

# **CITY OF RIVER FALLS**

## **PURCHASING POLICY MANUAL**



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# PURPOSE, AUTHORITY, AND SCOPE

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## A. PURPOSE

This Purchasing Manual has been prepared to provide City Departments with a reference guide to the policies for purchasing materials, equipment, and services in accordance with sound business practice, City Ordinance, and Wisconsin Statutes.

## B. AUTHORITY

The Common Council of the City of River Falls provides that the Department Heads shall have the authority to purchase materials, supplies, equipment, and contractual services budgeted for their respective departments. This authority is subject to Council approval for any purchase of materials, service or supplies over \$50,000 and not of a routine or recurring nature. The Finance Department services the procurement program by processing purchase order requests, audit and payment.

This procurement program extends from the departmental determination of requirements for materials or services, through their requisitioning, bidding, purchasing, receiving, audit and payment, to their final consumption or disposal. The technical services of the Finance Department are available throughout the entire program.

## C. SCOPE AND RESPONSIBILITY

In servicing the entire scope of procurement, the Department Head or designee has the following responsibilities:

1. To purchase, in ethical practice, at economical cost consistent with quality, requirements and delivery.
2. To ensure procurement in compliance with the statutory requirements of the State of Wisconsin, the administrative directives of the Common Council, the City Administrator and the administrative policies of the City of River Falls.



*“The Finance Department acts as a service agent for the entire city.”*



# Summary of the Procurement of Goods and Services

All purchases over \$5,000 will need a purchase order

City Purchases are subject to authorization and quote/bid requirements as follows:

	Written Specs	Quote	Competitive Quotes	Sealed Bid Required	Notice Required	Compliance with Prevailing Wage	Department Head Approval	Division Head Approval	Utility Advisory Board Approval	Finance Director Approval	City Administrator Approval	City Council Approval
General Purchases <\$500	Use P-Card. Contact Jody Nichols (715-426-3449) for more information.											
General Purchases \$500-\$5,000		Verbal or Written	2-3 Required				X					
General Purchases (Excluding Hydros & Maint.) \$5,001-\$10,000*	X	Written	2-3 Required				X	X				
Hydroelectric Facility and Maintenance Purchases \$5,000+		Written	2-3 Required				X	X	X			
General Purchases \$10,001-\$25,000*	X	Written	2-3 Required				X	X		X		
General Purchases \$25,001-\$50,000*	X	Written	2-3 Required				X	X		X	X	
General Purchases \$50,001+*	X	Written		X	Class 1		X	X		X	X	X
Public Construction Project \$5,000-\$25,000	X	Written			Class 1	X	X	X		X		
Public Construction Project \$25,001-\$50,000	X	Written		X	Class 2	X	X	X		X	X	
Public Construction Projects \$50,001+	X	Written		X	Class 2	X	X	X		X	X	X
Intergovernmental Purchases		Written	None Required				X	Over \$5,000		Over \$10,000	Over \$25,000	Over \$50,000
Professional Services under \$50,000	X	Written					X	X		X	X	
Professional Services over \$50,000	X	Written			Class 1		X	X		X	X	X
<p>*By Resolution 5909 all hydroelectric purchases that exceed \$5,000 are approved by the Utility Advisory Board.            Public Construction is discussed in Wisc. Stat. § 62.15, but generally involves the combination of labor and materials that exceed \$25,000.            Intergovernmental purchases are joint purchases with other organizations such as WPPI, State of WI or State of MN.            Professional services is defined as customized services such as consulting, engineering or assessing, which involve a contract between the City and the vendor.</p>												

# STANDARDS, POLICIES AND PROCEDURES

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## A. GENERAL POLICIES

The City of River Falls issues about 1,000 purchase orders annually for all departments. Expenditures for goods and services are projected to be \$10,000,000 annually. The Finance Department acts as a service agent for the entire city. The PURCHASE ORDER is the only commitment that may be made by the City for goods or services.

