



CITY OF
MISSION

P-Card Program
Policies and Procedures Manual

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P-CARD PROGRAM POLICIES AND PROCEDURES MANUAL

I. INTRODUCTION

The purpose of the P-Card Card (P-Card) Program Policies and Procedures Manual (Manual) is to establish the policies and procedures regarding the proper use of the P-Card including restrictions and the roles and responsibilities of program users.

Purchases made under the P-Card program shall be made in compliance with this Manual and applicable laws, rules, and regulations.

II. P-CARD CARD PROGRAM OVERVIEW

The P-Card Program was adopted by the City Council on September, 23, 2024. The P-Card program is designed to acquire goods and services more efficiently, reducing transaction costs and paperwork. It allows to track spending and data transparency on purchases less than \$999.99 with a rebate program that benefits the City of Mission.

The P-Card Card simplifies the purchasing and disbursement process by facilitating point-of-demand P-Card. Purchasing authority is delegated to the ordering department enabling the authorized cardholder to place an order directly with the vendor. When a purchase authorization is requested by the vendor, the Card System validates the transaction against pre-set limits established by the City. All purchases made with the P-Card shall be paid by the banking institution contracted by the City of Mission for the P-Card Card Program.

All transactions are approved or declined instantaneously based on the following P-Card authorization criteria:

- Single purchase limit not to exceed \$999.99
- Spending limit per month shall be \$5,000.
- Transactions not to exceed five (5) per day
- Approved commodity code Merchant Category Codes (MCC) templates assigned to all credit cards.

All P-Card transactions are subject to random and periodic review by both internal and external auditors. Failure to comply with this Manual shall result in disciplinary action and removal of P-Card privileges. It is understood that policy violations will be issued by the Purchasing Department, for which cardholders will be allowed no more than three (3) purchasing violations resulting in disciplinary action up to termination.

II. P-CARD CARD PROGRAM OVERVIEW Continued:

Any exceptions or deviations to this manual must be approved by the City Manager, or their designed representative, and will be given on an individual basis and a copy of that written exception must be kept with the supporting documentation for that purchase.

III. ROLES AND RESPONSIBILITIES

The P-Card Program shall be administered under the following roles:

- A. Program Administrator
- B. P-Card Card Accountant
- C. Department Head
- D. Department Liaison
- E. Cardholder

Any of the above roles may serve as a card holder. However, each of these dual roles shall have appropriate internal controls to ensure that the authorization, custody, and reconciliation functions are independent.

A. PROGRAM ADMINISTRATOR

The Purchasing Division of the Finance Department, as Program Administrator, oversees the P-Card program. The Purchasing Division Head has the authority to delegate administrator responsibilities within its department. The Finance Department shall serve as a secondary Program Administrator where the Finance Department Head also has the authority to delegate administrator responsibilities within its department. Delegated Program Administrator(s) are not authorized cardholders. The Program Administrator shall be responsible for providing guidance on proper use of P-Card, policy updates, policy implementation, interpretation and establishing hierarchy of department account structure. Program Administrator shall review and process P-Card Card Program Cardholder and Department Liaison Applications and P-Card Card Program Cardholder and Department Liaison Agreements and conduct program trainings. The Program Administrator is responsible for adding, updating, and removing program users as necessary. All communication regarding p-card program including new application submittals, setting up new program users, p-card deactivation, inquiries, disputes, verification of transitions, etc., shall be sent to p-cardprogram@missiontexas.us.

B. P-CARD CARD ACCOUNTANT

The Finance Department shall set forth the responsibilities for one (1) or more persons as P-Card Accountant. The P-Card Accountant shall be completely knowledgeable in every aspect of the P-Card card policies and procedures manual. The P-Card Accountant is the first point of contact for questions in respect to reconciliation, and correcting account codes. P-Card Accountant shall be responsible for the training of all Department Liaisons and Cardholders in generating reports, statements, and reconciliations. P-

Cardaccountant shall generate a P-Card Schedule , providing reconciliation deadlines and other pertinent dates, and make it available to all P-Card program participants annually.

C. DEPARTMENT HEAD

Department Heads are responsible for ensuring compliance with the P-Card Program Policies and Procedures Manual. Department Heads shall designate cardholders within their respective department. Department Heads shall ensure to assign and maintain a Department Liaison at all times. Department Heads shall approve final P-Card transaction activity by reviewing and signing all Detail Expense Reports as per the P-Card Schedule.

