


Gold Cardholder Training 2008



Virginia Department of Accounts

Photo by Karl Steinbrenner

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Training Agenda

Agenda for Today's Training


- Program Purpose
- Policies and Procedures
- Cardholder Resources

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We will begin today with a brief discussion on the purpose of the gold card program followed by reviewing the gold card policies and procedures and review tools you have accessible to you to assist you as a cardholder.

You will have to send DOA the secret word at the end of the training to receive credit for taking 2008's training. Please make sure you pay close attention to the training.


Remember to write down any questions you have and email DOA for answers!


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Purpose

- Offers agencies the opportunity to streamline procedures for procuring and paying for goods and services over \$5,000
- Reduces the volume of accounts payable invoices
- Enables E-Commerce (eVA)
- Facilitates receipts of goods and services faster than paying by check
- DOA is the Program Administrator


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Gold purchase charge cards offer the opportunity to streamline procedures for procuring and paying for goods and services. The gold purchasing card program reduces the volume of accounts payable transactions over \$5,000 and the associated costs by eliminating vendor invoices and consolidating multiple vendor payments into one monthly payment.

With the advent of e-commerce, the purchasing card has become the preferred method of payment for many purchases. Web-Based purchases, particularly through eVA are encouraged and will continue to grow in use as suppliers are added. Purchasing items over \$5,000 using the gold card can also facilitate faster delivery of goods and services.

The end result of using the gold purchase card as a tool for procurement and payment is the elimination of multiple steps and a smoother transaction flow.


DOA is the Program Administrator of the GOLD card program. Any new cards or changes to cards must be run through DOA.


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Policies & Procedures

- Cards are issued in your name and your Agency's name embossed on them
- Cards will expire 2 years from the month you acquired your Gold Card
- You will receive a Monthly Statement via Mail
 - If you have had no activity on your card – No stmt
 - The statement will be sent to your cardholder address on file with GE

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Gold cards are issued with your name embossed on the card and your agency name and will expire two years from the month you acquired your gold card. You will receive a monthly statement from GE of your charges for the cycle period as long as you had activity on your card. The statement is sent via us post office mail and will be sent to the address on file with GE for you. If you did not have any activity for a cycle period you will not receive a bill.



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Policies & Procedures

Cycle Dates for 2008

- Dec 18 2007 to Jan 15 2008
- Jan 16 to Feb 15
- Feb 16 to Mar 17
- Mar 18 to Apr 15
- Apr 16 to May 15
- May 16 to Jun 16
- Jun 17 to Jul 15
- Jul 16 to Aug 15
- Aug 16 to Sep 15
- Sep 16 to Oct 15
- Oct 16 to Nov 17
- Nov 18 to Dec 15

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Here are the cycle dates for 2008. These dates are always posted on DOA's charge card administration webpage for your reference. Please make note of the cycle end dates so that you know when you can go online and print your statement off via GE NetService the day after cycle.


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Policies & Procedures

- Limits are set based on your use of the card
 - Transaction Limit up to \$50,000
 - Cycle Limit up to \$250,000
- If you need to use your Gold card for transactions higher than \$50,000 and cycle limits higher than \$250,000, contact cca@doa.virginia.gov

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Gold Cards can have transaction limits up to \$50,000 and cycle limits up to \$250,000. We will be continuing the annual analysis of gold cards to base limits on previous spend. If you have a need to process a transaction that exceeds your transaction limit, please contact DOA for assistance. Also if you find that you are reaching your cycle limit, please contact DOA for assistance.



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Policies & Procedures


Industry Restrictions

- All cards have the Fraud Restriction on them
- Fraud Restriction is comprised of:
 - Cash Access
 - Bars and Nightclubs
 - Pawn Shops
 - Dating and Escort Services
 - Massage Parlors
 - Betting Establishments
 - Food Stamps
 - Fines
 - Bail and Bond Payments

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Your card has a restriction on it to prevent it from being used at the vendors listed above – do not even think about attempting to use them at any of these establishments. This restriction is on the card to prevent you from using the card where you should not.

Department of Accounts will notify you if a charge was attempted at any of these fraud table vendors.



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Policies & Procedures

Industry Restrictions

- Cards can have these additional restrictions on them as well which can only be removed by DOA
 - Travel
 - Gas/Oil
 - Car Rental
 - Restaurant/Food
 - Accommodations
 - These restrictions can be removed temporarily or permanently

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There are 5 additional industry restrictions on GOLD Cards. These can be removed by DOA on a permanent or temporary basis. Please contact DOA for more information.