This section sets forth the basic procedure for the purchasing program from the pre-requisition period through inventory and disposal.

1. **PURCHASE ORDER REQUISITIONS.** No purchase order may be issued without a fully complete purchase order requisition. Requisitions are to be completed by each Department.
2. **APPROVALS.** Vendor invoices shall be approved for payment by the department head or designee. Reimbursements payable to City employees shall be signed for approval as follows:
  - **COUNCIL:** Approved by the Mayor, Comptroller or designee.
  - **MAYOR:** Approved by the Council.
  - **CITY ADMINISTRATOR:** Approved by the Mayor or designee.
  - **DIVISION HEAD:** Approved by the City Administrator or designee.
  - **OTHER EMPLOYEES:** Approved by their direct supervisor, Division Head or designee.

**Employees may NOT approve their own reimbursement.**

Purchase orders will be issued for budgeted goods and services based on the following levels of authorization:

- Purchases less than \$500 – Purchases should be made with a Purchase Card.
- Purchases \$500-\$5,000 - Department Head approval required. No purchase order required if purchase made on P-Card. Documentation of 2-3 informal quotes retained by the ordering department.
- Purchases \$5,001-\$10,000\* - Purchase Order and Division Head approval required with 2-3 written quotes. Purchases may be made on P-Card with Finance Department approval.
- Hydroelectric Facility Maintenance \$5,000+ - Utility Advisory Board approval is required for repair and maintenance purchases. Department Head and Division Head approval is also required.
- Purchases \$10,001-\$25,000\* - Finance Director approval is required with 2-3 written quotes.
- Purchases \$25,001-\$50,000\* – City Administrator approval is required with 2-3 written quotes.
- Purchases over \$50,000\* – City Council approval is required for purchases not of a routine or recurring nature. Refer to Section C for additional information.

\*By Resolution 5909 all hydroelectric purchases that exceed \$5,000 are approved by the Utility Advisory Board

3. **BUDGET ADJUSTMENTS WITHIN A DEPARTMENT.** The City Council establishes the budgetary vision for the City through the adopted budget ordinance. Circumstances may require that budgeted expenditures be modified during the fiscal year across fund or function within a department. Division Heads, with the approval of the City Administrator, may reallocate budgeted expenditures within a department, with the exception of personnel. However, Division Heads will need approval from the City Administrator and the City Council for budget adjustments across fund or function.

4. **ACCOUNTS PAYABLE.** Invoices that are received by accounts payable will be processed by the Finance Department. For all invoices, Department Heads or designees will verify that the invoiced items have been received and that the invoiced amount is correct.

5. **PAYMENT PROCESSING:**

a. **HAND - ISSUED CHECKS.** Departments should avoid requests for hand-issued checks by submitting approved invoices to Finance as soon as invoices are received. However, a check may be hand-issued to avoid incurring penalties, interest, or late charges if such extenuating circumstances exist. Requests for hand-issued checks should be submitted to the Finance Department. Hand-issued checks must be approved by the Finance Director or designee.

b. **PURCHASING CARDS.** Purchasing cards may be issued to employees that are authorized to make purchases. See Purchasing Card Policies and Procedures for more information.

c. **PETTY CASH.** Employees may be reimbursed from petty cash funds for authorized purchases that cover minor purchases that do not exceed the established petty cash limit (\$25 per vendor receipt).

d. **TRAVEL EXPENSES.** All expense payments or reimbursements for travel and/or subsistence expenses must meet the requirements set forth in the City of River Falls' Personnel Policy which establishes policy and procedure to obtain travel authorization, advance travel funds, and expenditure or reimbursement for travel and subsistence expenses incurred in conduct of City business practices.

6. **INFORMATION.** Department personnel are not to divulge any information concerning bids or purchases with persons outside the City, unless required by the State public records laws.

7. **CONTRACTS FOR GOODS AND SERVICES.** All contracts shall be signed by the City Administrator or designee.

