



Policy 8.5
Credit card policy
Adopted by Library Board of Trustees
10/22/09

The North Olympic Library System's One Card program has been established to provide a convenient, efficient means to purchase commodities from vendors and reduce costs associated with the purchasing process. NOLS has opted to use the US Bank procurement card (One Card) program offered on Washington State Contract No 03907. This program is the only procurement (credit) card authorized for NOLS use unless otherwise authorized by the Library Director.

The One Card program is a commercial credit card account that offers a number of unique controls that do not exist in a traditional credit card environment. These controls ensure that the cards are used only for specific purchases and within specific monthly dollar limits. In addition, verification of all charges on each month's bill by each cardholder and by the Library Director or his/her designee is required before the bill is submitted for payment.

The program is designed to empower authorized employees to purchase items needed for Library business and for travel, and is an enhancement to the purchasing process and a delegation of the purchasing authority. The use of a One Card is a privilege that has been granted to selected employees. Certain responsibilities are associated with this privilege.

The Administrative Services Department is responsible for the management and oversight of the program and ensures that all Library employees follow all State and local laws, rules and policies relating to the purchasing function. Each branch manager and department head is responsible for the management of One Card accounts in his/her department so as to insure that One Cards are used responsibly and in accordance with NOLS policy.

One Card to be used for business purposes only

The One Card is to be used only for Library business transactions and must not be used for personal purchases. Failure to comply with this restriction will result in revocation of the cardholder's One Card and may result in disciplinary action and/or criminal prosecution.

Authorized users

Only regular full time and part time employees of the North Olympic Library System may be issued a One Card. If a cardholder's name appears on the card, only that person is authorized to use that card. Employees are not permitted to allow anyone other than the cardholder to use a card to make purchases.

One Card purchases subject to purchasing laws and policies

The One Card does not replace requirements to comply with existing State, local and Library laws, regulations, policies and procedures regarding purchasing and/or travel. It is designed to be an enhancement to the purchasing and payment process.

Transaction limits

The monthly maximum credit limit on any single One Card is \$5,000 (five thousand dollars). The Library Director will set the single transaction limit and monthly transaction limit. In no case will either limit exceed \$5,000. One Card users are specifically prohibited from splitting transactions into multiple charges to circumvent transaction limits. The Library Director will coordinate the acquisition and distribution of all One Cards.

One Card users must be aware that the monthly transaction limit is a function of the billing cycle of the One Card and is not necessarily the same as a calendar month. If a card is “maxed out”, new credit will become available only in the normal processing cycle in which the monthly bill is received, reconciled, approved and paid.

Each purchase may be comprised of multiple items, but the total cannot exceed the transaction limit assigned to the One Card. Cardholders must comply with NOLS’ purchasing policies and procedures when using the One Card, and authorized One Card users will be required to sign a statement verifying that they have been provided this policy. If there are questions about NOLS’ purchasing policies, please contact the Administrative Services Manager. Questions regarding specific uses of the One Card should also be directed to the Administrative Services Manager.

Obtaining a One Card

Employees holding One Cards must be preauthorized by the Library Director. Authorized employees must complete a One Card Application Form. Cardholders must sign a Cardholder Agreement Form when they obtain their new card. Agreements are maintained by the Administrative Services Manager.

Appearance of card

All One Cards issued will have “North Olympic Library System” embossed on the second line of the card. The first line will reflect the cardholder’s name.

Authorized card use

One Cards may be used at any vendor that accepts VISA credit cards. Cardholders must comply with NOLS’ purchasing and travel policies and procedures when using the One Card. Examples of appropriate uses include purchase of library materials, supplies, equipment and services, approved conference/training fees and travel expenses.

Loss or theft of One Card

Cardholders, card users and One Card custodians are responsible for card security and are required to report real or suspected loss, fraud or theft of the One Card immediately to US

Bank Customer Service at 800-344-5696, the Administrative Services Manager, and their supervisor.

