



**Cal-Card Program
POLICY MANUAL**

Revised July 01, 2024

**Program Administrator: Robert Aldama, Manager II
Purchasing Services**

I. Cal-Card Program Overview

A. Introduction

Sacramento City Unified School District's (The District) Cal-Card program is designed to provide an efficient means of making Petty Cash purchases at the school site and department level for supply transactions, (4000 series Object Codes and postage 5911 Object Code).

Reference Petty Cash Manual, ACC-W043.

The District's Cal-Cards are widely accepted Visa credit cards. These are "corporate liability" cards and are intended to be the primary method used for Petty Cash, authorized business purchases within the cardholder's delegated authority limits, including taxes and shipping. The Principal/Department Leaders is the designee authorized to make purchases within the parameters of this policy.

The Cal-Card program is meant to supplement purchasing mechanisms already in place, and is not intended as a replacement or as a means to circumvent purchasing guidelines, requirements, and policies and procedures established by Sacramento City Unified School District.

Possession of a Cal-Card is a privilege. The standard purchasing method, creating and submitting a vendor requisition in Escape is required for expenditures that exceed the established card limit. Responsible use, timely reconciliation and accurate, appropriate recordkeeping will ensure a successful experience with this program.

B. Spending Limits

A standardized spending limit is established to accommodate Petty Cash transactions for school site and department cardholders.

- **Single Transaction Limit (including tax and shipping charges) - \$250.00**
- **Daily Transaction Limit - \$250.00**
- **Monthly Cycle Spending Limit - \$250.00**

*Exceptions to the standard limits may be granted to Assistant Superintendents, Cabinet members, or to any cardholder on a temporary basis under certain circumstances upon approval from the Chief Business & Operations Officer.

II. Authorized Uses of the Cal-Card

Cardholders must follow the District's purchasing guidelines and strive to obtain the maximum value for each dollar of expenditure. The Cal-Card may be used to purchase many of the supplies used for District business.

However, a Vendor Requisition should be the primary procedure for purchases.

- Office supplies
- Classroom supplies
- Athletic/P.E. supplies
- Instructional supplies
- Textbooks
- Computer parts and supplies for individual items priced under the \$500 fixed asset threshold (e.g. memory, flash drives, mouse, keyboard, etc.), exclusive of tax or shipping
- Postage stamps or replenishment of postage meter (No rentals/lease of postage meters)
- Shipping charges (e.g., Federal Express, UPS, etc.)

III. Authorized Uses with Restrictions and Limitations

The following types of transactions are generally allowable, however, each of these types of purchases have certain restrictions and requirements that must be considered prior to making purchases. Certain resources and funds (e.g., Title I) have specific spending requirements and spending restrictions. Before procuring any of the items below, the cardholder should understand the restrictions below and confirm allowability of the purchase with their Fund Specialist/Budget Analyst.

- Food and non-alcoholic beverages for group planning, operational meetings, and functions **involving students, parents, and/or community representatives**. The meeting flyer, agenda and sign-in sheet(s) are required to be attached to the reconciliation requisition, along with the receipt(s). Food must be in accordance to all District guidelines. **Tipping/Gratuity is prohibited. That is considered a gift of public funds. Reference California Constitution, Article XVI, §6.**

*Food cannot be purchased for resale or preparation without complying with state and federal laws and the District's Student Wellness Policy (BP 5030).



State law strictly prohibits the purchase of gifts with public funds. However, certain recognition awards have been deemed allowable by our governing board. These items are not considered gifts but are considered to be *operational expenses*.

Allowable recognition awards, which may be awarded to employees or school volunteers, include items that:

- Cost less than \$25 per person
- Are related to the school/district or to education
- Are not personal wear items, gifts certificates, gift cards, gift cash apps, or cash awards

Any recognition item that is personalized or customized is considered a service, not a supply item, and may not be purchased with petty cash funds. This includes but is not limited to flower arrangements prepared by a florist, engraved plaques, any school logo embroidery, and any delivered catering.
(See Petty Cash Manual - ACC-W043).

