

COUNTY OF VENTURA

General Services Agency

Administrative Services

Procurement Services

Procurement Credit Card Policy & Procedure Manual

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INTRODUCTION

This Procurement Credit Card Policy & Procedure Manual is developed and distributed by the General Services Agency (GSA) Procurement Services Division. It establishes the policies and procedures associated with the use of the Ventura County Procurement Credit Card.

The Procurement Credit Card was introduced in 1997 by GSA/Procurement Services and the Auditor-Controller's office, as a payment mechanism to improve operational efficiency. The Procurement Credit Card reduces the number of requisitions and purchase orders associated with small dollar purchases. It facilitates one payment to the bank, on a monthly basis, instead of individual payments to a large number of vendors.

The County has been utilizing a, competitively bid, Master Contract issued by the State of California. This contract is currently with U.S. Bank.

Updates to this manual will be posted on the GSA Procurement Services intranet site at http://vcweb/gsa/procurement/procurement_card.aspx

Questions regarding your account, or these procedures, should be directed to GSA/Procurement Services at 654-3750.

DEFINITIONS

Approver (formerly Approving Official)

The Approver is a critical checkpoint for internal control purposes. The Approver reviews monthly bank statements to verify that all purchases are necessary and for official County purposes only. The Approver assists the Cardholder in resolving disputed transactions. The Approver must have a working knowledge of various procurement methods and be familiar with County procurement policies and procedures. The Approver must have knowledge of the job responsibilities of his/her designated Cardholder and should be the Cardholder's supervisor or a higher level official. In general, an employee may not be an Approver for his/her supervisor. An Approver can have authority over any number of Cardholders.

Billing Cycle

The Billing Cycle is the time frame used to cut-off transactions for billing purposes, and monitoring spending limit compliance. Currently, the County's billing cycle ends on the 22nd of each month. The cycle date remains the same each month, unless it falls on a holiday or weekend in which case it moves forward to the next business day.

Billing Official

The Billing Official is the agency's fiscal staff assigned to receive the Corporate Summary Invoice, responsible for processing payments, and reconciling outstanding balances.

Cardholder

The Cardholder is the employee whose name is on the bank card. The Cardholder is authorized to make purchases of commodities on behalf of their agency/department and should be familiar with County procurement policies and procedures. The Cardholder reconciles his/her monthly bank statement and forwards to the Approver.

Cardholder Statement

A monthly Statement of Account is forwarded to each Cardholder by U.S. Bank Inc, at the end of the billing cycle which lists transactions.

Program Administrator

The Program Administrator is the County Purchasing Agent, or his/her designee. The Program Administrator is responsible for approving applications for new cards; modifications to existing cards; ensuring existing procurement regulations are not circumvented; and is responsible for all external correspondence relative to the program. The Program Administrator coordinates the establishment of reports and administrative training; and, with the Auditor-Controller, establishes the local procedures for controlling and using cards.

U.S. Bank

U.S. Bank is the contractor who maintains all accounts. U.S. Bank issues cards and monthly Statements of Account to Cardholders, and invoices for payment (Corporate Account Statement). U.S. Bank pays vendors in a timely manner and receives reimbursement from the County.

GENERAL INFORMATION

Your agency/department head has authorized that a Procurement Card be issued to you, assigned a maximum dollar amount for each single purchase, and a total for all purchases made with the Procurement Card, within a given cycle period.

The unique VISA card that you receive from U.S. Bank, the present Contractor, has your name embossed on it. **YOU ARE THE ONLY ONE AUTHORIZED TO USE THE CARD.** No member of your staff, your family, your supervisor, or anyone else may use this card.

It has been specially designed to avoid confusing it with your personal credit cards. In all other respects, this is considered a regular VISA card. **HOWEVER, THIS PROCUREMENT CARD MUST NOT BE USED FOR PERSONAL PURCHASES!**

A number of unique controls have been incorporated into the Procurement Credit Card that, typically, do not exist in a traditional credit card environment. These controls ensure that the card can be used only for specific purchases and within specific dollar limits.

In addition, monthly reconciliation and certification of all purchases is required by each Cardholder, with verification performed by their supervisor (Approver) before payment is made.

Each Cardholder must attend training, and sign an agreement, in order to be issued a Procurement Credit Card.

USE POLICIES

Conditions for Use

Use of the card does not relieve the Cardholder from adherence to all County and/or agency/department acquisition regulations, policies, and procedures. The Procurement Card is a supplement to the purchase order process. The following conditions must be met when using the card.