D. DEPARTMENT LIAISON

Department Liaison shall be selected by their respective Department Head. Each Department Head shall assign one (1) or more active Department Liaisons. Department Liaisons are responsible for ensuring compliance with the p-card policies and procedures manual. If questions or issues should arise concerning the program, the Department Liaison shall be the first person that cardholders shall make contact with. The Department Liaison shall then answer the question(s), correct the issue, or, if necessary, refer the question or issue to the Program Administrator.

DEPARTMENT LIAISON RESPONSIBILITIES:

- Maintain all documentation for the P-Card activities within their department.
- Review and approve cardholder transaction activity as per the P-card Schedule.
- Reconcile Detail Expense Report, assign account code to transactions, and assure submittal of report to P-Card Accountant according to P-Card Schedule. (See Appendix A for Instructions for Submittal of Cardholder's Transactions.)
- If account code access is needed, liaison shall contact the P-Card Accountant in writing.
- Notify Department Head immediately of any purchase violations
- Ensure that Department Head and Program Administrator are notified of lost or stolen cards within twenty-four (24) hours or next business days of loss or theft.
- Notifying Program Administrator within three (3) business days of employee separation, employee transfer, or loss of p-card privileges. Must collect and hand deliver P-Card for cancellation to Program Administrator.
- Assist with disputes not resolved by Cardholder.
- Inform the Program Administrator and Department Head of any unresolved disputes.
- Ensure that all P-Card card reports are signed by Department Head and/or designated representative.
- Attend all mandatory P-Card training

E. CARDHOLDER

Cardholders shall be selected by their respective Department Head. City employees selected as a Cardholder shall use the P-Card as a primary resource for daily purchases of authorized goods and services in strict compliance with the Purchasing & Contracting Policies and Procedures Manual. P-Card shall only be used for legitimate City business purposes. P-Cards will be issued in the name of the individual employee and the corresponding City of Mission Cardholder must be assigned to a Department Liaison selected by their respective Department Head.

CRITERIA TO RECEIVE A P-CARD CARD:

1. Applicant must be a full-time employee of the City of Mission
2. Employee is required to comply with the P-Card Policies and Procedures Manual and pass the online exam with a minimum score of 90. Employee shall submit test results with their P-Card Program Cardholder Application. After three (3) failed attempts, employee will be ineligible to become a cardholder.
3. Employee shall submit the P-Card Card Program Cardholder Agreement and P-Card Card Program Cardholder Application to p-cardprogram@missiontexas.us.

CARDHOLDER RESPONSIBILITIES:

- Use the P-Card within its purchase limits and restrictions.
- Attend all mandatory P-Card Card training
- Ensure that Sales Taxes are not charged (cardholder is responsible for obtaining reimbursement of sales tax to p-card)
- Ensure that City of Mission's Standard Insurance Requirements are met before services are rendered (Insurance Requirements are located in the City of Mission's Intranet → Dept. Pages → Purchasing & Contracting → Other Documents.)
- Never accept cash, gift cards, or gift certificates in lieu of credit to the P-Card.
- Maintain the P-Card in a secure location at all times.
- Ensure that all items are received and follow up with vendors to resolve any delivery problems, order discrepancies, or issues involving damaged items.

CARDHOLDER RESPONSIBILITIES continued:

- Obtain detail and legible itemized receipts.
- Resolve disputes or billing errors with the vendor within thirty (30) calendar days of p-card transaction receipt and notify Department Liaison.
- Obtain and reconcile all invoices/receipts against Detailed Expense Report and submit weekly to Department Liaison along with receipts as per the P-Card Schedule. (See Appendix A for Instructions for Submittal of Cardholder's Transactions.)
- Responsible for creating online profile and enabling alert function for Fraud Notification via the program's website immediately after receiving P-Card.
- Report/notify fraudulent activity and/or lost or stolen P-Card to 1) P-Card Provider via phone (phone number found in back of P-Card); 2) Department Liaison in writing; and 3) Program Administrator via email at p-cardprogram@missiontexas.us.
- Processing of all invoices/receipts as per the P-Card Schedule provided by P-Card Accountant.
- Request a new P-Card from Program Administrator and turn-in existing P-Card within thirty (30) calendar days of employee legal name change (i.e.: marriage, divorce, etc.).
- Return P-Card to Department Liaison immediately upon employee transfer, separation of employment, or loss of p-card privileges

IV. PROHIBITED USES OF P-CARD CARD

The items listed below are prohibited purchases.