IV. Prohibited Transactions

To ensure appropriate use of District funds, certain types of transactions are disallowable per the Education Code, are in direct violation of District policy, or are considered high-risk. The Cal-Card may not be used to procure these types of purchases. Purchases of prohibited items and other misuse of the Cal-Card may result in administrative action, including but not limited to written notices to cardholder and approving officials and/or suspension or termination of privileges.

*The Cal-Card may not be used by anyone other than the authorized cardholder and may not be used to purchase the following items:

- Contracted services including repairs and installations

- Field trip entrance fees/tickets
- Travel (airfare, lodging, transportation, registration fees) – A fully approved Travel Request Form (ACC-F014) is required PRIOR to making any travel arrangements or prepaying any travel related expenses. Submitting a Conference/Travel requisition is required.
- Cash advances or cash refunds
- Gift Cards, gift certificates or equivalent
- Rewards, flowers, or gifts for employees, staff members, volunteers, community members, or other individual or entity. This includes but is not limited to gift cards, gift certificates, pre-paid cards, or calling cards.
- Goods or services for personal use by staff. This includes bottled water and coffee service and supplies.
- Alcoholic beverages and tobacco products
- Political contributions, donations, or gifts
- ASB, PTA or any outside foundation purchases. These are separate entities and no purchases between the District and outside entities may be commingled.
- Memberships. Individual memberships are prohibited. Institutional and organizational memberships may be purchased via vendor requisition process.
- Custodial supplies. Chemicals, including but not limited to hand sanitizer, cleaning supplies and garden pesticides. Custodial and cleaning supplies are to be ordered through the District approved e-Commerce JIT website/vendor requisition process.
- Lease, rentals, contracts, long-term maintenance Agreements
- Computers/Laptops/iPads or other computing devices, regardless of dollar value.
- Professional licenses and software/technology subscriptions.
- Furniture and equipment items individually priced over \$500, exclusive of tax and other charges. This includes cell phones and other wireless devices.
- Gratuity/Tips



The use of the Cal-Card for personal expenditures is strictly prohibited. Cardholders who violate this rule must personally reimburse the District for the item(s) and may be subjected to administrative action, including but not limited to written notices to cardholder and approving officials and/or suspension or termination of privileges.

V. User Responsibilities

A. Cardholder Responsibilities

While full liability rests with the District for immediate payment, the cardholder assigned to each card is responsible for all purchases. Intentional misuse/abuse of the Cal-Card may result in immediate revocation of privileges. Cardholders may also be financially liable for unauthorized purchases. **The Cardholder is the sole authorized user of the card. Other individuals may not use the card.**

1. Complete and sign the *Cal-Card Application Form* and agree to comply with the policies and procedures set forth by the program.
2. Security and safekeeping of the physical Cal-Card, account number and expiration date. Cardholders alone are the only authorized users of their Cal-Card and should make every effort to ensure suppliers do not have their credit card on file for security reasons. Some websites encourage or prompt cardholders to save credit card information in their profiles for ease of use. Cardholders should opt not to utilize this function to minimize potential fraud risk in an event that the vendors systems are breached or compromised.
3. Card activation with the issuing bank
4. Appropriate use of the card and compliance with all Cal-Card policies and procedures including:
 - (a) Reviewing Cal-Card Program Policy Manual
 - (b) Reviewing appropriateness and allowability of purchases
 - (c) Ensuring availability of funds prior to executing transactions
 - (d) Complying with all restrictions, prohibitions listed in sections III and IV.
 - (e) Reviewing each transaction for validity, assigning the appropriate budget string, and attaching detailed itemized

- receipts in online requisition reconciliation within published deadlines
- (f) Reconciling and submitting (Y-requisition) the monthly reconciliation documents (statement, reconciliation form, itemized receipts for each transaction) and forwarding a signed copy to Calcard@scusd.edu within published deadlines (See Petty Cash Manual ACC-W043).
 - (g) Resolution of returns/exchanges with merchants
 - (h) Submission of online dispute for disputed items within 60 days of purchase.
 - (i) Immediately reporting possible fraudulent misuse to Bank and program administrator
 - (j) Immediately reporting lost or stolen Cal-Card to Bank and notifying the program administrator
 - (k) Notifying program administrator when employment status or department changes