- a. Each single purchase may be comprised of multiple items, but the total cannot exceed the single purchase dollar limit on your Procurement Card.
- b. When purchases exceed the limit established by your agency/department, the normal procedures of using purchase orders must be followed.
- c. The least expensive item that meets your basic needs must be sought.
- d. Cardholders must follow their agency/department's administrative procedures to ensure that sufficient appropriations are available prior to making a purchase.
- e. Use of the Procurement Card is not intended to replace effective procurement planning which enables volume discounts. (Refer to Restricted Uses for card restrictions.)
- f. Purchases must not be split to circumvent procurement regulations.
- g. The Procurement Credit Card must not be used for purchases when the Cardholder has a personal interest, or knowledge, regarding any vendor which would create a conflict of interest. An example is buying from a relative or close friend.
- h. Intentional use of the card for other than official County purposes is not allowed and such use will result in immediate cancellation of your Procurement Card, possible referral to the District Attorney, disciplinary action as authorized by applicable County procedures, and personal liability to the County for the amount of the purchase.

Restricted Uses

The Procurement Credit Card is intended to be used for small dollar purchases. However, the card is not to be used for services due to the complexity of IRS 1099 Reporting requirements.

In addition, the Procurement Credit Card is restricted from being used to purchase the following items:

- Ammunition and weapons (Sheriff's Crime Lab may purchase ammunition for testing)
- Automobile rental
- Automotive parts, repairs, or maintenance (GSA/Fleet and Fire Protection District may use for parts only)
- Cash advances through bank tellers or teller machines
- Chemicals & hazardous materials
- Consultants, instructors, or speakers
- **All rentals- all types** (including operated & maintained equipment, tables, chairs, etc.)
- Fixed asset purchases
- Gasoline, diesel fuel, oil, and grease
- Maintenance contracts and service
- Non-approved merchant type codes
- Office supplies available on Master County Contract (unless required in emergencies)
- Personal computers, iPads, tablets, printers and some peripherals
- Software (unless online purchase is the only option and ITSD approval is obtained) – Please review ITS Technology Acquisition and Approval Policies located at <http://vcweb/policies/>
- Purchase of items stocked in the Central Warehouse unless required in emergencies **(Contact GSA/Warehousing for current list of stock items)**
- Splitting of purchases to circumvent the dollar limitation
- Systems office furniture **(Herman Miller modular furniture)**
- Telecommunications equipment **(including hubs, telephones, routers and any device that enables dialing into or out of the County network)**
- ALL Travel expenses (including airfare, lodging, meals, and alcoholic beverages)
- **ALL Services and work on County property by outside contractors (due to 1099 reporting and insurance requirements)**
- Payment of existing invoices

Agency/Department specific regulations may further restrict this list.

Emergency Use

The Procurement Credit Card also provides a mechanism for procuring goods and/or services during an emergency, disaster response, or other unforeseen events.

An emergency purchase results when a situation arises in which compliance with normal procurement practice is impracticable or contrary to the public interest. An emergency purchase may be warranted to prevent a hazard to life, health, safety, welfare, property, or to avoid undue additional cost to the County, and/or disruption of service.

Notwithstanding the immediate nature of an emergency, all procurements conducted as emergencies should be made as competitive as possible, under the circumstances. Emergency purchases of goods, and services, should not exceed the scope or duration of the emergency.

Cardholders involved in first responder activities, or making purchases in response to an emergency situation, must indicate on the Order Log the nature of the emergency.

ORDERING PROCEDURES

Prior to making any purchase Cardholders must confirm that the item is within program policies and not on the Restricted Uses list in Chapter 2.

Also, verify that the vendor accepts VISA cards for payment of purchases. You may find that some of your vendors, especially wholesalers, do not accept VISA cards. If any of these vendors are interested in accepting VISA cards, they should be directed to their local banks or financial institutions. Vendors may also call U.S Bank Merchant Services Group at (800) 432-9412 (select option 5) for information regarding acceptance of the VISA Card.

In Store Ordering Procedures

Ask for and/or verify that any applicable County discounts have been deducted.
Indicate that discounts were requested on Order Log.

The vendor will complete the transaction by obtaining authorization for the transaction via either a direct telecommunication link to the VISA authorization network or a telephone call. The vendor will obtain an authorization number (as long as the purchase is within the limits established for your card). Please note that the vendor has no way to verify whether purchases are legal County charges. The Cardholder will be provided with a credit card charge receipt/slip which includes, in most cases, the following information:

- Partial card number and Cardholder name
- Date and amount of purchase
- Brief description of item(s) purchase
- Vendor name and identification

The vendor will request that you sign the draft. Before you do, verify that the dollar amount is correct, sales tax is added, and that no additional charges have been included in error.