PROHIBITED ITEMS:

- Alcoholic beverages or any illegal substance, material, or services
- Credit Card processing fees over a set fee of \$5.00 per transactions
- Employee gifts (i.e. birthday cakes, flowers, etc.)
- Entertainment acts/artists/performers (i.e., DJ, bands, public speakers, comedians)
- Food and/or drinks for employee department staff meetings
- Fuel
- Gift cards
- Kitchen Appliances (i.e. microwaves, refrigerators, coffee maker, water coolers)
- Meals for business and/or travel-related
- Personal items and services

PROHIBITED ITEMS continued:

- Professional Services (i.e. architect, engineering or appraisals)
- Giveaways for a city-sponsored event.
- Corporate or dignitary gifts.
- Retirement parties, luncheons, or dinners
- Sponsorship(s)/donation(s)
- Travel expenses, except as otherwise stated herein (Section V.)
- Purchase of products and/or services currently under contract, unless specifically approved and/or instructed by the Purchasing & Contracting Director.

V. GENERAL INFORMATION

A. REWARDS, POINTS AND P-CARD PERKS

Many vendors such as Best Buy, Amazon, Sam's and others have implemented incentive programs such as "rewards points/dollars" to further attract additional business. While registration and participation in vendor incentive programs is allowable, it is important to note that these rewards or incentives are property of the City of Mission and may only be used for official business purposes. The P-Card is used to acquire products and services intended for the City's use. Cardholders must be aware that any reward points or other incentives are not for personal use or private gain. The points or incentives must be used for future City purchases or to benefit the Cardholder's department

B. CREDIT LIMIT INCREASES

Request for permanent P-Card credit limit increase requires a new P-card application. Temporary credit limit increases may be requested via email to p-cardprogram@missiontexas.us and must provide the reason and duration of the increase subject to approval by Program Administrator. Both permanent and temporary increases must be approved by the cardholder's Department Head. Requests for permanent increases of over \$5,000 must be approved in writing by the City Manager or their designated representative.

C. TAX EXEMPTION

The City of Mission, as a governmental entity, is exempt from paying state sales tax. The City's tax-exempt number is printed on each P-Card. All cardholders and approvers are responsible for assuring that sales and use tax is not charged on P-Card transactions. If taxes are charged, it is the cardholder's responsibility to request a refund to be applied on the P-Card within thirty (30) calendar days of transaction receipt. Under the circumstance sales tax cannot be refunded, the card holder will be personally responsible for reimbursing the city via payroll deduction.

D. TRAVEL

All P-card program users must follow the City's Travel Policy. The P-card may only be used for pre-approved airline (including luggage) and lodging reservations. The single transaction limit is \$999.99. Departments shall not make reservations through a third-party booking agency, but rather directly with the airline/hotel company. Coach or discount class must be used for all travel.

The original passenger air travel coupon or e-ticket equivalent is required for documentation. P-Card card transactions without supporting documentation shall not be allowed. Please note that meals and or fuel for city or private vehicles, are not to be paid with the P-card if scheduled or identified in advance to travel and submitted for approval on the Advance Travel Request Form. These items will be issued through an advance check or reimbursement as per Travel Policy.

E. CONFERENCE REGISTRATION

Cardholders may pay conference registration fees (including webinars) for employee(s) within their department. Transactions must be pre-approved by their Department Head and Purchasing Division via Advance Travel Request Form (see Travel Policy).

F. SPLIT OR SEQUENTIAL PURCHASES

Split purchases are when a cardholder makes a purchase greater than \$999.99 and pays for the item(s) in separate payments of less than \$999.99 over an interval of time. Split purchases are also considered when multiple employees from the same department purchase items for the same project for the same vendor (or similar vendor) to avoid the P-Card requirements. Split purchases to avoid P-Card requirements and/or to circumvent p-card single transaction limits is grounds for disciplinary actions. Transaction payments cannot be paid with a combination of both the P-Card and a PO. All P-Card transactions shall not be for partial payments. See Purchasing and Contracting Policies and Procedures Manual for more information on split purchases.

