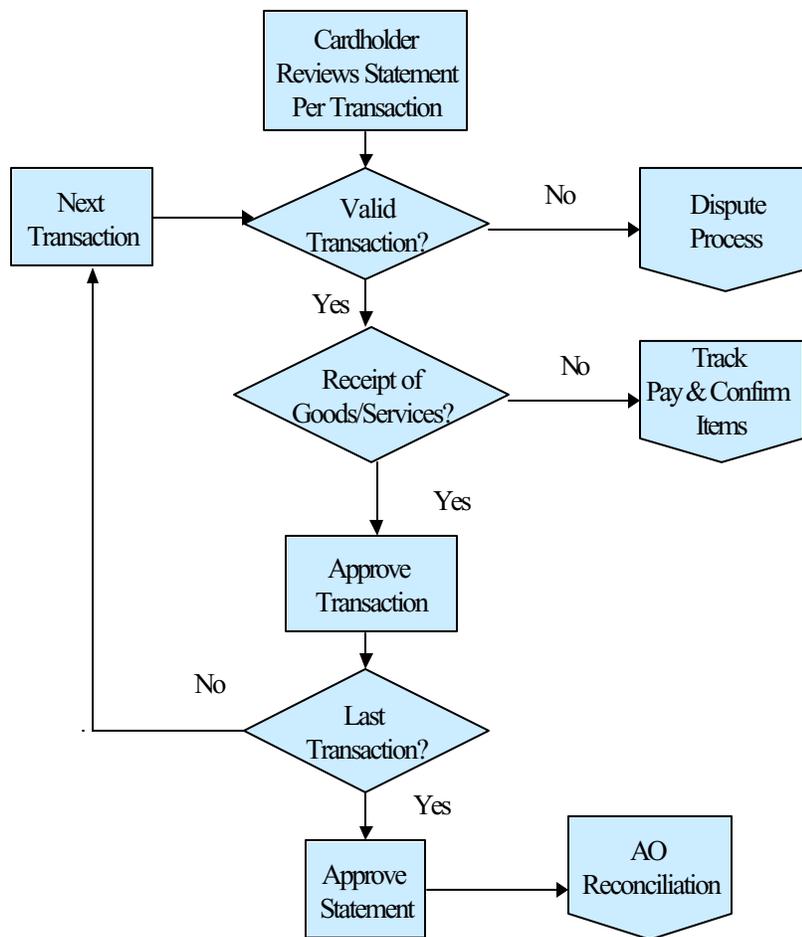


CARDHOLDER ACCOUNT RECONCILIATION

Cardholders are responsible for reconciling their purchase card statement for accuracy. The reconciliation, on a transaction-by-transaction basis, should be accomplished at the end of the billing cycle, on receipt of the monthly statement.

Cardholder Account Reconciliation



The cardholder must review each transaction and match it to the purchase log entry to reconcile. Annotate P-code, description, log entry #, and foreign currency information.

If it is determined that the transaction is not valid (not placed by the cardholder, double billed, wrong price, etc.), the cardholder must take the appropriate action. For items that are invalid, the cardholder should immediately call the merchant and

attempt to resolve the issue. Credits should be obtained within the billing cycle. If discussions with the merchant do not result in resolution, the cardholder must initiate a dispute immediately with the issuing bank. The dispute must be filed in accordance with the procedures outlined by the issuing bank.

If the transaction is not as the cardholder expected, i.e. amount is different, the cardholder should contact the vendor to resolve the issue. If the cardholder is not able to resolve the issue with the vendor within 30 days, the cardholder must file a dispute to protect the financial interest of the government.

If it is determined that the item is valid, it is approved.

If the item is a valid purchase but the goods and/or services have not been received, the cardholder will approve the transaction for payment and establish a suspense to ensure the item is received by the time the next statement is received. If the item is not received by the next statement date, [s]he is to dispute the transaction with the bank.

Once all transactions have been reconciled, i.e., approved or disputed, the cardholder can approve their statement. Cardholder shall acknowledge approval by signing the certification statement on the reverse of each page of the statement.

After the cardholder has approved his/her statement, [s]he must provide supporting documentation (original receipts, register slips, log entries, hand receipts for the purchases) to their approving official. The approving official is responsible for the second level review, reviewing all supporting documentation for compliance with program requirements. After this review the statement is forwarded to the Billing Official.