You will be provided one copy of the signed credit card charge receipt. The remaining copies are retained by the vendor for their records, and for deposit with their financial institution to receive payment for the purchase amount.

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The cardholder copy must be kept and verified against your monthly Statement of Account (Exhibit II), and attached to your certified Statement of Account when forwarded to your Approver.

NOTE: You must log all orders on the Order Log (Exhibit I).

Telephone or Internet Ordering Procedures

If you are authorized by your Approver to make telephone, or Internet orders, with your credit card, log all orders on the Order Log (Exhibit I). When placing a telephone order ask for and verify that any and all discounts, available to the County, have been applied. Indicate this on your Order Log.

You will be asked to provide your name, card number, expiration date on the card and a delivery address and possibly the security code on the back of the card.

In cases where an order is placed by telephone for pickup by another County employee, the Cardholder should notify the vendor of the pickup arrangements. The vendor may require that the Cardholder be present to sign for the transaction. It is not acceptable for the Cardholder to give their credit card to the employee assigned to pickup the item.

Please note: Some out-of-state vendors may not collect California State Sales Tax. This should be noted on the Order Log. Under "sales tax" indicate "not collected". The Auditor/Controller's office will pay the sales tax directly to the State.

MONTHLY RECONCILIATION PROCEDURES

Cardholder Responsibilities

At the close of each billing cycle, the Cardholder will receive a "Statement of Account", (Exhibit II) from U.S. Bank. The Statement of Account will itemize each transaction which was charged to their account.

Paper statements are usually mailed within (3) business days after the cycle ends. Cardholders can suppress "paper" statements, choosing instead to print a copy from Access Online.

Statements are not generated when there is no activity during the billing cycle.

Upon receipt of the Statement of Account, complete each of the actions listed below:

- a. Review the Statement of Account for accuracy. Compare it to your Order Log (Exhibit I).
- b. Enter, on the Statement of Account, the ORG and ACCT expense information. If not known, the departmental accounting office should assist in providing.
- c. Attach copies of the sales receipts to the Statement of Account along with the Order Log and any other documentation required by your agency/department.
- d. Sign the Statement of Account and forward it to your Approver within five (5) working days of receipt.

If you will not be available to sign your Statement of Account because of leave or travel, forward all sales receipts and credit vouchers to your Approver. The Approver will forward a copy of your Statement of Account to your Accounting section. When you return, sign the original Statement of Account and forward it to your Approver.

- e. If you have returned an item purchased, attach the credit voucher to the Statement of Account on which the credit appears.

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Chapter 4-Monthly Reconciliation

- f. If you are charged for an item incorrectly, provide a complete explanation of the error on the Statement of Account.

Cardholders are responsible for completing, and submitting to U.S Bank, the Cardholder Statement of Questioned Item form (CSQI) (Exhibit III). A CSQI may be completed online, called into the bank, or submitted by fax.

Regardless of the method, Cardholders must provide a copy of the CSQI form to the Auditor/Controller's office.

- g. If an item is found to be unacceptable, try to resolve the problem with the vendor first. If the vendor refuses to issue a credit voucher, the Cardholder Statement of Questioned Item must be completed.
- h. Cardholders should call Customer Service immediately if they suspect fraud. Customer Service will close the account and issue a new card. Do not file a Cardholder Statement of Questioned Item (CSQI) for suspected fraud.

Disputes

Please note that VISA Operating Regulations have specific time frames established in which reversals of charges may be processed. If conditions occur as noted in items **f** and **g**, the Cardholder Statement of Questioned Item (Exhibit III) must be forwarded to U.S. Bank within 60 days from your Statement of Account date to ensure compliance with these time frames.

In addition to these time frames, VISA Operating Regulations often require certain written documentation from you before a reversal can be processed. If the data on the Cardholder Statement of Questioned Item form is not sufficient to satisfy the requirements, Procurement will notify you of any additional documentation that is needed. Further details regarding the charge-back reasons listed on the Cardholder Statement of Questioned Item are located at the end of these instructions (Exhibit III).

If you have questions regarding the information on the Cardholder Statement of Questioned Item form, or if you have any problems regarding the reversal of a transaction, please contact U.S. Bank Customer Services at 1-800-344-5696.

Fraud

Do not dispute a charge, or file a CSQI form, for suspected fraud. Contact U.S. Bank and Customer Service will help you determine if the charge is fraudulent. If need be, you will be forwarded to the Fraud Unit. Cardholders

should document the call(s) with the names of all U.S. Bank staff handling the fraud case.