G. FOOD AND BEVERAGE

The purchase of food and beverages is allowed when hosting an outside speaker, convention, multiple department activity/training, meals for City Council Meetings, and other committees as designated by City Council and special events (i.e. 5k runs, clean-up events). Emergency situations are also exempt (i.e. hurricane threat, fire threat, waterline break, etc.).

G. FOOD AND BEVERAGE Continued:

The purchase of water and sports drinks such as Gatorade or Powerade are allowed. The consumption of it is limited to field/uniform employees only. Field and uniform employees are considered as defined in the Human Resources personnel dress code policy.

H. LOST OR MISPLACED RECEIPT(S)

If a receipt is lost, destroyed, or misplaced, Cardholder must first contact the vendor to request another copy of the receipt. If the vendor is unable to supply a new receipt, Cardholder must document occurrence in the P-Card software Portal. In addition, a memo of record signed by Department Head must accompany the Detail Expense Report. Memo must document items purchased, make notes about the loss of the receipt, and the steps taken to obtain new one. The memo of record is not meant to be used in lieu of a receipt issued by a vendor and shall only be used when all other options have been exhausted.

I. DISCREPANCIES AND DISPUTE PROCEDURES

1. Billing Errors and Disputes

Occasionally, billing errors and disputes may occur. For example, sales tax was charged for a transaction, failure to receive goods or services, defective merchandise, incorrect amounts, duplicate charges, credits not processed. If there is a billing error or discrepancy, the Cardholder must contact the vendor (by phone, via email, or in person) within 24 hours of p-card transaction receipt to resolve or issue a credit against the Cardholder's account.

If the cardholder is unable to reach a resolution or agreement with the vendor, Cardholder must contact P-Card Provider by phone and provide explanation for the disputed transaction and within 24 hours submit written information as requested.

I. DISCREPANCIES AND DISPUTE PROCEDURES Continued:

2. Fraud

A fraudulent charge is defined as a charge not initiated by the Cardholder. When unauthorized or fraudulent charges appear on the Detailed Expense Report, the Cardholder must immediately contact P-Card Provider by phone to resolve.

If a transaction appears on the Detailed Expense Report as an error or a disputed charge, this should be noted and highlighted in the Report until the issue is resolved.

J. INFORMATION TECHNOLOGY RELATED ITEMS

The purchase of Information Technology (IT) related items will require written approval from the Information Technology Director or his/her designated representative. Written approval must be obtained prior to date of purchase and uploaded on the P-Card Software Portal.

K. ONLINE PURCHASES

The City of Mission has authorized the use of the P-Card Card for online purchases.

Often online vendors have specific guidelines that must be followed in order to do business with them.

If cardholder must create a login in order to make an online purchase, the account created must be associated with a City email address. The card or account information created for the purchase should never be associated with a personal email or login. Additionally, all purchases must be shipped to a City facility/building address

All online purchases must be made from a trusted source which uses encryption to send data. Avoid making purchases through an open public network (Wi-Fi). All online transactions must be made on an approved City device (computer, tablet, or smart device) and when connected through the City's network. In addition, all online accounts must be registered with a valid City email account. Set strong passwords. Only use websites whose sites begin with "https" and not those with "http". An icon of a locked padlock will appear, typically to the left of the URL in the address bar or status bar depending on browser. Refer to Acceptable Use Policy (AUP) for requirements on accessing city devices and networks.

The P-card account number shall not be stored on any websites, internet browsers, or mobile applications for the purpose of saving account information.

Other data such as social security numbers or birth dates should not be shared on websites.

L. ONLINE PURCHASES Continued:

Conduct an online research of new online merchants prior to making a transaction. Ensure that website contains an “About Page” and “Contact Page” with information in addition to an e-mail address or phone number. Ensure that an address of where the company operates from is listed. Many websites originate from foreign countries. Verify the website and check the warranty offered on products ordered.

