



Purchase Card Policy

Policy Statement

The Purchase Card is an Arks Harvest issued card designed to streamline dollar purchases of goods and services for business related purposes. Cards will be provided to Arks Harvest Directors or store managers of Arks Harvest upon approval by the Board of Directors. This policy guides all directors and volunteers using the Purchase Card at Arks Harvest.

Introduction

The Purchase Card is a debit credit card issued by Scotiabank. The card can be used for both in-store purchases as well as phone and online. Do not email card numbers to anyone as it can result in identity theft. The card is not intended to avoid or bypass appropriate purchasing procedures but is to be used in accordance with the guidelines established within this policy. This program should be treated with the same sense of responsibility and security used for a personal debit or credit card. Violations of procedures or abuse will be subject to disciplinary action. Your signature on the Cardholder Agreement indicates that you understand and agree to adhere to the guidelines established for the program. Cards are processed for issuance after the approval of the Board of Directors.

Purchase Card Administrator (PCA)

The President and Treasurer, shall act as the administrator for the purchasing card program.

Acquiring a Purchasing Card

Upon approval by the Board of Directors the director or store manager must complete the Cardholder Agreement (Provided by Arks Harvest) and return a completed copy to the PCA either in person or via email treasurer@arksharvest.ca; president@arksharvest.ca. The cardholder is required to read the Purchasing Card Policy and adhere to all policies and procedures. Cardholders will be notified by the PCA when a meeting with the bank has been scheduled to complete all the required documents. The cardholder must pick up the card. After activation, sign the back of the card and always keep it in a secure place. Cards remain the property of the Organization and is only to be used for Arks Harvest business purchases as defined in this policy.



Lost or Stolen Cards

Cardholders must immediately report a lost or stolen Purchasing card by contacting Scotiabank Customer Service at 1-888-823-9657. Immediately after informing Customer Service, the cardholder must also inform the Purchase Card Administrator. The cardholder is responsible for the security of the card and any purchases made on the account until it is reported stolen. It is extremely important to act promptly in the event of a lost or stolen card to avoid company liability for fraudulent transactions. The cardholder will not be able to use the account number after notifying the bank. A new card will be issued as soon as possible following notification to Scotiabank.

Canceling Purchase Cards

To cancel a Purchase Card, the individual must deliver the card to the PCA to cancel the account and destroy the card. Departing Directors or Store managers must surrender the purchasing card to PCA with any current or outstanding receipts. Upon receipt of the monthly statement, the Treasurer will review and approve any outstanding transactions.

General Information

Each card will be tailored to individual requirements. This will minimize the potential for abuse should your card be lost or stolen.

The purchasing card has the Cardholder's signature on it and should be used by the Cardholder or the persons authorized by the Cardholder.

The Cardholder is responsible for all use of their card. Some restrictions have been built into the program. Card limits are established to fit the user profile. Monthly limits are established for certain positions to meet requirements for the job.

Purchase Card Use

Purchases must be within the limits of the departments' available budget.

Purchase card limits are adjusted by the PCA. Limit adjustments must be approved by the Board of Directors. Requests for limit adjustments should be sent via email to the President and Treasurer.



The email should include:

- Amount of new limit
- Temporary or permanent increase/decrease
- Effective date(s)
- Explanation for limit change

UNAUTHORIZED PURCHASING CARD USE

The purchasing card SHALL NOT BE USED for the following:

- Personal purchases
- Cash Advances or ATM cash withdrawals (unless approved by the board)
- Entertainment – including lottery/gambling and dating/escort services
- Purchase of alcohol, unless previously authorized by the Board of Directors
- Computer equipment, with the exception of the Board of Directors

Except for the situations noted above, the card may be used at any merchant that accepts debit throughout Canada.

Misuse of the Purchase Card

A Cardholder who makes an unauthorized purchase(s) or carelessly uses the Purchase Card will be liable for the total dollar amount of the purchase(s) plus any administrative fees charged by the bank in connection with the misuse. The Cardholder may also be subject to disciplinary action.