If the charges are determined to be fraudulent, Customer Service will close the account and all charges will be moved to a new account. A new card will be issued.

Approver Responsibilities

Cardholders will forward their Statement of Account, Order Log, and receipts to their Approver at the end of each billing period.

Upon receipt of all required documentation the Approver should:

- a. Completely review, and approve of, all Cardholder transactions to ensure that purchases are for "Official Business" only and that purchases are authorized within the duties of the Cardholder, and that proper documentation is included. Beware of repetitive "missing" receipts.
- b. Sign the front of the Cardholder's Statement of Account certifying that the charges have been reviewed for compliance with policies and procedures, and approved.
- c. Forward to the agency's accounting section the Cardholder's Statement of Account and related documentation.

Please Note: U.S. Bank will no longer provide an RO 90. However, Approvers will be able, and are encouraged, to view Cardholder activity online via Access Online.

Billing Official Responsibilities

The Billing Official will be responsible for reconciling the Cardholder statements and documentation received from the Approver with the Corporate Account Summary.

- a. Review supporting documentation to ensure that it is adequate to justify each purchase.
- b. Code each transaction on the Cardholder's statement with the appropriate Object and ORG codes and complete the required claim form to process payment to the bank.

Disputed items will be removed from the statement and will be re-charged when the purchase is resolved and the amount is due.

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- c. Make and distribute documents as follows:
- Original of the Financial Summary, originals of all related Cardholder Statements of Account, Order Log, and CSQI dispute forms to the Auditor-Controller's office along with the required claim form. Make copies for agency records.
 - To meet the payment deadline, forward the claim form and the required supporting documentation to the Auditor-Controller's office at least ten (10) working days before payment is due to U.S. Bank.

Record Keeping

Each agency/department is required to maintain all records pertaining to their Procurement Credit Card activities as a public record for a period of three years.

Records include order logs, receipts, invoices, and credit card charge receipts.

Auditing

Procurement will conduct random reviews of agency/department's use of the Procurement Credit Card, using appropriate U.S. Bank reports to monitor patterns of use.

If misuse is suspected, GSA Procurement Services will notify the Auditor Controller's office for further investigation.

The Auditor Controller's office will monitor monthly Order Logs and will notify the Cardholder, Approver and agency/department head (as deemed necessary) of any misuse. Procurement Credit Card authorization may be canceled at any time for policy infractions.

UPDATING ACCOUNT INFORMATION

Changes to Cardholder Information

Changes to a Cardholder's name, address, agency or division, Approver, ORG used to bill annual administration fees, or spending limits should be immediately reported to GSA/Procurement Services (Program Administrator).

Changes should be reported by completing a new Procurement Credit Card Request form. Mark the change request box and obtain agency/department head signature (required only when changing Approver or spending limits).

If you move to another group or division within the same agency, you should check with your Approver before using your card to see what changes may be required.

Changes to Approver Information

Changes to Approver name or address should be reported to GSA/Procurement Services (Program Administrator).

Complete a new Procurement Credit Card Request form, mark the change request box, and submit to GSA Procurement Services.

Canceling or Closing an Account

If you leave your agency/department, you must return your card to the Approver prior to leaving. You, or an authorized agency representative, must notify Procurement Services to request that the card be canceled. This can be done by email or by completing a new Procurement Credit Card Request form. Mark the change request box, enter only the Cardholder name and write "cancel" across the page. Forward the form to Procurement Services. The card must be destroyed or forwarded to Procurement Services.

Agencies/departments should incorporate, as part of their "Exit Procedures", the return of the Procurement Credit Card.

Lost or Stolen Cards

Immediately notify U.S. Bank at (800) 344-5696 of a lost or stolen card. If the card was stolen, report to Sheriff/Police department when applicable. Note any purchase(s) made on the day the card was lost or stolen. Under most circumstances, a new card

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will be issued to you within five (5) days from the time that you reported the loss or theft. If you do not notify U.S. Bank of the loss, or theft, of a card immediately, you could be liable for purchases charged on the card.