**B. PURCHASE ORDERS**

Purchase Orders, upon acceptance by a vendor, become a contract binding upon the City. Any change, cancellation, or return of goods must be made through the Finance Department. Such actions require the prior approval of the vendor.

Departments may requisition materials, services, and supplies on a fiscal year basis through a “blanket” purchase order, which may not exceed the annual budgeted amount.

A copy of the purchase order will be provided to the requisitioning department. The purchase order should be checked immediately, reporting any apparent discrepancies to the Finance Department. The PURCHASE ORDER NUMBER should be used for future reference in place of the account number.

The PURCHASE ORDER issued by the Finance Department is the only commitment that may be made by the City for goods or services. FINANCIAL RESPONSIBILITY FOR UNAUTHORIZED TRANSACTIONS MAY BE ASSUMED BY THE INDIVIDUAL INVOLVED.

1. **EMERGENCY PURCHASES.** Purchases covering valid emergencies will be processed as soon as possible.
2. **CHANGE ORDERS & CANCELLATIONS.** Change orders and cancellations must be initiated by the Department making the purchase to modify an existing order.
3. **PURCHASE ORDER EXCEPTIONS.** Purchase orders will be issued for all procurements, except the following: (Within this list, issuance of a purchase order is optional by the Finance Dept.).
  - a. Purchases made with a P-Card
  - b. Fees (subscriptions, witness, court filing, membership, registration, tuition, royalties)
  - c. Refunds of receipts collected

- d. Travel reimbursement
- e. Customer refunds

### C. BIDDING REQUIREMENTS

1. **GENERAL PURCHASES (Less than \$5,000).** Purchases less than \$5,000 do not require competitive bids. However, maintaining at least two (preferably three) competitive quotes or price checks is expected. Such price comparisons must be documented and put on file in the requisitioning department.
2. **GENERAL PURCHASES (\$5,001 to \$50,000).** The City Council requires that all materials, equipment and services that cost between \$5,001 and \$50,000 are to be obtained through informal bidding procedures. Informal bidding requires preparation of specifications, which are sent to prospective bidders without formal advertising. A comparison of at least two or three quotes is expected, and all quotes are required to be in writing. Based on the needs of the department, cost of the service or purchase, and the qualifications of the vendor, a successful bidder is selected by the responsible Department Head or designee.
3. **GENERAL PURCHASES (Over \$50,000).** Any purchase of materials, services or supplies over \$50,000 shall be approved by the City Council before a purchase order may be issued.

*INVENTORY EXCEPTION.* Purchase orders for budgeted inventory of a routine or recurring nature may exceed \$50,000 and be approved by the City Administrator.

Contracts estimated to exceed \$50,000 that are not defined as public works projects will be subject to the sealed



bidding requirement, as discussed below, unless designated otherwise by the City Council.

4. **PUBLIC CONSTRUCTION PROJECTS.** Wisc. Stat. § 62.15 provides that all public works projects including material and contractual services, where the estimated cost exceeds \$25,000 shall be purchased from the lowest responsible bidder after sealed bids have been received. Written specifications must be prepared for all bids, with a Class 2 notice if the expected cost is over \$25,000. Sealed bids may not be opened until the place and time indicated on the bid and must be scheduled to be formally opened and read publicly by the City Clerk.

Public Construction projects must be in compliance with the State of Wisconsin Prevailing Wage Laws that were enacted to discourage the awarding of Public Works contracts to employers who frequently underbid local employers by paying workers substantially less than normally received by workers in a certain area. Specified in section 66.0903 of the Wisconsin State Statutes are three of the four separate Prevailing Wage Laws for the State of Wisconsin. They cover Public Works Projects that include projects bid, negotiated or dedicated and accepted by a local governmental unit, projects bid by a state agency, not including highway and bridge projects, and highway and bridge projects bid by the Wisconsin Department of Transportation. Such Public Works projects include, but are not limited to, building roads, erecting buildings, installing utilities, and renovating existing buildings.