M. SAFEGUARDING PRACTICES

The tips below are intended to help protect cardholder’s p-card and accounts:

- Maintain P-Card in a secure location at all times.
- Monitor and verify transactions made on P-Cards assigned to subordinate personnel.
- Do not give p-card account number to anyone over the phone unless confirmed that it is a reliable source.
- Draw a line through any blank spaces on the receipt (e.g. space on receipt providing an option to leave a tip).
- Timely review p-card transactions and reconcile all receipts to help identify and reduce fraud (daily is preferred) even if you did not make any purchases. This will help identify and reduce fraud.
- Protect PIN and account passwords. Do not share your personal identification number (PIN); set strong passwords in compliance with Acceptable Use Policy (AUP).

N. DOCUMENTS AND FORMS

- The Purchasing Division may modify any of the following forms in the Appendices referenced hereto to ensure proper compliance with P-Card procedures and policies:
 - Appendix A: INSTRUCTIONS FOR SUBMITTAL OF CARDHOLDER'S TRANSACTIONS
 - Appendix B: PURCHASING & CONTRACTING P-CARD CARD PROGRAM CARDHOLDER APPLICATION
 - Appendix C: P-CARD CARD PROGRAM CARDHOLDER AGREEMENT
 - Appendix D: PURCHASING & CONTRACTING P-CARD CARD PROGRAM DEPARTMENT LIAISON APPLICATION
 - Appendix E: PURCHASING & CONTRACTING P-CARD CARD PROGRAM DEPARTMENT LIAISON AGREEMENT

APPENDIX "A"



INSTRUCTIONS FOR SUBMITTAL OF CARDHOLDER'S TRANSACTIONS

All purchasing card transactions and the Detail Expense Report will be submitted to the P-Card Accountant weekly per P-card Schedule.

Cardholders/Liaisons are required to update transaction activity on CitiManager → Expense Management by coding all transactions to the correct general ledger expenditure account, class item code, completing the expense description, review and approve of the transaction. All weekly transactions are based on "**posting date**" and not "transaction date". Department heads are to review and approve all transactions activity prior to submittal of the reports to the Finance Department.

Requirements for Detail Expense Reports submitted to Finance Department:

- **Documents required:**
 - Detail Expense Report generated on CitiManager → Expense Management
 - Original itemized invoice/receipt for each transaction that lists detail of item(s) purchased or service(s) provided and "Sold to:/Bill to" lists City of Mission (i.e. City of Mission Parks & Recreation) where applicable.
 - Cardholder must submit cooperative documentation where applicable.
 - Information Technology (IT) written approval for computer hardware and software purchases. Approval must be dated prior to transaction date.
 - Written approval from City Manager or designated representative for prohibited commodities.
 - Receipts or documentation smaller than letter size paper must be taped to a letter size paper. Do not highlight or tape over information on receipts that are printed on thermal paper, as the information will be unreadable (blacked-out) within time.
- After updating cardholder's Transaction Detail on CitiManager → Expense Management, print the Detail Spend Analysis by Account Report and attach all cardholder transaction documentation. This report must be printed according to the P-Card Schedule.

APPENDIX “A” INSTRUCTIONS FOR SUBMITTAL OF CARDHOLDER'S TRANSACTIONS Continued:

- Cardholder must sign and date the Detail Expense Report, attach all invoices/receipts and forward along with support documentation to Liaison for review.
- Liaison must sign and date the Detail Expense Report and forward with support documentation to Department Head for final approval. Once approved, Department Head must sign and date the Detail Expense Report.
- After approval, the Detail Expense Report and supporting documentation will be delivered to the Finance Department. Department Liaison shall retain copies/scan all documentation for the department's records.

These instructions may be updated periodically and will be provided to all departments.

APPENDIX "B"



CITY OF
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**PURCHASING & CONTRACTING P-CARD CARD PROGRAM
CARDHOLDER APPLICATION**

Application must be properly filled out in its entirety and contain original or electronic signatures from both Employee and Department Head. Each application form should contain only one (1) employee selected by the Department Head. Incomplete forms shall be considered void and will be discarded.

Legal Name of Employee designated as Cardholder (print): _____

Employee's City of Mission I.D. #: _____

Employee's Position/Title: _____

Employee's City Email Address: _____

Employee Signature: _____

_____ Date

Monthly P-Card Limit: **\$5,000**

Department Submitting Request: _____

Type/Print Department Name

Department Telephone Number: (956) _____ - _____

Name of Department Head submitting application: _____

Type/Print Department Head Name

Department Head's Signature: _____

_____ Date

Purchasing Use Only P-Card Card Program

Administrator:

Signature: _____

Name: _____

Title: _____

Date: _____



APPENDIX "C"
CITY OF
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P-CARD CARD PROGRAM CARDHOLDER AGREEMENT

By participating in the City of Mission’s P-Card Card Program as a Cardholder, you assume responsibilities pertaining to the operation and administration of the P-Card Program.

