SANTOS MANUEL STUDENT UNION (SMSU)

PROCUREMENT CARD PROCEDURES

(SMSU Board of Directors Approved Update 11-8-07)

CONTENTS

INTRODUCTION

The procurement card is a tool to be used to purchase supplies and services costing less than $2,000 (including tax) that are not restricted or prohibited or otherwise an inappropriate use of funds. On rare occasions, purchases in excess of $2,000 may be approved by the Executive Director. You are encouraged to use your card as the first option in purchasing before other methods in order to achieve cost savings and improve processing time for your department's needs.

PARTICIPATION AGREEMENT

By signing the acknowledgment that you received the procurement card, you agree to follow the procurement card policies and procedures. Periodically, these may change and you will be notified when they do. Should you decide that you do not agree with the policies and procedures, you may request through the Administrative Analyst that your card be canceled. If there are any outstanding charges on your account at the time of cancellation, you will be required to submit your standard log, receipts, and statement copy at the end of each billing cycle until all of your charges have posted.

COST

Any related costs will be charged to the appropriate department's supplies & services account.

AUTHORIZED PROCUREMENT CARD PURCHASES

Purchase of supplies and services costing less than $2,000 including tax and shipping which are not restricted or prohibited and are an appropriate use of funds are authorized.

PURCHASE RESTRICTIONS

Santos Manuel Student Union Policy:

The procurement card may be used to purchase restricted goods and services if established approvals and criteria are met. Failure to obtain approval on these purchases may result in the cancellation of the card, and the cardholder may be required to pay for the unauthorized purchase out of personal funds.

1. You may purchase equipment items (valued at $500 or more/unit including tax and shipping) provided that you obtain written approval from the Executive Director or designee ***before*** making your purchase. A copy of the "Equipment Purchase/Service Pre-Approval" form that is to be used to request approval is included at the back of

this manual. As soon as the equipment is received, you are responsible for notifying the Associate Director for Operations, x77506, of the purchase and, if appropriate, making the item available for tagging.

2. Services provided by a vendor in excess of $500.00 must have prior written approval of the Associate Director for Operations. A copy of the "Equipment Purchase /Service Pre-Approval" form that is to be used to request approval is included at the back of this manual.
3. Purchases of products and services available from the Duplicating Center or Physical Plant are restricted. Check with the appropriate department to determine if the work or product can be provided through in-house operations prior to making a purchase commitment with the vendor.
4. Requests for postage stamps must be pre-approved by the Executive Director or designee.
5. All printing orders for items that will be distributed off-campus must be approved by the Public Affairs Office before a purchase commitment is made to a vendor.
6. Travel or travel related expenses must be reviewed and approved in advance by the Executive Director or designee.
7. Purchase of furniture must be reviewed and approved in advance by the Executive Director or designee.
8. Purchase of radios (all types including AM/FM and 2-Way) must be reviewed and approved in advance by the Associate Director for Operations.

PROHIBITED USES

Santos Manuel Student Union Policy

The procurement card is not to be used to purchase "prohibited" goods or services. The purchase of a prohibited item may result in the cancellation of the card, and the cardholder may be required to pay for the unauthorized purchase out of personal funds.

The use of the procurement card is strictly prohibited for the following:

1. Personal purchases of any kind;
2. Cash advance;
3. Leases;
4. Maintenance agreements;
5. Fans or other cooling devices;
6. Space heaters;
7. Vehicle repairs;
8. All medications including, but not limited to, aspirin, burn creams, smelling salts, etc. The purchase of first aid kits which include these items is also prohibited;
9. Alcoholic beverages, ***except with prior written approval of the Executive***

Director for legitimate SMSU programs;

10. Decorative items including, but not limited to, plants, flowers, pictures, and picture frames; except those purchased for common areas.
11. Generally, gifts including, but not limited to, mugs, plants, flowers, pictures, and picture frames. Cards, plants and/or flowers may be purchased, with the approval of the Executive Director, in appropriate situations of condolence or bereavement.
12. Splitting of purchases to circumvent dollar limitations.
    Examples of "splitting":
    a. Purchasing $500.00 of a particular commodity type from one vendor and then $500.00 worth of the same commodity type from a second vendor during the same statement cycle. This exceeds the $1,000.00 per month per commodity limit.
    b. Asking a vendor to divide the cost of the goods between two transactions or to delay posting of part of a purchase until after the statement closing date.
    c. Splitting costs between two or more cardholders within a department.
13. To make modifications or alterations to the SMSU facility;
14. Items determined inappropriate by the Executive Director are also expressly prohibited. Examples of such items include, but are not limited to, specially controlled items such as precious metals; ethyl alcohol; narcotics and dangerous drugs; firearms, explosives, and other hazardous materials; and personal services, including consulting services.