In addition to sealed bid procedures, these transactions require:

- a. The publication of a Class 1 notice if the estimated cost of production is between \$5,000 and \$25,000 under Chapter 985 of Wisconsin statutes. However, this does not apply to public construction in situations where materials are donated or labor is volunteered.
- b. A longer scheduled lead time to prepare the bid.
- c. Careful planning, specifications writing, and special conditions of the bid.
- d. A letter of justification placed in the bid file where an award is made to another besides the lowest bidder. The City Council will approve all sealed bid transactions above \$50,000 before a purchase order is issued.

Letters of justification rejecting a low bid shall include a definitive statement by the departmental position, advising specifically why the low bid is not acceptable. Such letters of rejection must contain OBJECTIVE REASONS.

5. **INTERGOVERNMENTAL PURCHASES.** Wisconsin State Statute 66.0131 (2) allows the City to make purchases from another unit of government, including the state or federal government, without the intervention of bids. For State Contract information please visit <http://vendornet.state.wi.us>.

#### **D. CONTRACTS FOR SERVICES**

The City of River Falls will require access to professional services on an intermittent or temporary basis.

Professional services are defined as customized services consisting of specialized intellectual or creative expertise based on personal skills or ideas of an individual(s) that are provided for a fee, which may be determined individually with each customer for each service contract.

- Examples are assessing services, auditing services, and consultants.
- Individuals and firms are likely to be providers of these services.
- Some reasons to purchase professional services are:
  - a) Limited or onetime use of specialized or creative skills.
  - b) Unique areas of expertise.
  - c) Rapid access to the latest technology and experience in its application.
  - d) Access to unique problem solving alternatives.

Contracts with professional services providers must:

- Contracts in excess of \$50,000 must be formally approved by the City Council **before work begins**. Contracts less than \$50,000 may be approved by the City Administrator.
- Comply with IRS requirements for defining employees and independent contractors
- Include a complete statement of work including any deliverables

## E. MISCELLANEOUS

1. **BID AWARDS.** Bid awards do not need to be made to the lowest cost bidder.

However, when the low bid is rejected, written objective justification must be placed in the bid file. The requesting department must evaluate alternative bids to determine the lowest responsible bidder, providing objective justification to accept or reject a low bid.

2. **LIFE CYCLE COST ESTIMATES.** Wisconsin State Statute 66.0131 (5) provides that the City shall award orders and contracts for materials, supplies or equipment on the basis of life cycle cost estimates whenever appropriate. The life cycle cost formula may include, but is not limited to, the applicable costs of energy efficiency, acquisition and conversion, money, transportation, warehousing and distribution, training, operation and maintenance, and disposition or resale.

## F. DISPOSITION OF CITY PROPERTY

Property purchased by the City that is useful for more than one year and costs over \$5,000 will be recorded as an asset. No City property of this classification will be disposed of without the approval of the City Council, and disposal will be subject to advertisement and the receipt of bids. Assets disposed in this manner will be removed from the fixed asset system at the date of disposal. Proceeds from the sale of such assets will be allocated as revenue to the fund that purchased the asset. Property with a value less than \$1,000 or a life less than one year will not be recorded as an asset and may be replaced, discarded, or disposed at the discretion of the Department Head or designee. All assets with a useful life of more than one year and an original cost between \$1,000 and \$4,999 will be recorded and inventoried, but will not be capitalized and depreciated.

# PURCHASE CARD POLICIES AND PROCEDURES

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## A. INTRODUCTION

The purpose of the Purchase Card Program is to streamline and simplify the requisitioning, purchasing and payment process for small dollar transactions. The program is designed to shorten the approval process and reduce the paperwork of procurement procedures such as purchase orders, petty cash, check requests and expense reimbursements. The goal of the program is to:

- Reduce the cost of processing small dollar purchases
- Receive faster delivery of required merchandise
- Simplify the payment process
- Provide cardholders with empowerment to choose!