These responsibilities include but are not limited to the following:

1. The P-Card is to be used for official City business expenditures only. The P-Card may only be used under the parameters and procedures established for the P-Card Program which are detailed in the P-Card Card Policies and Procedures Manual. The P-Card MAY NOT be used for any personal purchases, business entertainment purposes, or cash transactions (e.g. withdraw a credit balance or cash advance from an ATM).
2. The P-Card will be issued in your name. The P-Card may be delegated for use by subordinate personnel, however, cardholder will remain liable and responsible for any and all transactions. By accepting the Card, you assume responsibility for the Card and will be responsible for all charges made with the Card. You authorize the City to deduct wages for the total amount of an unallowed P-Card transaction and to collect any amounts owed even upon termination of employment.
3. The P-Card must be maintained with the highest level of security. If the Card is lost or stolen, or if you suspect the Card or Account Number has been compromised, you agree to immediately notify the P-Card Provider, your Department Liaison, and the Program Administrator.
4. For each weekly reporting period (according to the P-Card Schedule) you must verify and reconcile all the account activity associated with the P-Card against the Detailed Expense Report. This activity will include purchases and credits posted during the billing period. If you do not follow the procedures, your card and cardholder privileges will be revoked, and result in disciplinary action up to termination.
5. Cardholder Accounts are subject to periodic internal control review and audits designed to protect the interests of the City. By accepting the P-Card, you agree to comply with these reviews and audits.
6. Policies and procedures related to the P-Card Card Program may be updated or changed at any time. The Purchasing Department will promptly notify you of these changes.

You agree to surrender and cease use of the P-Card upon termination of employment, upon transfer to another City Department. You may also be asked to surrender the P-Card at any time deemed necessary by the City. Prohibited, misuse, or fraudulent use of the Card may result in disciplinary actions up to termination and may also be subject to criminal prosecution.

Employee Acknowledgement: By signing below, I acknowledge that I have read both the P-Card Card Policies and Procedures Manual, the Cardholder Agreement and agree to the terms and conditions of these documents. I certify that as a participating Cardholder of the City of Mission’s P-Card Card Program, I understand and assume the responsibilities listed above.

Employee Signature

Program Administrator Signature

Name (Print)

Name (Print) & Title

Date

Date



APPENDIX "D"

**CITY OF
MISSION**

**PURCHASING & CONTRACTING P-CARD CARD PROGRAM
DEPARTMENT LIAISON APPLICATION**

Application must be properly filled out in its entirety and contain original or electronic signatures from both Employee and Department Head. Each application form should contain only one (1) employee selected by the Department Head. Incomplete forms shall be considered void and will be discarded.

Name of Employee designated as Department Liaison (print): _____

Employee's City of Mission I.D. #: _____ DOB: _____

Employee's Position/Title: _____

Employee's City Email Address: _____

Employee Signature: _____ Date _____

Department Submitting Request: _____
Type/Print Department Name

Department Telephone Number: (956) _____ - _____

Name of Department Head submitting application: _____
Type/Print Department Head Name

Department Head's Signature: _____ Date _____

Purchasing & Contracting Use Only P-Card

Card Program Administrator:

Signature: _____

Name: _____

Title: _____

Date: _____

APPENDIX "E"



**CITY OF
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**PURCHASING & CONTRACTING
P-CARD CARD PROGRAM DEPARTMENT LIAISON AGREEMENT**

By participating in the City of Mission's P-Card Card Program as a Department Liaison, you assume responsibilities pertaining to the operation and administration of the P-Card Card (P-Card) Program.

Employee Acknowledgement:

By signing below, I acknowledge that I have read both the Purchasing and Contracting Policies and Procedures Manual and the P-Card Card Policies and Procedures Manual and agree to the terms and conditions of this document. I certify that I understand and assume the responsibilities assigned to me as a Department Liaison.

Employee Signature

Title

Name (Print)

Date

P-Card Card Program Administrator:

Signature: _____

Name: _____

Title: _____

Date: _____