VI. Procedures for Card Issuance

A. Cal-Card Application

The Principal/Department Leaders completes and signs the *Cal-Card Application form*, and routes to their Approving Official for approval (Instructional Assistant Supt/Assistant Superintendent/Cabinet Member). After obtaining the Approving Official's signature, the original shall be sent via District mail to Purchasing Services, Box 830, Attn: Purchasing Manager. By signing the application form, the cardholder agrees to adhere to the guidelines established in this policy manual.

B. Application Approval

The completed application will be submitted for approval to the Director of Accounting Services. Exemption requests to the standard spending limit will require additional approval from the Chief Business & Operations Officer.

C. Cal-Card Ordering

Upon approval of application, the Program Administrator will order the Cal-Card from U.S. Bank. Cal-Cards are mailed directly to the Program Administrator. The Program Administrator emails cardholders when the Cal-Card is available for pick-up.

Cardholders must pick-up in person and sign the *Cal-Card Purchasing Cardholder Agreement* prior receiving the card into possession. Once a cardholder is in possession of the Cal-Card, they are responsible for securing it just as they would personal credit cards, debit cards, cash, and checks.

D. Activation of the Cal-Card

A new or renewed card cannot be used until it is activated by calling U.S. Bank's customer service number appearing on the activation sticker affixed to the card or going to www.access.usbank.com and following the card activation instructions.



The cardholder is the only person entitled to use the card and the card must not be used for personal purchases. Each card is permanently linked to an individual employee, as such; the card may transfer with the cardholder to a new location. The individual card may not be transferred from one employee to another.

VII. General Instructions for Making Purchases

The Cal-Card may be used at any merchant that accepts Visa, providing the merchant category has not been blocked by the District's program. It may be used for in- store purchases, as well as online, and phone.

A. Verify Allowability

Verify that the items/products to be purchased are allowable under the terms and conditions of this policy and restrictions imposed by the resource or fund, if any.

B. Verify Funds

Verify that there are sufficient funds available on the card to cover the purchase.

C. Obtain a Receipt

The cardholder should ensure that the original, itemized receipt is obtained to validate and support the transaction.



The District is NOT exempt from sales tax. District records are subject to audit by the California State Board of Equalization. For this reason, the Accounts Payable department reviews cardholder activity to determine if sales or use tax needs to be accrued and reported. The budget string used for the purchase will be charged for the amount of sales or use tax due.

D. Returns and Credits

In most instances, merchants cooperate with the cardholder in the event that the goods purchased need to be returned for exchange, replacement or credit. The cardholder should contact the supplier to make the arrangements if a purchase return is required. A copy of the shipping documentation must be kept with the transaction file in the event that further follow-up is required. Once the return is authorized and received by the supplier a credit is issued and appears on a subsequent statement.

E. Lost or Non-Itemized Receipts

If the cardholder has lost receipts and/or lost invoices and a duplicate cannot be obtained from the merchant, the cardholder must complete a *Missing Receipt Form*. For each missing receipt, obtain the approving official's signature and attach a copy of the transaction detail with the monthly reconciliation. A written justification for not having a receipt is required on the *Missing Receipt Form*.



Excessive lost receipts may result in administrative action, including, but not limited to written notices to cardholder and approving officials and/or suspension/termination of privilege.

F. Purchases Declined at the Point of Sale

Although the merchant may accept the card for use, the purchase may be declined at the point of sale. The following are possible reasons for decline:

1. The transaction amount exceeds set limit
2. The transaction amount exceeds the remaining balance of total monthly spending limit.
3. The Merchant Category Code (MCC) is restricted. Transactions outside the established parameters will automatically be declined at the point of sale.
4. The card has expired
5. The card has been suspended or terminated due to non-compliance.
6. The cardholder or merchant transposed the card account number, entered an incorrect expiration date, cvv number, or billing address.