These policies and procedures will provide you with the particulars of the program, including general guidelines, reconciling and record keeping procedures, and customer service information. It is important to read the following information carefully, as you will be responsible for adhering to the City-established policy and procedures.

If you have any questions, please contact your supervisor or program administrator:

Name:

Kayla Burt or Tracy Biederman

Phone No:

715-426-3418 or 715-426-3439

## B. GENERAL GUIDELINES

### 1. CARD ISSUANCE

As a cardholder, you will be asked to complete a cardholder application form, which will then be signed by your supervisor. By signing the application form, you have agreed to adhere to the guidelines established in this manual. Most importantly, you are the only person entitled to use the card and the card is not to be used for personal use. As each card is linked to a specific cost center and individual employee, the card cannot be transferred from one employee to another.

Upon receipt of your Purchase Card, you will need to activate the account by calling the toll-free number printed on the card. For verification purposes, you will be asked to provide a piece of information, such as the last four digits of your Social Security Number. Although the card will be issued in your name, your personal credit history will not affect your ability to obtain a card. The City is responsible for payment of all purchases.

### 2. ACCOUNT MAINTENANCE

If there's a need to change any information regarding your account, such as mailing address or expense accounting code, please contact your Program Administrator. The only account information you are able to change online is the email address.

### 3. CARD USAGE

The Purchase Card can be used at any merchant that accepts Visa, except as the City otherwise directs. It may be used for

in-store purchases as well as online, phone, fax or mail orders.

When using the card with merchants, please emphasize that an invoice must not be sent as this may result in a duplicate payment. For online, phone, fax and mail orders, please instruct the merchant to send a receipt only. This receipt must be retained for your records.

#### 4. VENDORS NOT ACCEPTING VISA

Not all of your suppliers will accept Visa. However, as card programs become more and more popular, vendors will want to accommodate their customers by accepting Visa as a method of payment. If you have a vendor who does not accept Visa, please contact your Program Administrator.

#### 5. LIMITATIONS AND RESTRICTIONS

Your manager has assigned a credit limit to your card. There may also be a single transaction limit placed on your card, which means your card will be declined if you attempt to purchase more than the limit at one time. Do not split a purchase to avoid the single transaction limit. If you believe the single transaction limit will inhibit optimum usage of the program, please discuss this with your manager.

In addition to the single transaction limit, every cardholder has a total monthly dollar limit assigned to his/her account. As limitations vary by cardholder, please discuss the limit with your respective manager. If you believe your monthly limit to be insufficient for your requirements, and your manager agrees, your manager must contact the Program Administrator to have your limit(s) increased.

The Purchase Card program also allows for merchant category blocking. If a particular merchant category is blocked (e.g., jewelry stores), and you attempt to use your card at such a merchant, your purchase will be declined. Management has made an effort to ensure that the vendors/suppliers used during the normal course of business are not restricted. If your card is refused at a merchant where you believe it should have been accepted, you should call the Wells Fargo Business Purchasing Service Center at **1-800-932-0036** to determine the reason for refusal. Depending on the result of your inquiry, you may want to discuss the issue further with your Program Administrator. He/she is empowered to modify the restrictions on your use of the card.

**IMPORTANT:** All requests for changes in limitations and restrictions must be made through your manager or the Program Administrator. Wells Fargo Bank will change existing cardholder restrictions only after a request is received from the Program Administrator.

#### 6. LOST OR STOLEN CARDS

You are responsible for the security of your card and any purchases made on your account. If you believe you have lost your card or that it has been stolen, **immediately** report this information to Wells Fargo Bank Business Purchasing Service Center (BPSC) at **1-800-932-0036**. The BPSC is available 24 hours day, 7 days a week. Immediately after reporting to the BPSC, you must inform your Program Administrator. **It is extremely important to act promptly in the event of a lost or stolen card to avoid City liability for fraudulent transactions.**

As with a personal charge card, you will no longer be able to use the account number after notifying the bank. A new

card should be issued within 48 hours of notice to Wells Fargo Bank.