The restriction tables are:

Travel – which includes Airlines, Railways, Bus Lines and Cruise Lines


Gas/Oil – is for service stations and automated fuel dispensers

Car Rental – for all car rental agencies

Restaurant/Food – all restaurants including fast food, bakeries, and package stores

Accommodations – all Hotels, Motels, resorts and Time Shares


The details of the Merchant Category Codes under each restriction can be found on DOA's Charge Card Administration web page under GE Information.


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Policies & Procedures

- You must maintain a log of all purchases
- The log must have the bill and receipts attached
- You must sign your log
- You need your Supervisor to review and sign your log

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Every cardholder must maintain a purchase log for all purchases made via the GE MasterCard. This log is to aid in your reconciliation of your charges to the GE MasterCard statement each month.

You must follow your agency's internal policies as to when and where you send your completed logs each month.



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Policies & Procedures

Sales Tax


- You need to make sure that Sales Tax is not charged on your purchases which are Tax Exempt
- If you were charged Sales Tax and should not have:
 - Contact the vendor ASAP
 - Have vendor issue a credit back to the card for the Tax Amount
 - You cannot dispute a charge with GE due to Sales Tax being charged

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Sales tax should not be charged on your purchases which are tax exempt.

If you were charged sales tax, contact the vendor right away so they can process a credit in the amount of the tax back to your Gold card. Document on your log who and when you spoke to at the vendor to issue the credit. This will be needed in case the credit is not issued, you know who to go back to for follow up.

You cannot dispute a charge with GE due to a vendor charging sales tax. You must resolve that issue with the vendor directly. It is imperative that you make it known to the vendor that you are tax exempt if the purchase qualifies to be tax exempt.



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Policies & Procedures


Employee Agreement

- Every Gold Cardholder is required to sign a new Employee Agreement annually
 - States the policies you must adhere to by being a Gold cardholder
 - DOA will contact each Gold cardholder when they must sign a new employee agreement

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Every gold cardholder has to sign an employee agreement annually. This document spells out the rules that you must follow to avoid your card being suspended for an infraction or permanently cancelled.

DOA will contact each gold cardholder when it is time to sign a new employee agreement.


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Policies & Procedures

Cardholder Changes


- If you have a name change
 - Contact DOA

- Your address, phone or email changes
 - Contact DOA

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Anytime you have changes to your cardholder account, you should contact DOA. If you have a name change, you must provide to DOA legal documentation for them to verify your name has legally changed. Upon verifying the document, they can process a change to get your name updated on your account.

If you have an address or phone number change, please let DOA know. If you do not keep this information up to date, you will no longer receive your monthly statements and if there ever is any potential fraud on your account GE will not be able to reach you.


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Policies & Procedures

Card Suspension

- Your Card may be suspended by DOA for not following the policies and procedures of the GOLD card program


Reasons to Shut Down the GOLD Card

- If you are leaving the agency
- If you are going on extended leave
- If your job duties change

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Your card can be suspended by DOA if we see you have not followed policies and procedures.

There are a few reasons why you should contact DOA to alert them that you are leaving employment, going out on extended leave or your job duties change and you no longer need a GOLD card.



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Policies & Procedures

Never share your full card number with anyone other than a vendor you are doing business with

- DO NOT mail a full account number
- DO NOT fax a full account number
- DO NOT email a full account number (even in an attachment)

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You are not allowed to share your card – you should never hand your card to another employee to use, or you should never give your card number to another employee to use to place an order. It is critical to maintain the up most level of security of the card. Do not mail, fax or email the full account number to anyone.


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Policies & Procedures

Keep your Card Secure at all times!

Never make a photocopy of your card


If your card is lost or stolen, report this to GE and DOA immediately.

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You should always keep your card in a secure location

Never make a photocopy of your card.

If your card gets lost or stolen, contact GE and DOA right away!



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Policies & Procedures

New for 2008

- Gift Card/Certificate purchases
 - Allowed only for Employee Recognition
 - DHRM Policy 1.20
- Log must be maintained
 - Gift Card/Certificate Number
 - Gift Card/Certificate Value
 - Employee Name
- Gift Cards/Certificates may be taxable to recipient

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Purchase of gift cards and/or gift certificates using the State PCard can only be for the sole purpose of employee recognition as defined in DHRM's policy 1.20 Employee Recognition Program. Gift Cards and/or gift certificates for purposes other than pursuant to DHRM Policy 1.20 are not allowed on the State Purchase Card unless prior approval from DOA's Charge Card Administration Team is received.

DOA does require that if an agency will allow this type of purchase on the PCard, the following items must be complied with.

