers serve as liaisons between Cardholders and the Department PCPA and Bank of America in resolving issues that may arise regarding charges or Purchasing Card Program particulars. Approvers should be knowledgeable of the Purchasing Card Program in order to assist cardholders and communicate effectively with all parties.

Approver Responsibilities are as follows:

- Reviewing Cardholder transactions in the FLAIR Purchasing Card Module for appropriateness.
- Distributing the transactions to the applicable organizational codes, object codes, appropriate categories, etc.
- Reviewing the purchase methods, to ensure appropriate purchasing practices are followed.
- Ensuring that the Cardholder/Supervisor reviews Purchasing Card transactions in a timely manner.
- Ensuring that the Cardholder received the goods or services before payment.
- Working with the Cardholder, Supervisor and Department PCPA to identify default accounting information and establish purchasing limits or restrictions.

3.2 – Payer

The Payers are Disbursement staff who process the approved transactions in the FLAIR Purchasing Card Module for payment. A Payer cannot be a cardholder or an approver.

Once the Payers receive the approved transactions in the FLAIR Purchasing Card Module, they should validate the transactions within two working days from the date of the receipt of the transaction in their queue. This will help ensure all approved transactions are validated within 10 days after the close of the billing cycle.

4.0 DEFINITIONS

Agency Plan – A plan prepared by the Department that addresses how we will implement key controls and structure the Purchasing Card Program.

Agency Profile – Parameters established by the Department that identify the spending or transaction limitations or MCC restrictions.

Agency Purchasing Card Program Administrator (PCPA) – The individual at the Department who is responsible for the Department's Purchasing Card Program.

Approver – A person delegated the responsibility of reviewing Cardholder transactions to ensure the appropriateness of activity and timely processing of charges.

Billing Cycle – The monthly billing period that begins on the 4th day of each month and ends the 3rd day of the following month.

Cardholder – A person designated by an agency to be given a Purchasing Card to make purchases within preset limits, on behalf of the agency.

Cardholder Profile – Parameters that are set for a designated Cardholder that identify the Cardholder, set default accounting codes and provide restrictions or spending limitations in the VISA and FLAIR Purchasing Card Systems.

Contractor – Bank of America.

Cycle Limit – A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority for the billing cycle.

Daily Limit – A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority per day.

Emergency – Due to unforeseen circumstances a situation exists that without the procurement of a commodity and/or service substantial loss to the State or danger to the public health, safety or welfare exists.

FLAIR – Florida Accounting Information Resource Subsystem. This is the accounting system for the State of Florida. (This system was formerly known as SAMAS).

MCC – Merchant Category Code assigned to a merchant by VISA, which identifies the primary goods or services provided by the merchant.

MCCG – Merchant Category Code Group – a grouping of merchants by MCC that provide similar services.

Payer – An individual located in Disbursements who is responsible for validating the payment of an approved transaction for one or more Cardholders. Normally, this will be the last level of review prior to routing a transaction through FLAIR for payment.

State Purchasing Card Administrator – A person designated at the Department of Management Services to coordinate the State Purchasing Card Program.

Third Party Billing – The purchase of a commodity and/or service thru one company and use of a separate company to pay for the commodity and/or service.

Transaction – A charge, credit, correction or other activity associated to any Cardholder or Agency account.

Transaction Limit – A dollar limit that may be applied to a Cardholder's purchasing authority per transaction.

APPENDIX A
State of Florida Purchasing Card Program
Dept Highway Safety and Motor Vehicles
Training Quiz

- _____ 1. Receipts for P-Card purchases must be submitted to Accounts Payable within: (Section 1.10)
- A. Five working days of receipt of goods/services.
 - B. Two calendar weeks of the purchase.
 - C. Ten days of issue of P-Card.
- _____ 2. The P-Card can not be used for: (Section 1.5)
- A. Vehicle repairs
 - B. Recurring Services
 - C. Emergency purchases
 - D. Towing charges
- _____ 3. Where should P-Card receipts be sent after approval by the Cardholder? (Section 1.10)
- A. The Bureau of Purchasing & Contracts (Room B412, Mail Stop 31)
 - B. The Bureau of Accounting, Accounts Payable Section (Room A414, Mail Stop 22)
 - C. The Bureau of Budget (Room A404, Mail Stop 26)
 - D. None of the above
- _____ 4. What are some of the responsibilities of the Cardholder? (Section 1.3 and 1.4)
- A. Verify no tax was charged on the sale.
 - B. Sign, date, and include description on receipt if not legible.
 - C. Submit the receipt to the Bureau of Accounting, Accounts Payable Section within five working days of receipt of goods/services
 - D. All of the above.
- _____ 5. What are the Cardholder's responsibilities when using the P-Card? (Section 1.3)
- A. Review the receipt to ensure no sales taxes have been charged on in-state purchases.
 - B. Insure the merchant knows that charges are not to be billed to the card until the item(s) have been received.
 - C. For mail or phone orders, request a sales slip be sent directly to the Cardholder.
 - D. All of the above