CONSEQUENCES FOR IMPROPERLY USING THE CARD

Purchasing prohibited items or failing to obtain appropriate approval(s) prior to making restricted purchases could result in the reduction of your single purchase limit or cancellation of your card. Furthermore, you may be required to reimburse the SMSU out of personal funds for any unauthorized or inappropriate purchases. If you routinely fail to meet submittal deadlines, lose receipts, or otherwise prove to be irresponsible, your card may be revoked.

RESPONSIBILITIES AND PROCEDURES - CARDHOLDER

1. ***It is your responsibility:***
    a. To ensure the procurement card is used in accordance with SMSU Procurement Card Policies and Procedures.
    b. To ensure the security of the procurement card.
    c. To screen requests to determine if the request is an appropriate use of the procurement card and the account to be charged.
    d. To verify that department funds are available to cover the purchase.

2. **Procedures**

a. Make the purchase in person or call the vendor to place an order. If you make a purchase via the web, make sure that you are using a reputable company and that you will receive a receipt for your purchase.

b. Obtain an *itemized* receipt/invoice from the vendor (see #3 below).

c. If the item is to be shipped to the campus, instruct the vendor to include the following information on the shipping label:

(1) Your Name

(2) CSUSB SMSU

(3) 5500 University Parkway
San Bernardino, CA 92407

3. **Receipt/Invoice**

a. Submit the original receipt/invoice to the Administrative Office with your monthly procurement card statement. Keep a copy of the receipt for your records. A receipt is required for all transactions. The only exceptions are for memberships and subscriptions where alternate documentation is accepted (See “Subscriptions” and “Memberships,” below).

b. Ask the vendor to **itemize the receipt or invoice**. If the receipt or invoice is not itemized and/or does not include a meaningful description of the item(s) purchased, write the information on the receipt.

(1) An itemized receipt/invoice consists of the following information for **commodity** purchases:

(a) Description of commodities purchased
(b) Quantity purchased
(c) Price per item
(d) Amount of sales tax
(e) Shipping charges, if applicable
(f) Total amount charged
(g) Vendor’s name and address

(2) An itemized receipt/invoice consists of the following information for **services**:

(a) Description of service(s) performed
(b) Price of the service performed.
(c) If used, a list of parts (individually priced) required to complete the service
(d) Amount of sales tax for taxable items
(e) Total amount charged
(f) Vendor’s name and address

c. Tape individual receipts/invoices that are smaller than 4¼” x 5½” to an 8½" x 11” sheet of paper to ensure they are not lost. More than one receipt can be taped to a single sheet if both purchases will be charged to the same account.

d. If you did not obtain or you lost a receipt/invoice, and you cannot obtain a duplicate copy from the vendor, prepare a memo to explain the circumstances in which the receipt was lost and detail the purchase (Sample D). You and your supervisor must sign the memo. Include the memo with the monthly Procurement Card Purchase Report. Any charges that the Executive Director rejects because of a lack of a legitimate receipt will be the personal responsibility of the cardholder.

NOTE: Some vendors may tell you that they do not give receipts and that your record is the transaction that posts to your billing statement – *this is not sufficient to meet auditing requirements* – if the vendor will not provide a detailed receipt, do not do business with that vendor.

<u>Note: If you lose more than two (2) receipts in a twelve (12) month period, your procurement card will be revoked.</u>

4. Monthly Procurement Card Purchase Report (Log Sheet)

For each billing cycle in which transactions are posted, you are required to complete a Procurement Card Purchase Report, or log, (Sample A) and supply the following information:

a. Date of purchase
b. Receipt/invoice number
c. Brief description of purchase
d. Vendor's name
e. Dollar amount as shown on the receipt
f. Chart field string to the department account to be charged (*not* the 16-digit account number printed on the card)

5. Billing Statement

a. At the close of each monthly billing cycle, you may receive an individual billing statement (Sample B).
b. Review the statement for accuracy and reconcile the billing statement with your monthly Procurement Card Purchase Report and vendor receipts/invoices.
c. If an item is billed incorrectly, you must attempt to correct the error with the vendor directly as well as complete a "Cardholder Statement of Questioned Item" (a.k.a. “dispute”) form (Sample C) and submit it to the Administrative Analyst as soon as possible after the receipt of the monthly statement (see “Disputes,” below). In addition, you must provide with your statement submittal a complete description of the problem and what actions you have taken to resolve the problem. Blank copies of the dispute form can be obtained from the Administrative Analyst.