- 1 – Only gift cards/gift certificates for Employee Recognition can be bought.
- 2 – Each must contain a unique number for tracking purposes.
- 3 – A log must be maintained itemizing at **a minimum** the following information:
 - A – Gift Card/Certificate Unique Number
 - B – Gift Card/Certificate Value (i.e. \$10.00, \$25.00, etc)

Note: If the Card/Certificate is for a specific type of good or service, at the time of purchase you must be able to assign an individual value per card/certificate

- C – Employee's name who will receive the Gift Card/Certificate

NOTE: If the PCardholder is unaware of the employee's they will be given to, then the purchaser is to pass this log to the appropriate person who can complete the employee's name and then a completed log must be attached to the cardholder's reconciliation log.

An agency can add additional information to the log but the log must at least contain the three items above.

- 4 – The log (or a copy of the log) must be attached to the P Cardholder's Reconciliation Log along with the receipt of the purchase.
- 5 – The PCardholder must provide a copy of the log to the appropriate staff member in their agency's Human Resources or Payroll department for inclusion of the value in the employee's taxable income.

Since gift cards and gift certificates are in essence cash, and generally do not have the employee's name on them, they pose a very high risk for possible abuse. Currently, there is no way to trace the recipient of the card and its benefits.

Per DHRM's Policy 1.20 Employee Recognition Programs, "All monetary awards (regardless of amount) are considered income for the employee and taxed accordingly." It also states that "Non-monetary awards may be subject to tax." Agencies should consult this policy for more information regarding agency responsibility. Additionally, the IRS considers all "cash equivalents" such as gift cards and gift certificates to be fully taxable.


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Policies & Procedures


Reminder of Hotel Accommodation Policy

- A Traveler who has a PCard **CANNOT** use their PCard to pay for hotel accommodations
 - Their PCard cannot be presented to the hotel as the form of payment
 - Payment can also be made by a traveler using a State Travel Card or their personal cards

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Travelers who have a GOLD Card CANNOT use their GOLD card to check in to a hotel and have the hotel charge that card for any hotel charges.

Travelers can use their State Travel card or personal funds to pay for accommodations and submit for Reimbursement upon their return.



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Policies & Procedures


Reminder of Foreign Transaction Fee

- If you have a transaction which is processed outside the United States, MasterCard automatically assesses a 1% fee.
- This Foreign Transaction Fee is in addition to any currency conversions and other miscellaneous charges

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This is a reminder that any transaction processed (meaning you can do business with a company in the United States but their billing is processed in Canada) outside the United States will automatically be assessed a 1% foreign transaction fee assigned by MasterCard. This fee will be added into the transaction amount.

This foreign transaction fee is in addition to any currency conversion and miscellaneous other charges pertaining to the transaction.



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Cardholder Resources

– Department of Accounts

- cca@doa.virginia.gov
- 804-786-0874

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Department of Accounts are the program administrators of the Gold card program. We are available for you by email or phone. Remember if you need to change your limits, remove a restriction, change your address etc you must come through DOA.


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Cardholder Resources


- Monthly Paper Statement
 - Sent by USPS the day after cycle cut
- NetService for Cardholder's
 - Print your bill the day after cycle cut
- 24 hour GE Customer Service
 - 866-834-3227

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GE MasterCard provides you as a cardholder with a monthly statement to assist in your reconciliation of charges. This statement represents the official documentation needed to complete your monthly reconciliation. A statement is not sent if there is no activity for the cycle period.

NetService cardholder access is GE MasterCard's' online tool to provide cardholders up to date information on their account. A NetService for cardholder guide can be obtained from DOA.


Cardholders can always call the number on the back of their card for 24 hours customer service.


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Cardholder Resources


- Cardholders can perform the following using their NetService cardholder account:
 - View and Print Statements the day after cycle close
 - View and Print Billed and Unbilled transactions
 - File Disputes
- How to enroll?
 - www.genetservice.com
 - Follow the Register link

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GE MasterCard's' NetService for cardholders is an online management tool available to you to manage your account 24 hours a day, 7 days a week.

You have the ability to view and print your statement the day after cycle close as well as view your billed and unbilled transactions. You can also dispute any transactions you have attempted to resolve with the vendor without success through NetService. You should monitor your activity closely on a regular basis throughout the cycle period, disputes must be filed within 60 calendar days of the transaction post date according to GE MasterCard policy.

Cardholders may enroll via the GE website at www.genetservice.com.


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Conclusion

Congratulations!
You have completed the 2008 Gold Cardholder Training

Please email the secret word below to
cca@doa.virginia.gov

Secret Word:
Charleston

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Congratulations! You have completed the 2008 Gold Cardholder training. Please email the secret word on the screen to the cca@doa.virginia.gov mailbox so that you may receive credit for this year's training.