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Exhibit I

ORDER LOG										
RECORD OF PROCUREMENT CREDIT CARD ORDERS			1. FOR PERIOD (Enter beginning and ending date) FROM _____ TO _____				PAGE ____ OF ____ PAGE(S)			
INSTRUCTIONS: Use this form to document orders that will be paid for using the Procurement Credit Card. Reconcile the information on this form with your monthly billing statement, sign and date the form, and submit with the billing statement to the approving official.					2. NAME OF CARDHOLDER (As it appears on card)					
					3. AGENCY/DEPARTMENT _____ / _____					
4. DATE	5. VENDORS NAME	6. DESCRIPTION OF MERCHANDISE	ORDERED				RECEIVED			
			7. QTY	8. UNIT PRICE	9. MERCH. COST (SUBTOTAL)	10. SALES TAX	11. FREIGHT	12. TOTAL PRICE	13. REQUESTED DISCOUNT Y/N	14. AMOUNT BILLED
15. REMARKS (List here account code(s) for items(s) purchased above.)										

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Exhibit II

CARDHOLDER STATEMENT OF ACCOUNT



U.S. BANCORP SERVICE CENTER
P. O. Box 6313
Fargo, ND 58125-6313

GSA-PROCUREMENT

ACCOUNT NUMBER [REDACTED]
STATEMENT DATE 12-23-13
TOTAL ACTIVITY \$ 199.00



000006101 1 AI 0.381 106181398682113 1*

[REDACTED]
COUNTY OF VENTURA
800 S VICTORIA AVE
VENTURA CA 93009-0001

"MEMO STATEMENT ONLY"
DO NOT REMIT PAYMENT

We certify that all purchases listed on this statement, unless annotated to the contrary, are true, correct and for official business only. Payment is authorized.

Cardholder _____ Date _____ Approver _____ Date _____

NEW ACCOUNT ACTIVITY					
POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT
12-18	12-17	ACT*CAI*PO 2014 CONFERE 877-551-5560 CA PUR ID: nYZzxL31/877/1677 FAX: 0.00	21692163351000511965935	9399	199.00

Default Accounting Code: NO DAC				
CUSTOMER SERVICE CALL 800-344-5696	ACCOUNT NUMBER [REDACTED]		ACCOUNT SUMMARY	
	STATEMENT DATE 12-23-13	DISPUTED AMOUNT \$.00	PREVIOUS BALANCE \$ 0.00 PURCHASES & OTHER CHARGES \$199.00	
SEND BILLING INQUIRIES TO: C/O U.S. BANCORP SERVICE CENTER, INC U.S. BANK NATIONAL ASSOCIATION P.O. BOX 6335 FARGO, ND 58125 6335	AMOUNT DUE \$ 0.00 DO NOT REMIT		CASH ADVANCES \$ 0.00 CASH ADVANCE FEE \$ 0.00 CREDITS \$ 0.00	
			TOTAL ACTIVITY \$199.00	

Procurement Credit Card Policy & Procedure Manual
Exhibit III

CARDHOLDER STATEMENT OF QUESTIONABLE ITEM

Cardholder Statement of Questioned Item				
(Please print or type in black ink)				
Purchasing				
CARDHOLDER NAME (please print or type)		ACCOUNT NUMBER		
CARDHOLDER SIGNATURE		DATE	(AREA CODE) TELEPHONE NUMBER	
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 in your particular dispute. If you have any questions, please contact us at 800-344-5696. We will be more than happy to advise you in this matter.				
1. UNAUTHORIZED MAIL OR PHONE ORDER OR PHONE ORDER				
<input type="checkbox"/> I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.				
2. DUPLICATE PROCESSING-THE DATE OF THE FIRST TRANSACTION WAS _____				
<input type="checkbox"/> 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.				
3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____				
<input type="checkbox"/> My account has been charged for the above listed 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 contract, and the expected date to receive merchandise.)				
4. MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____				
<input type="checkbox"/> 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 express mail receipt				
5. CREDIT NOT RECEIVED				
<input type="checkbox"/> I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. <u>A copy of the credit voucher is enclosed.</u> (Please provide a copy of this voucher with this correspondence.)				
6. ALTERATION OF AMOUNT				
<input type="checkbox"/> The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount of which I signed. The difference of amount is \$ _____.				
7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE				
<input type="checkbox"/> 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 Cardholder Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear on my account.				
8. COPY REQUEST				
<input type="checkbox"/> I recognize this charge, but need a copy of the sales draft for my records.				
9. SERVICES NOT RECEIVED				
<input type="checkbox"/> I have been billed for this transaction; however, the merchant was unable to provide the services.				
<input type="checkbox"/> Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means).				
10. NOT AS DESCRIBED				
<input type="checkbox"/> (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). _____				
11. If none of the above reasons apply, please describe the situation: _____				

(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement).				
Send To: U.S. Bank, P.O. Box 6335, Fargo, ND 58125-6335 Fax: 1-866-229-9625				
				
CSQICOMM1014				