6. **Monthly Statement Submittal**
   a. Review/approve/sign/date the Monthly Procurement Card Purchase Report (log).
   b. Sign and forward the Monthly Procurement Card Purchase Report log to your supervisor for review and approval. The Administrative Analyst will forward a copy to you once it is signed by your supervisor and the Executive Director.
   c. Have your supervisor review all purchases and sign and date the log.
   d. Submit the approved statement package to the Administrative Office, SMSU-222, one business day after receiving your statement.
   e. Statement submittals are due one business day after receiving your statement even if you go on vacation or attend an off campus event. You are responsible for making arrangements to have your signed and approved statement package in the Administrative Office one business day after receiving your statement.

RESPONSIBILITIES - APPROVING OFFICIAL

The approving official:

1. Reviews charges to ensure that purchases are appropriate and that any purchase of restricted items is appropriately documented.

2. Reviews, approves, and dates the monthly Procurement Card Purchase Report prepared by cardholders in their department.

3. Ensures that his/her cardholders submit documentation to the Administrative Office within the established deadline schedule.

4. Supervisors should verify the totals that appear on the monthly statement. If the total shown on the report does not equal the charges made by the cardholders, the supervisor should dispute the erroneous charge by filing a Cardholder Statement of Questioned Item form with the Administrative Analyst within two (2) days of receipt of the report.

ACCOUNTS

All SMSU chart field strings may be used with the exception of Payroll, Benefits or Capital Outlay (Group II) funds. The procurement card is only to be used for purchases appropriate to authorized SMSU budgets. If you fail to include a chart field string to charge on your log sheet or if you are late in turning in your monthly submittal, your Supplies & Services account will be charged. You are not permitted to change chart field strings after your statements have been processed by the Administrative Office.

DUE DATE

Statement packages are due in the Administrative Office (SMSU-222) one business day after receiving your statement. It is important that you meet this deadline as the SMSU must, in turn, meet a payment deadline or incur interest charges. Should the SMSU fail to meet its deadline because you did not meet the statement submittal deadline, you may be responsible for all of the interest charges accrued for that statement period (See "Statement Submittals") and your procurement card may be cancelled. Your card may also be revoked if you routinely miss statement submittal deadlines.

FREIGHT BILLS

If a vendor charges $50.00 or more to ship the item(s) requested, you must require the vendor to supply a copy of a supporting freight bill in addition to a receipt/invoice. Attach the freight bill to the purchase receipt/invoice and submit with the monthly statement package.

MEMBERSHIPS

If the membership organization will accept a credit card for payment, we encourage you to use your procurement card. In lieu of a receipt, provide a copy of the membership application or renewal notice/invoice as well as a copy of a memo justifying the membership (how does it benefit the SMSU) when submitting the monthly procurement card statement for payment.

SUBSCRIPTIONS

If the subscription fee can be charged, we encourage you to use your procurement card. In lieu of a receipt, provide one (1) copy of the subscription notice/invoice or application with your monthly procurement card statement. All subscriptions must use the SMSU's address for delivery.

TRAVEL EXPENSES

If you will need to use the Procurement Card for any travel-related expenses (airline tickets, hotel expenses, auto rentals, mileage, per diem, etc.), you must anticipate those costs and include all relevant information on the SMSU Travel Authorization Form, which must be approved in advance by the Executive Director.

SALES TAX

The SMSU is required to pay sales tax on all taxable items purchased even if the vendor does not collect.

CARD REJECTED BY VENDOR

If the vendor runs the credit card through the bankcard system and the system rejects it, call the Administrative Analyst who will contact Arrowhead Credit Union to determine the reason. Some common reasons are:

1. You may have exceeded your single purchase limit.

2. You may have exceeded your 30-day purchase limit for the billing cycle.

3. Certain merchant types have been blocked from use.

If none of these reasons seems to apply, contact the Administrative Analyst. Be prepared to give your account number, the name of the vendor with which you attempted to make your purchase, and the dollar amount of the purchase.