Cardholders may contact the Program Administrator to determine the reason a purchase was declined at the point of sale. These mechanisms for declining purchases are meant to protect the cardholder, and the District.

VIII. Exceptions to Spending Limits

On occasion, cardholders may need a temporary change of the single purchase limit or monthly credit limit from the original pre-authorized limits. All requests for changes in credit limits must be in writing using the *Limit Increase and Exception Request Form* and be approved by the Approving Official, Director of Accounting, and Chief Business & Operations Officer. Once the appropriate and authorized approvals are obtained, the request is submitted Program Administrator for processing.

IX. Cardholder Account Maintenance

A. Card Renewal

New cards are automatically reissued to all active cardholders in good standing. The card expires on the last calendar day of the month listed on the card. Cal-Cards are good for a four-year period. A renewal Cal-Card is mailed directly to the Program Administrator, who will contact the cardholder and coordinate arrangements for pick up by the cardholder. The cardholder is required to turn in the expired card prior to receiving the new card. New cards will only be issued to cardholders who are

current with the procedures established by the District.

B. Department/Location Changes

Location changes and other changes should be reported to the Program Administrator as soon as changes are known. This ensures the bank information is updated and statements can be mailed to the cardholder's new location.

C. Termination/Cancelation of Card

A card may be terminated or canceled when:

- The cardholder is no longer in an approved cardholder position
- The cardholder is no longer employed at the District
- The Cal-Card policies, terms and conditions are not upheld by the cardholder, and/or the cardholder failed to correct after receiving written warning of privilege suspension.

When a cardholder terminates employment with the District, the cardholder has the specific obligation to surrender the assigned Cal-Card prior to the termination date, and reconcile all statements.

X. Lost, Stolen & Disputed Transactions

A. Lost or Stolen Cal-Card

The cardholder is responsible for the security of the Cal-Card and any purchases made on his/her account. If a card is lost or stolen, or has been compromised as evidenced by unauthorized or fraudulent activity and identified by review of monthly bank statement, please do the following:

1. Notify Bank

Immediately notify the bank and the Program Administrator.

24/7 U.S. Bank Customer Service: 1-800-344-5696

24/7 U.S. Bank Fraud Prevention: 1-800-523-9078

Be prepared to respond to the following questions:

- Cardholder's complete name
- Cardholder's email and work phone number
- Number used in lieu of last four of social security number
- Single purchase limit and monthly limit
- Details of the last purchase amount and merchant

2. Replacement Card

The bank will issue and send the replacement card directly to the Program Administrator. The cardholder will be notified when the replacement card is available for pick-up.

B. Disputed Transactions

On occasion, items may appear on the bank statement that are questionable or not authorized by the cardholder. The cardholder is responsible for resolving these items.

If there is a discrepancy between transaction receipts and the statement, it is imperative the issue be addressed immediately. Depending on the type of discrepancy, the cardholder will need to contact the merchant and allow the merchant the opportunity to resolve the error or problem and provide a credit, if that is appropriate.

A dispute exists when:

- A merchant will not accept returned items for credit
- Duplicate or erroneous charges exist for which the merchant will not provide credit
- Questionable or unauthorized charges appear on the cardholder statement

The cardholder must still obtain an original, itemized receipt for a credit transaction (refund, return or exchange). The credit may not appear until the following statement period and that is acceptable. If the merchant disagrees an adjustment is necessary, call U.S. Bank Customer Service at 800-344-5696. Have the following information available:

- The date and dollar amount of the transaction you are questioning
- An explanation of why you believe there is an error or why you need additional information, along with any documentation to support your claim.
- The date you contacted the merchant to attempt to resolve the issue and the merchant's response

The cardholder must complete the *Cardholder's Statement of Questioned Item Form (CSQI)*. This form is available from Purchasing Services department webpage. Scan the form to U.S. Bank Customer Service and submit the original form to the Program Administrator, attach a copy of the form to the monthly reconciliation, and the cardholder keeps a copy for their records.