### **C. AUTHORIZED PURCHASES**

Departments should use their P-Cards for all purchases under \$500, and are recommended for purchases up to \$5,000 with Department Head approval. These purchases may include:

- Office & computer supplies
- Books and subscriptions
- Professional membership dues
- Hardware, tools, and spare parts
- Uniform Rentals/Cleaning
- Courier/Overnight Deliveries
- Travel Expenses
- City Vehicle Expenses

### **D. UNAUTHORIZED PURCHASES**

- Items for personal use
- Stock items available through our warehouses or through approved ordering systems or programs

As with any City purchase, the card is not to be used for any product, service or with any merchant considered to be inappropriate for City funds.

Failure to comply with the above guidelines for authorized purchases under the Purchase Card program may result in disciplinary action, cancellation of your card privileges, and possible termination of employment.

### **E. TRAVEL**

The Purchase Card is intended to assist you with, payment for airfare, hotels, and gas during business travel. For any meals please contact your Supervisor for a per diem check per the travel policy.

The Purchase Card, when used for travel, must be used in accordance with the travel and expense policy already established.

### **F. RECONCILEMENT AND PAYMENT**

Unlike personal credit cards, the Purchase Card program is handled as corporate liability. Your personal credit history has not been taken into account when a card has been issued in your name.

The Accounts Payable Department is responsible for paying the Program invoice(s) each month. You are not responsible for payment under your account.

At the end of a statement period, you will be notified via email that it is time to review your card statement. The statement will reflect the transaction date, posting date, supplier/merchant name and the total amount of the purchase.

You are responsible for the following:

- Retaining and scanning all receipts for items purchased under the program.
- Ensuring all transactions posted are legitimate purchases made by you on behalf of the City.

### **1. RECEIPT RETENTION**

It is a requirement of the program that you scan all receipts for goods and services purchased. For orders placed via phone, fax or mail, or online, you must request a receipt, detailing merchandise price, sales/use tax, freight, etc., be included with the goods mailed/shipped. (*Note: a merchant should not reject this request, as it is a Visa policy*). It is extremely important to request and retain purchase receipts, as this is the only original

documentation that shows whether sales tax has been paid.

Since standard reimbursement policies require retention of receipts or other proof of purchase, record keeping is not an extraordinary requirement.

As card records will be audited from time to time, it is essential to adhere to the above record keeping guidelines.

## **2. RECONCILING PURCHASES**

It is your responsibility, immediately upon receipt of your statement to check it to ensure all the transactions posted are legitimate transactions made by yourself, mark transactions for which receipts will be attached, and attach line item detailed point of sale receipts or delivery invoices.

Once your statement has been marked as reviewed, an email will be issued to your manager for his/her approval. Follow City procedures for forwarding the receipts to your manager. Please make copies for your records.

## **3. DISPUTED OR FRAUDULENT CHARGES**

If there is a discrepancy between your receipts and your statement, it is imperative that the issue is addressed immediately! Depending on the type of discrepancy, you will need to contact the merchant or complete the online dispute form to resolve the disputed transaction.

If you believe the merchant has charged you incorrectly or there is an outstanding quality or service issue, you must first contact the merchant and try to resolve the error or problem. If you are able to resolve the matter directly with the merchant, and the error involved an overcharge, a credit

adjustment should be requested and will appear on your next statement. Note: The item should be highlighted on your record log as a reminder to verify that correct credit has been received.

If the merchant disagrees that an adjustment is necessary, you will complete the online dispute form. The details of the disputed transaction will be entered online and followed up on by Wells Fargo Bank.

Wells Fargo Bank must receive any charge dispute within 60 days of the transaction date. While pending resolution, Wells Fargo Bank will credit the City's account for the amount of the disputed transaction. Although Wells Fargo Bank acts as the arbitrator in any dispute, you should never assume that a dispute will be resolved in your favor.