True / False Questions

- _____ 6. All existing State of Florida laws, Department of Management Services purchasing rules and Department procedures must still be followed when using the P-Card. (Section 1.3)
- _____ 7. Misuse of the P-Card could result in termination of employment. (Section 1.13)
- _____ 8. Recurring services or furniture purchases with the P-Card are allowed. (Section 1.5)
- _____ 9. Cardholders should use their P-Card to pay for subordinate's travel expenses. (Section 1.11)
- _____ 10. When reporting a lost or stolen card to Bank of America Commercial Card Customer Services, a replacement card should be requested. (Section 1.12)

Signature

Printed Name

Date

APPENDIX B
State of Florida Purchasing Card Program
Dept Highway Safety and Motor Vehicles
 Cardholder Agreement / Information

CARDHOLDER NAME		Credit Limit 10,000
SOCIAL SECURITY NUMBER		Single Transaction Limit \$2,500
MOTHER'S MAIDEN NAME		Daily Dollar Amount \$5,000
Rank or Position Title		Monthly Dollar Amount \$10,000
DIVISION/OFFICE		Cycle Dollar Amount \$10,000
BUREAU		EO
SECTION		VR
BUSINESS ADDRESS		Object
BUSINESS ADDRESS		Group ID
CITY, STATE		
ZIP		
PHONE		
ORG CODE		

I AGREE TO THE FOLLOWING REGARDING THE USE OF THE FLORIDA PURCHASING CARD ASSIGNED TO ME FOR OFFICIAL DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES BUSINESS ONLY:

- 1) I understand that I am being entrusted with a powerful and valuable tool and will be making financial commitments on behalf of the State of Florida and will strive to obtain the best value for the State.
- 2) I understand that under no circumstances will I use the Purchasing Card to make personal purchases, either for others or myself. Using the Purchasing Card for personal gain or unauthorized use may result in disciplinary actions up to and including termination of employment and prosecution to the extent permitted by law.
- 3) I will follow Florida Law, purchasing policies of my employing agency, and the established guidelines for using the Purchasing Card. Failure to do so may result in either revocation of my card privileges or other disciplinary action.
- 4) I have been provided a copy of the Purchasing Card Guidelines, completed training on _____ and understand the Purchasing Card Program. I have been given an opportunity to ask any questions to clarify my understanding of the Purchasing Card Program.
- 5) I agree to review and reconcile transactions timely and will maintain all applicable information and receipts.
- 6) I agree that, should I violate the terms of the Agreement, I will be subject to disciplinary action up to and including termination of employment and that I will reimburse the State of Florida for all incurred charges and any costs related to the collection of such charges. Additionally, any such charges that I owe the State may be deducted from any money which would otherwise be due and owing me, including salary or wages, in accordance with Rule 3A-21.004, F.A.C.
- 7) I understand that this standard will be added/placed in my Review and Performance Planning form: Complied with the purchasing card guidelines.

Cardholder Signature

Date

APPROVALS:

 Supervisor Name (Print)

 Name (Print) *
 Bureau Chief or higher, (if required)

 Supervisor Signature

 Approver Signature
 Bureau Chief or higher, (if required)

 Date

 Date

*Bureau Chief or higher position signature needed if the cardholder is not on the approved list in section 9.1.c or d of the Purchasing Manual. (See web page: http://casey.hsmv.state.fl.us/Intranet/DAS/purchasing/index_bpc.html)

APPENDIX C
State of Florida Purchasing Card Program
Dept Highway Safety and Motor Vehicles
Summary of State Purchasing Laws

Sections 112.313(2)(4)(7); 112.3144; 112.2145; 112.3148, Florida Statutes: Ethics and financial disclosure law.

Chapter 119, Florida Statutes: Public records.

Chapter 212, Florida Statutes: Tax on sales, use and other transactions.

Chapter 215, Florida Statutes and 3A, Florida Administrative Code: Financial matters.

Chapter 216, Florida Statutes: State planning and budgeting laws.

Section 240.255; 241, Florida Statutes: Delegations to the State University System.

Chapter 257, Florida Statutes: Public Libraries and State Archives.

Chapter 273, Florida Statutes: State-Owned Tangible Personal Property.

Chapter 282, Florida Statutes: Communications and Data Processing.

Chapter 283, Florida Statutes: Public Printing and Stationery.

Chapter 287, Florida Statutes and 60A, Florida Administrative Code: State Purchasing.

Sections 403.7065, Florida Statutes: Purchase of Products with Recycle Content.

Sections 413.034; 413.027, Florida Statutes: Purchase from the Blind or Other Severely Handicapped.

Chapter 946, Florida Statutes: Inmate Labor and Correctional Work Program.

APPENDIX D
State of Florida Purchasing Card Program
Dept Highway Safety and Motor Vehicles
Statement of Disputed Items

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, fax a copy to the DHSMV Purchasing Card Administrator at (850) 617-5115 (S/C 217-5115) **and** fax or mail with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53101 Phoenix, AZ 85072-3101
Phone (800) 300-3084, FAX (888) 678-6046

Company Name: Florida Department of Highway Safety and Motor Vehicles

Account Number: _____

Cardholder Name: _____

This Charge appeared on my statement, billing close date: _____

Transaction Date: _____

Reference Number: _____

Merchant Name/Location: _____

Posted Amount: _____ Disputed Amount: _____

(Cardholder Signature)

(Authorized Participant Signature)

(Date)

(Phone Number)

Please Check Only One

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