The Bank must receive a charge dispute within 60 days of the transaction date. While pending resolution, the Bank will credit the cardholder's account for the amount of the disputed transaction. Although the Bank acts as the arbitrator in any dispute, the cardholder cannot assume a dispute will automatically be resolved in his/her favor.

XI. Statement Reconciliation

A. Statement Cycle

The statement period ends on the 6th day of each month, or the first business day thereafter. The bank will mail the cardholder statement to the cardholder's site address. The statement may also be obtained online by registering with U.S. Bank Customer Service. Statements are available online 24 to 48 hours after the statement cycle ends.

B. Monthly Statement Reconciliation

Cardholders are responsible for monthly reconciliation of their card statements. Reconciling itemized receipts to transactions reported on the monthly statement ensures that all purchases have been reported; any credits have been received; and provides the opportunity to resolve any discrepancies.

*Reconciliation should occur within three (3) days of the cardholder receiving the statement. (reference Petty Cash Manual, ACC-W043)

Upon completion of the transaction review, the cardholder prepares the monthly reconciliation. The monthly reconciliation process is as follows:

1. Cardholder signing the bank statement certifying that all purchases are true, correct, and for official business only.
2. Itemized receipts listed onto the *Cal-Card Monthly Transaction Log* and signed by the cardholder.
3. The cardholder submits the reconciliation packet to the Approving Official to review and sign the bank statement and *Cal-Card Monthly Transaction Log*.



It is the Approving Official's responsibility to address cardholders about questionable transactions and ensure all supporting documentation is included in the reconciliation packet (statement and receipts).

4. After review and signature is obtained by the Approving Official, the cardholder will be responsible for the creation and submission of a Petty Cash requisition (Y-req.), to include the signed statement and itemized receipts attached.
5. Upon submittal of the Petty Cash requisition, the entire reconciliation packet is to be mailed via Intra-District mail to General Accounting, Box 802A or scanning the entire packet (including itemized receipts) to calcard@scusd.edu

XII. Form Examples

- *Cal-Card Application Form* – Exhibit A
- *Cal-Card Purchasing Cardholder Agreement* – Exhibit B
- *Cal-Card Limit Increase and Exception Request Form* – Exhibit C
- *Cal-Card Monthly Transaction Log* – Exhibit D
- *Cardholder Statement of Questioned Item* – Exhibit E
- *Missing Receipt Form* – Exhibit F

"EXHIBIT A"

Sacramento City Unified School District
Purchasing Services
(916) 643-9460

RETURN THE ORIGINAL SIGNED FORM VIA DISTRICT MAIL TO BOX 830
DO NOT FAX OR EMAIL

CAL-CARD APPLICATION FORM

Applicant Name: _____ Applicant Title: _____

School / Department: _____ Work Phone: _____

Email: _____ @scusd.edu

Approver Name: _____ Approver Title: _____

(Instructional Assist. Superintendent for Principals / Assist. Superintendent or Cabinet Member for Department Directors/Managers)

Standard Spending Limits

Single Transaction: \$250.00
Monthly Limit: \$250.00

*For temporary limit increase requests, submit the
Limit Increase and Exception Request Form

Additional Comments:

Applicant Acknowledgement

As cardholder, I have read and fully understand the Cal-Card policies as described in the Cal-Card Program Policy Manual. By signing below, I agree to uphold Cal-Card policies and accept responsibility for the proper use and protection of the Cal-Card.

Print Name _____ Signature _____ Date _____

Approver Acknowledgement

As the Approver, I have read and fully understand the Cal-Card policies as described in the Cal-Card Program Policy Manual. By signing below, I acknowledge and authorize the Applicant named above to obtain and use the District's Cal-Card.