If you have exceeded any of your transaction limits and it is an emergency (i.e., health or safety issue), contact the Administrative Analyst or the Executive Director.

RETURNS

If it becomes necessary to return an item either for exchange or credit to your account, the following guidelines should be followed:

1. Call the vendor and ask for customer service. Explain why you want to return the item and ask for an exchange or credit to your account. Have your packing list/receipt/invoice ready. The representative will probably need your customer number, the company's order number, and the product number(s) as listed on the packing list.

2. The customer service representative will give you instructions on how to return the item. Follow them carefully. If a Return Merchandise Authorization (RMA) number is not offered, ask for one and include it on the return label. Most vendors use an RMA system for routing return packages.

3. If the item received was not what your ordered or it was received damaged, ask the vendor to issue UPS CALL TAGS so that UPS will pick up and return the items to the vendor at the vendor's expense. Instruct the vendor to have the item picked up in Shipping & Receiving. Box the item and if the vendor gave you special labeling instructions, follow them. Immediately take the box up to Shipping & Receiving so that the box will be available for UPS. If the vendor refuses to issue call tags, see next step.

4. If the item received was what you ordered, but you decided not to keep it because you changed your mind or it doesn't meet your expectations, or if the vendor refuses to issue call tags, your department will be responsible for all shipping charges and possibly for restocking fees. Ask specifically if there will be a

restocking fee. Prepare the item to be returned for shipping. Make a label with the RMA number prominently displayed and the address the vendor has given you. Take the package up to Shipping and Receiving and ask to have it returned via UPS. The return shipping will be charged to your department's postage budget.

5. If you have requested a credit to your account, ask that a credit receipt be faxed or mailed to you.
6. Check your next monthly billing statement to make sure the credit posts to your account. If it does not, file an official dispute with the Administrative Analyst and contact the vendor again to request that the credit be posted.

LOST RECEIPTS

If you lost a receipt/invoice or did not receive one, and you have tried but cannot obtain a duplicate copy from the vendor, prepare a memo to explain the circumstances in which the receipt was lost and detail the purchase (Sample D). You and your supervisor must sign the memo. Include the memo with the monthly Procurement Card Purchase Report. Any charges that the Executive Director rejects because of a lack of a legitimate receipt will become the personal responsibility of the cardholder.

Note: If a cardholder loses more than two (2) receipts in a twelve-month period, the procurement card will be revoked.

DISPUTES:

<u>You</u> are responsible for contacting the Administrative Analyst immediately on questionable or disputed items which appear as transactions on your billing statement.

1. Complete the "Statement of Questioned Item" form (see Sample C) and submit it to the Administrative Analyst. Attach a copy of the completed form to the monthly Procurement Card Purchase Report along with proof of delivery (fax transmission report or certified mail receipt). Filing the form does not settle the dispute: It merely advises the Administrative Analyst that there is a problem. It is ***<u>your</u>*** responsibility to continue pursuing the matter to a settlement.

2. Once the dispute has been formally filed by the Administrative Analyst with Arrowhead Credit Union and while the transaction is in dispute, you may cross the transaction off the billing statement. Until the dispute is formally resolved, the disputed charge is still owed. Until the merchant issues a credit or Arrowhead Credit Union issues a credit and statement of resolution, interest will accrue on the disputed amount. If the dispute is not resolved in your favor, your department will have to pay the charge plus any accrued interest.

3. After filing the dispute, you must actively work with the vendor to solve the dispute. If the vendor fails to assist you to reach a satisfactory result, contact the Administrative Analyst.

4. Credits for disputed items will not be taken until they are posted to the statement or until evidence that a formal dispute has been filed with the Administrative Office.

5. See “Common Dispute Reasons”.

Hold credit receipts until the credit transaction shows up on your billing statement. Credits will not be taken until they appear on the monthly statement or proof of filing a formal dispute with Arrowhead Credit Union is provided.

If you request that payment be withheld on questionable or disputed items or items returned for credit after the statement closing date but you **fail** to submit a “Cardholder Statement of Questioned Item” (dispute) form to the Administrative Analyst within 2 business days after you receive your statement, your department is liable for any interest or penalties that accrue while the matter is in dispute even if the matter is eventually settled in your favor.