Important names and numbers

Administrative Services Manager: 360-417-8527

US Bank 24-hour customer service: 800-344-5969

Unauthorized or inappropriate card use

Examples of unauthorized use include, but are not limited to: allowing another individual, including other members of the NOLS staff, to use the card; personal purchases of any kind; cash advances through banks or ATMs; cash refund; employment agencies (temporary help); meals when the cardholder is not in travel status; and purchases that violate established NOLS standards or policies. Any unusual activity or charge from an outside source that occurs on a card must be immediately reported to the Administrative Services Manager and the cardholder's supervisor for resolution.

Unauthorized use by a cardholder may result in revocation of the card and /or other disciplinary action. Cardholders shall be personally responsible for any unauthorized expenditures and will be required to repay expenditures that are considered in violation of these policies. Cardholders who violate this restriction will have their card privileges revoked and may be subject to other disciplinary action. NOLS reserves the right to cancel any One Card at any time for violation of these policies.

Returns and exchanges

The cardholder is responsible for contacting the vendor when goods, equipment, or services purchased with the One Card are not acceptable (incorrect, damaged, defective, etc) and for arranging a return for credit or exchange. If items are returned for credit, the cardholder is responsible for obtaining a credit receipt from the vendor and retaining that receipt with the supporting documentation. If items need to be exchanged, the cardholder is responsible for returning the items to the vendor and obtaining a replacement as soon as possible. In case there are problems, the cardholder should also retain all paperwork relating to returns and exchanges until the next statement is received and processed.

Dispute process

Each cardholder is responsible for resolving any disputed item directly with the vendor. If resolution is not possible, call the Administrative Services Manager or US Bank Customer Service (800-344-5696) to advise of the dispute and follow up with written documentation within sixty days (60 days) of the first statement on which the disputed transaction was charged. US Bank will send a letter acknowledging the dispute. This letter, which may request additional information on the dispute, is to be signed and returned to US Bank.

Receipts/payment notices

One Card purchases have the same documentation and voucher requirements as any other NOLS purchase. The cardholder making a purchase must retain the original receipts for all transactions. Receipts must be attached to each cardholder statement in the order that they

appear on the statement. Cardholders are responsible for submitting all receipts along with the statement as soon as possible after the statement is available. If a cardholder has lost or misplaced a receipt, he is responsible for obtaining a copy of the receipt from the vendor or merchant. NOLS will not pay for transactions that do not have proper receipts attached. The cardholder will be responsible for payment of all transactions that do not have proper documentation.

If the merchant or vendor cannot provide a duplicate receipt to take the place of a receipt that has been lost or misplaced, the cardholder will be required to pay for the items. If the receipt should reappear after payment has been made by NOLS, the cardholder may submit an expense reimbursement claim.

In cases where receipts are not available for services that are directly billed to the One Card such as monthly subscription charges, other documentation acceptable to the Auditor must be provided.

The Administrative Services Manager will review all instances of lost receipts. Repeat occurrences may result in suspension of the One Card.

One Card accounts must be kept current to avoid interest and/or finance charges. No statement should include finance charges or late fees. Failure by an employee to submit proper documentation of purchases in a timely manner that results in interest and/or finance charges is a violation of this policy. Interest and/or finance charges may be assessed against the employee as part of a disciplinary action.

One Card account maintenance

Changes to a cardholder's name should be immediately reported in writing to the Administrative Services Manager.

Separation from NOLS employment

The cardholder must turn in the One Card and all receipts pending the next statement to the Administrative Services Manager at time of separation. The card will be cut in half or shredded by the Administrative Services Manager, and US Bank Customer Service will be notified.

Cancellation or revocation of One Card

Employees or supervisors will notify the Administrative Services Manager immediately when a One Card is to be cancelled or revoked. The Administrative Services Manager will cut it in half or shred it and notify US Bank Customer Service.