Print Name _____ Signature _____ Date _____

This section for Administrator use only

Reviewed and Approved by Director of Accounting: _____ Date _____

Reviewed and Approved by Program Administrator: _____ Date _____

Entered by: _____ Date _____ Job ID _____

"EXHIBIT B"

Sacramento City Unified School District
Purchasing Services
916-643-9460

CAL-CARD PURCHASING CARDHOLDER AGREEMENT

Prior to the issuance of a Cal-Card, the cardholder must read the following information and verify acceptance with the terms and conditions that have been established for this program.

1. I certify that I understand that this card may only be used for official business and will not be used for any unauthorized or personal purchases. **Initials** _____
2. I certify that I understand this card will not be provided for use to any other individual. I acknowledge I am the only individual authorized to use the card. **Initials** _____
3. I certify that I am responsible for the card's safekeeping. Fraudulent use of the card, lost or stolen cards will be reported immediately. **Initials** _____
4. I certify that I understand purchases must not be split to circumvent procurement procedures. If the dollar amount exceeds the established card limit, a requisition will be processed for necessary handling by District Purchasing. **Initials** _____
5. I certify that I understand I am responsible to retain an itemized receipt for each transaction. Statements will be reconciled timely each month. Reconciliation packet will be routed to the Approving Official for review, then submitted on a Petty Cash requisition. **Initials** _____
6. Conflict of Interest – I certify that I understand this card will not be used for purchases where I have a personal or financial interest in the business of the vendor. Includes financial and business interests of family members. **Initials** _____
7. Acknowledgement of Liability - I certify that I understand I may be held personally liable for any unauthorized purchases pursuant to SCUSD Cal-Card Policy Manual, Section IV. Prohibited Transactions. **Initials** _____
8. I certify that I will promptly notify the vendor to resolve any disputed charges. A "Statement of Questioned Item" form will be completed to support this reported discrepancy. **Initials** _____
9. I certify that I understand the District has the unconditional right to cancel the card issued to me at any time without notice. In the event the District cancels or there is a separation of service from the Sacramento City Unified School District, I will immediately cut the card in half and returned it to my Approver or to the Cal-Card Program Administrator. **Initials** _____
10. Specific transaction limits have been designated for this card are summarized below:
Single Purchase Limit \$ _____ Monthly Limit \$ _____

Failure to adhere to the Cal-Card Program Policy Manual may result in disciplinary action, including termination, under applicable District procedures.

Cardholder Signature

Date

"EXHIBIT C"

Sacramento City Unified School District
Purchasing Services
(916) 643-9460

RETURN THE ORIGINAL SIGNED FORM VIA DISTRICT MAIL TO BOX 830
DO NOT FAX OR EMAIL

CAL-CARD LIMIT INCREASE AND EXCEPTION REQUEST FORM

Please read carefully. Requests that do not follow these guidelines may be denied.

This form is used to request a change to the spending limit, or to request an exception to the Cal-Card Policy. Once the limit increase is processed, the cardholder/requester will receive an email communication from the Program Administrator that the request is complete.

Please do not purchase prohibited items during your limit increase term. Examples of prohibited items include **Field trip entrance fees/tickets, furniture/equipment/assets** valued at \$500 or more each, **computing devices** of any kind, **gifts, and gift cards.** For a complete listing of prohibited purchases, please refer to the Cal-Card Program Policy Manual.

Cardholder Name: _____ School/Dept: _____

Email: _____ @scusd.edu

Approver Name: _____ Approver Title: _____
(Instructional Assist. Superintendent for Principals / Assist. Superintendent or Cabinet Member for Department Directors/Managers)

Limit Increase and/or Exception Request Information

Current Single Purchase Limit: _____ Requested Single Purchase Limit: _____
Current Monthly Purchase Limit: _____ Requested Monthly Purchase Limit: _____

Increase End Date: _____

Explanation for Request: _____

Cardholder

Print Name _____ Signature _____ Date _____

Approver

Print Name _____ Signature _____ Date _____

This section for Administrator use only

Approved by Director of Accounting: _____ Date _____

Approved by Chief Business & Operations Officer: _____ Date _____

Increased by Program Administrator: _____ Date _____ Job ID _____

"EXHIBIT D"
 SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
 Monthly Cal-Card Transaction Log
 Month: _____

Instructions: Use this form to document your Cal-Card purchases. A copy should be submitted with each billing statement with receipts.