STATEMENT CYCLE (BILLING CYCLE)

The statement cycle is determined by Arrowhead Credit Union The statement only reflects those charges that are posted to the account by the end of business on the closing date. Since some vendors do not submit charges immediately, charges made near the end of one billing cycle may not post until the next billing cycle.

If you do not receive your monthly statement, you should contact the Administrative Analyst to request a duplicate statement. In lieu of a statement copy, you may also use the section of your approving official’s monthly report pertaining to your purchases.

STATEMENT SUBMITTALS

1. Include the original of the following with your statement submittal:
   a. Completed and approved log (SMSU Monthly Procurement Card Purchase Report - Sample A)
   b. Statement
   c. Any other supporting documentation such as memos, freight bills, equipment purchase approval forms, or copies of the dispute form.

1. Statement packages are due in the Administrative Office (SMSU-222) one business day after receiving your statement. If the 1st falls on a weekend or holiday, the package is due on the first following business day. It is important that

this deadline be met as the university must meet a payment deadline or incur interest charges. Should the SMSU fail to meet this deadline because you did not meet the statement submittal deadline, you may be held responsible for all of the fees accrued for that statement period and your procurement card may be canceled. Your card may also be revoked if you routinely miss statement submittal deadlines.

2. Statement submittals are still due one business day after receiving your statement even if you are on vacation or at an off campus event. **You** are responsible for making arrangements to have the signed and approved statement package in the Administrative Office one business day after receiving your statement.

CREDIT LIMITS

Each card has an established credit limit that may not be exceeded.

RAISING YOUR CREDIT LIMIT

To have your limit increased you must submit the request to your supervisor. Your supervisor will forward the approved request to the Administrative Analyst who will then notify the Executive Director and contact Arrowhead Credit Union. You will be advised should your request be approved.

REPLACEMENT CARDS

There may be instances when it becomes necessary to replace a procurement card. It is your responsibility to initiate this process.

1. Reporting a Lost Card
   As soon as the loss is noticed, report it immediately to the Administrative Analyst.

2. Replacing Worn Out/Defective Cards
   If a procurement card needs to be replaced because it is worn out or defective contact the Administrative Analyst to request a replacement.

CANCELING A CARDHOLDER

1. If you or your approving official decides that your account should be canceled, notify the Administrative Analyst in writing and send the procurement card to:

   Administrative Analyst
   Administrative Office, SMSU-222

2. If you separate from the SMSU, you must return your card to the Administrative

Analyst and designate who will be responsible for handling statement submittals and any problems that may arise after you leave. In addition, if you check out during a statement submittal period, you will be required to turn in the appropriate documentation (statement, log, receipts, etc.) before clearance will be given. Otherwise, your approving official will be responsible for submitting any required documentation (receipts, log, billing statement) for outstanding charges on your account. If you or your approving official fails to submit proper paperwork, the outstanding dollar amount on your account may be withheld from your final pay.

EXPIRATION DATE

Each card is embossed with its expiration date and the card is valid through the end of the specified month. Replacement cards are sent approximately three to four weeks before the card expires.

YEAR-END DEADLINE

Each year in June a deadline for the last day to use your card is established and published in a year-end deadline memo issued by the Administrative Analyst. You are not permitted to make purchases with your card after that date. You may begin using your card again beginning July 1 of the new fiscal year.

COMMON DISPUTE REASONS

The most common dispute reasons are described below. These reasons correlate with those found on the Cardholder's Statement of Questioned Item form (see Sample C). If you have any questions regarding the appropriate dispute reason to use, please contact the Administrative Analyst. A cardholder signature is required for all disputes submitted for consideration.

1. Unauthorized Mail/Phone Order

Use this reason for telephone or mail order transactions. If a sales slip is signed or imprinted with the cardholder's card, this reason does not apply.

2. Duplicate Processing

Use this reason when a transaction has been posted to the account more than one time. The amounts must be the same. The cardholder should provide the transaction details of the original billing, such as dollar amounts, transaction date, etc. A copy of the monthly billing statement on which the billings occur and a copy of the original sales slip should be forwarded with the Cardholder's Statement of Questioned Item form.

3. Merchandise Not Received

Use this reason when the goods have not been received, but the account has been charged. The cardholder should attempt to resolve the dispute with the vendor. The cardholder should detail this attempt and provide the date of expected delivery of service or merchandise. If the goods or services were paid by another means, a copy of the payment (copy of front and back of a check or other payment document) should be provided and a copy of the Statement of Account should be forwarded with the Cardholder's Statement of Questioned Item form.