If the dispute is not resolved to your satisfaction, and you believe the merchant has unfairly treated you, please notify your manager with the relevant details. Further action may be taken if the merchant is one of our preferred vendors.

Any fraudulent charge (i.e., a charge appearing that you did not authorize) must be reported immediately to your Program Administrator. Prompt reporting will help to prevent the City from being held responsible. A Declaration of Forgery or Unauthorized Use form may be required.

## **G. SALES AND USE TAX**

If your purchases are usually tax-exempt, you will be required to provide merchants with the necessary forms for non-taxable goods or services. Questions regarding tax issues should be addressed to your Program Administrator.

# APPENDIX A

## FREQUENTLY ASKED QUESTIONS

### **1. Why did the City decide to participate in a Commercial Card Program?**

Like most local governments and businesses today, we are exploring ways to streamline processes and reduce costs. Frequently the expenses incurred to process a small dollar purchase can run as high as the price of the item itself.

With a commercial card, many of the typical purchasing steps should be eliminated including, generating a requisition, preparing a purchase order, matching a packing slip to a purchase order, matching invoices with purchasing requisitions, individual payments of invoices, etc.

### **2. What is the procedure when I pay for something with my commercial card?**

Essentially, the process is the same as when using your personal credit card. You must always ask for a receipt for your records, particularly for online, phone, fax and mail orders.

### **3. Are there any restrictions associated with the use of my card?**

Yes, in addition to our City policy stating the type of products you can buy and our preferred vendor list, other controls and limits may be placed on your card including:

- Monthly dollar limit
- Daily dollar limit
- Per transaction dollar limit
- “Blocked” merchant categories

Please see your manager or Program Administrator for your specific restrictions.

### **4. How will I know if I have exceeded my monthly limit?**

You can check you balance and expenditures online at any time. You may also call the toll-free Wells Fargo Bank Customer Service number on the back of your card.

### **5. What should I do if a supplier does not accept the Purchase Card?**

Please contact your Program Administrator and provide him/her with the supplier’s name, address and phone number.

### **6. How will I know if the City is getting billed correctly for the purchases I have made?**

You will be able to check all transactions online at any time. You will also review your statements at the end of each period. This statement is for your review only and allows you to reconcile your purchases. You must review the statement in a timely manner, as any disputed or fraudulent transactions must be reported to Wells Fargo Bank in a timely manner.

### **7. How will my monthly commercial card bills be paid?**

You are not responsible for the payment of your commercial card bills. The monthly statement you receive is for your review and reconciliation only. Accounts Payable will make one monthly payment to Wells Fargo Bank covering expenses for all City employees using the card.

**8. Who in the City may I talk to if I have questions going forward?**

We have designated the following individual(s) as Program Administrator(s) (PA). Kayla Burt or Tracy Biederman, 715-426-3418 or 715-426-3439. The PA should be contacted for any questions you have regarding limits, usage and other issues.

Only the PA has the authority to change any existing information or restrictions to a cardholder's account.

**9. What should I do if I have a problem associated with something I bought with my Purchase Card?**

Please refer to the "Disputed or Fraudulent Charges" section of this guide for complete details. It is extremely important that you address these items immediately.

**10. Once I receive the card, can I begin using it immediately?**

Once you receive your card, you will be instructed to call Wells Fargo Bank's toll-free number and provide certain information (e.g., social security number or other meaningful data) to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud.

**11. What should I do if my card is lost or stolen?**

It is extremely important to call Wells Fargo Bank's Customer Service toll-free number (1-800-932-0036) immediately in the event your card is lost or stolen. You must also notify your Program Administrator.

**12. Can another employee utilize my card for purchases?**

Each Purchase Card will be embossed with the individual employee's name. The employee is responsible for the proper use of his/her card. *At no time should another individual utilize your card.*

**13. What should I do if I need to change my monthly or single purchase limits?**

You may request a credit limit change online under the Personal Profile tab or contact your Program Administrator.