Item#	Date	Requisition #	Vendor Name	Description of Purchase	Delivery Date	CSQI	Sub-Total	Tax	Grand Total	Monthly Cumulative Total
1										\$0.00
2										\$0.00
3										\$0.00
4										\$0.00
5										\$0.00
6										\$0.00
7										\$0.00
8										\$0.00
9										\$0.00
10										\$0.00
11										\$0.00
12										\$0.00
13										\$0.00
14										\$0.00
15										\$0.00

Total Sales Tax **\$0.00**

Forward the Monthly Cal-Card Transaction Log with the original receipts and cardholder monthly billing statement to the Approving Official. Attach copy to requisition with statement.

Monthly Total \$0.00

 Cardholder's Printed Name Cardholder's Signature Date

 Approving Officials Printed Name Approving Officials Signature Date

"EXHIBIT E"

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
CARDHOLDER STATEMENT OF QUESTIONED ITEM**

Cardholder Name (Print)	School/Dept.
--------------------------------	---------------------

Cardholder's Signature	Date
-------------------------------	-------------

The transaction in question as shown on Statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date
-------------------------	-------------------------	-----------------	---------------	-----------------------

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact Purchasing Services at ((916) 643-9460.

A. UNAUTHORIZED MAIL OR PHONE ORDER

- I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.

- DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS:**
The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.

B. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$

- My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant, but the matter was not resolved. (Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise).
- My account has been charged for the above listed transaction. I have contacted this merchant on (date) _____ and canceled the order. I will refuse delivery should the merchandise still be received.

C. MERCHANDISE RETURNED IN THE AMOUNT OF \$

- My account has been charged for the above listed transaction, but the merchandise has since been returned.
*Enclosed is a copy of my postal or UPS receipt.

D. CREDIT NOT RECEIVED

- I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence).

E. ALTERATION OF AMOUNT

- The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is \$_____.

F. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE

- I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form will be provided and I will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, please execute a credit on my account.

G. COPY REQUEST

- I recognize this charge, but need a copy of the sales draft for my records.

H. SERVICES NOT RECEIVED

- I have been billed for this transaction, however, the merchant was unable to provide the services.
- Paid for by other means. My card number was used to secure this purchase, however, final payment was made by a District check. Merchant confirmation enclosed, please issue credit to the card.

I. NOT AS DESCRIBED

- (Cardholder must specify what goods, services, or other things of value were received). The item(s) specified do not conform to what was agreed upon with the merchant. (The Cardholder must have attempted to return the merchandise and state so in their complaint).

J. NONE OF THE ABOVE REASONS APPLY

- If none of the above reasons apply - please describe the situation:

(Note: Provide a complete description of the problem, attempted resolutions and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement)

"EXHIBIT F"

Sacramento City Unified School District

Cal-Card Missing Receipt Form

This form is to be used only if the actual receipt, invoice, or internet order confirmation is not available for a specific transaction purchased with Sacramento City Unified School District's Cal-Card. Use of this form in lieu of an actual receipt should be a rare exception. This form must be filled out completely and signed by the cardholder and approving official.

Cardholder Name: _____ School/Department: _____

DETAILS AND EXPLANATION REGARDING LOST RECEIPT

Provide a detailed description (dates and times) of steps taken to obtain original receipt, replacement receipt.

[Empty rectangular box for detailed description]

Merchant Name: _____

Merchant City/State: _____ Merchant Phone: _____

Date of Purchase: _____

Item(s) Purchased	Purpose / Description	Amount
		\$

Tax Charged _____

Total Amount of Purchase \$ _____

CARDHOLDER: I certify that the above is true and correct to the best of my knowledge.

Cardholder Name - Printed Cardholder Signature Date

Approver Name - Printed Approver Signature Date

The Missing Receipt Form, along with supporting documents should be attached to the monthly reconciliation requisition with statement.