In the event merchandise was canceled, full details should be provided, such as why the transaction was canceled and date of cancellation.

4. Merchandise Returned

In the event merchandise was returned and a credit has not yet been posted, the cardholder should describe the reason for returning the merchandise and the date the item was returned. A copy of the reference number on the monthly statement, postal, UPS or other official receipt proving the merchandise was returned should be forwarded with the Cardholder's Statement of Questioned Item form.

5. Credit Not Received

Use this reason when the cardholder has received a credit voucher or written refund acknowledgment from the vendor, but the credit has not been posted to the cardholder's account within 30 days from the date on the voucher or acknowledgment. The cardholder acknowledges participation in the transaction but the goods were returned or the service was canceled.

The cardholder should state the amount of credit expected and provide a copy of the Statement of Account (SOA) and credit voucher or acknowledgment letter and forward these with the Cardholder's Statement of Questioned Item form.

6. Alteration of Amount

Use this reason when the cardholder participated in the transaction and indicates that the amount was altered without permission. The cardholder must acknowledge the amount before alteration and a copy of the cardholder's copy of draft must be provided to support this reason. The amount of the credit would be the difference between the amount before alteration and after alteration. The sales draft copy should be forwarded with a copy of the SOA and Cardholder's Statement of Questioned Item form.

7. Inadequate Description or Unrecognized Charge

In the event the cardholder does not recognize the transaction description, s/he should contact the Administrative Analyst who will request that Arrowhead Credit Union supply a copy of the sales draft due to inadequate description or unrecognized charge. This should be requested only after reviewing supporting documentation and ensuring a merchant (vendor) description or location error has not occurred.

Check the box "request for copy," on the Questioned Item Form so that the Administrative Analyst can order a copy from Arrowhead Credit Union. Arrowhead Credit Union will order a copy of the sales slip that is generally received within 30 days.

In the event the vendor's processing bank cannot provide the copy within allotted time frames, the cardholder's account will be credited until such time as a valid draft is received. If Arrowhead Credit Union provides the copy and the cardholder determines that a valid dispute exists, a new Cardholder's Statement of Questioned Item form should be sent to Arrowhead Credit Union immediately. In either instance, the applicable SOA should be forwarded with the Cardholder's Statement of Questioned Item form.

8. Copy Request

Use this reason when the cardholder recognizes the charge, but requires a copy of the sales draft for his/her records. The cardholder should be encouraged to keep all other supporting documentation, such as catalog information, magazine ad, shipping documents, etc., as evidence of the purchase. The copy of the applicable SOA should be forwarded with the Cardholder's Statement of Questioned Item form.

9. Not as Described

Use this reason when the cardholder claims goods or services were not received as described. The written document of what was to be delivered must be different than what was actually delivered. It is important that the sales draft specifically describe what was purchased. For example, this reason could not be used when the cardholder was expecting a Sony tape recorder, model LXX210 and when he or she got back to the office, determined that a Sony model B640 was in the box and the sales draft simply said "tape recorder."

In a telephone order situation, the verbal description is considered the "document characterization." The cardholder must explain in his or her letter how the verbal description was different from what was actually received.

An attempt must be made to return the goods and must be stated in the cardholder complaint. If merchandise was returned, proof of such return should be forwarded with a copy of the SOA and Cardholder's Statement of Questioned Item form toArrowhead Credit Union.

10. Cardholder Dispute

Use this reason only after reviewing other specific dispute reasons. This reason requires that the cardholder attempt a resolution with the merchant. A complete description of the problem and the attempted resolution should be provided on the Cardholder's Statement of Questioned Item form. Additionally a copy of the sales slip and a copy of the Cardholder's Statement of Account on which the transaction appears should be forwarded with the Cardholder's Statement of Questioned Item form.

11. Other Dispute Reasons

In the event the reasons discussed here and identified on the Cardholder's Statement of Questioned Item form do not fit the cardholder's dispute circumstances, the cardholder should submit a Cardholder's Statement of Questioned Item form with the transaction detail, a copy of the applicable SOA and a detailed letter of the circumstances of the dispute. Reference should be made to any contact with the vendor, names, telephone numbers, etc., that would be helpful in researching the dispute.

INFORMATION SOURCES

Santos Manuel Student Union
Administrative Office x7-7201
Administrative Analyst x7-3956
Executive Director x7-3955