Misuse of the card can be personal or administrative. Misuse includes but is not limited to:

- Lack of timely reconciliation of individual cardholder account
- Purchases for the sole benefit of the cardholder
- Assignment or transfer of a card to an unauthorized person
- Use of a card by a person not associated with Arks Harvest (this includes volunteers who are no longer volunteering with the Organization and any volunteer who has canceled their volunteer agreement with the Organization)
- Card use in direct violation of the purchasing card policies and procedures contained in this document



Misuse of the Purchasing Card will be handled promptly and uniformly for all cardholders. When appropriate, the Treasurer should attempt informal resolution by bringing the misuse, and consequences of further misuse, to the director or store manager's attention.

If informal resolution is inappropriate or ineffective, the following consequences will be enforced. Not all consequences will be applied to every violation. There are situations that may lead to disciplinary action, including suspension or termination of position with Arks Harvest. The Board of Directors reserves the right to use their discretion in applying these guidelines, depending on the type and severity of the specific violation being addressed.

- If a single instance of misuse occurs by a cardholder, a warning will be issued by the Treasurer
- In the second instance of misuse, the card will be removed for at least one billing cycle.
- If problems continue after the card is returned, the card will be canceled or suspended up to one year and the person may be removed from their position as Store Manager or Director
- An approving official can skip any or all of these steps if the incident is severe, resulting in permanent suspension of the card. The Board of Directors will be notified of any suspected misuse.

Card Refusal

If the card is refused at a merchant where the cardholder believes it should be accepted, call Scotiabank Customer Service to determine the reason for refusal. Customer service assistance is available during business hours 8:30AM to 5:00PM: 1-888-855-1234. Speak with a Customer Service Representative depending on the result of your inquiry, the cardholder may discuss the issue further with the President or Treasurer. The Treasurer and President are empowered to modify the restrictions on the cardholder's use of the Purchasing Card.

Reconcilement and Payment

Unlike personal cards, the Scotiabank Purchasing Card Program is handled as a corporate liability. The Directors and Store Managers' personal credit history has not been taken into account when a card has been issued in your name. It is the cardholder's responsibility to review and verify that all transactions are valid and the expenditures are for Arks Harvest related purposes. The cardholder will be required to reimburse the Arks Harvest with personal funds for any activity that is not a business expense. The cardholder is responsible for obtaining original itemized receipts for every transaction and submitting them through Dext. For online orders, print the detailed confirmation/receipt screen. Conference registration forms or



subscription renewal notices should be printed or copied before mailing. It is extremely important to request and retain purchase receipts, as this is the only original documentation to substantiate the purchase as a valid business expense.

The Treasurer and bookkeeper are responsible for the storage of all receipts and statements. Required record retention for financial documents is seven complete years plus the current year.

Purchase Card Lost Receipt

All attempts should be made to request another receipt, if this is not possible, a discussion should be had with the Treasurer for next steps.

Statement Discrepancies/Credits/Returns

Instances of discrepancy include:

- Items on the statement do not correlate with the retained receipts,
 - o A transaction not made by the cardholder
 - o The amount of the transaction may be incorrect
- Dispute with a vendor about quality or service. If there is a discrepancy, contact the merchant to attempt to resolve the error or problem. If the vendors complies and issues a credit adjustment it should appear between 7-10 business days.

Note: Be sure to verify that the correct credit has been received. If the merchant disagrees that an adjustment is necessary, call Scotiabank customer service at 1-888-855-1234. You will need to provide details regarding the dispute, including what corrective actions have already taken to resolve the dispute. Scotiabank must receive any charge dispute as soon as possible of the transaction date. If the dispute is not resolved to your satisfaction, and you believe the merchant has treated you unfairly, please notify the PCA with the relevant details.

Any fraudulent charge must be reported immediately to Scotiabank customer service and the Purchasing Card Administrator. Prompt reporting of such charges will help to prevent Arks Harvest from being held responsible. Purchasing Card Returns - If an item is not satisfactory, received wrong, damaged and/or defective, duplicate order, etc., the Cardholder is to contact the Vendor to explain the problem and inquire about return policies. If an item has been returned and a credit voucher received, the Cardholder shall verify that this credit is reflected with the Treasurer. If the purchase or credit does not appear on the statement within 60 days after the date of purchase, the cardholder must notify the PCA.