

County of Franklin, North Carolina
Department of Finance and Administration
Purchasing Policy and Procedure Manual

TABLE OF CONTENTS

	Page(s)
I. Forward.....	1
II. General Guidelines for Purchasing Supplies and Materials.....	2
2.1 Local Buying	
2.2 Planning	
2.3 Buying Proper Quality	
III. Purchasing Procedures.....	3-4
3.1 Request To Purchase	
3.2 Completing the Request to Purchase Form	
3.3 Specific Instructions	
IV. Vendor Selection.....	4
4.1 Selection Policy	
4.2 Section Procedures	
V. Purchase Orders.....	5-6
5.1 The Purchase Order Process	
5.2 Change Orders	
VI. Availability and Transfer of Budgetary Funds.....	7
6.1 Policy	
6.2 Authority	
6.3 Responsibility	
VII. Special Procurement Procedures.....	7-11
7.1 Blanket Purchase Orders	
7.2 Service Contracts	
7.3 Emergency Purchases	
7.4 Call in Request for Purchase Orders	
7.5 Purchase Order Cut-Off Date	

7.6 Sole Source of Supply	
7.7 State of North Carolina Purchase Contract	
7.8 Professional Services	
7.9 Purchasing Calendar: Capital and Non-Capital Equipment	
7.10 Vehicle and Equipment: Outsourcing of Service	
7.11 Petty Cash Expenditures	
	Page(s)
7.12 Purchasing Cards	
VIII. Competitive Bids	
.....	12-13
8.1 Formal Bids - Supplies and Materials (\$90,000 and greater)	
8.2 Informal Bids - Supplies and Materials (\$30,000 - \$90,000)	
8.3 Purchases - Supplies and Materials (Less than \$30,000)	
8.4 Construction and Repair Work	
8.4.1 Formal Construction or Repair Contracts (\$300,000 and greater)	
8.4.2 Informal Construction or Repair Contracts (Less than \$300,000)	
IX. Specifications	
.....	13
X. Delivery and Performance	
.....	14
10.1 Partial Deliveries	
10.2 Non-Performance	
XI. Inspection and Testing	
.....	14-15
11.1 Rejection	
11.2 Damaged Goods	
11.3 Latent Defects	
XII. Vendor Relations	
.....	15
XIII. After the Order	
.....	16
XIV. Exhibits	
.....	18-28
Form A. Examples of Purchases Not Requiring a Completed Request to Purchase	
Form B. Request to Purchase Form	
Form C. Change Order Form	
Form D. Request for Transfer of Funds Form	
Form E. Vendor Performance Evaluation Form	

- F. Request to Stock Form
- G. Cardholder's Agreement Form
- H. New Cardholder Enrollment Form
- I. Purchasing Card Payment Authorization Form

I. FORWARD

This purchasing policy and procedures manual is intended for use as a guide to the County of Franklin's purchasing methods and practices. When used properly, the policies and procedures established herein will enable the County to obtain needed materials, equipment, supplies and services efficiently and economically.

The understanding and cooperation of all employees is essential if the County is to obtain the maximum value for each tax and utility dollar spent. While this manual does not answer all questions related to purchasing, it does provide the foundation for a sound purchasing system.

The basic goals of the County's purchasing program are:

1. To comply with the legal requirements of public purchasing and procurement.
2. To assure vendors that impartial and equal treatment is afforded to all who wish to do business with the County.
3. To receive the best value for each dollar spent by awarding purchase orders to the lowest responsible bidder, taking into consideration quality, performance, technical support, delivery schedule, past performance and other relevant factors.
4. To provide county departments the required goods, equipment, and services at the time and place needed and in the proper quantity and quality.
5. To professionally administer the search for sources of supplies, the development of new sources, the selection of suppliers, negotiations, commitment, follow-up, and adjustments.
6. To promote good and effective vendor relations, cultivated by informed and fair buying practices and strict maintenance of ethical standards.
7. To effect maximum feasible standardization of products used within and among departments in order to obtain better prices.

If the procedures and guidelines established in this manual are followed, each department can efficiently manage, control and plan its' available resources to meet present and future departmental needs and help the County to meet these goals.

II. GENERAL GUIDELINES FOR PURCHASING SUPPLIES AND MATERIALS

2.1 Local Buying:

It is the desire of the County to purchase from vendors located within the County whenever possible. This can be accomplished by insuring that local vendors who have goods or services available which are needed by the County are included in the competitive purchasing process. The County will develop and maintain a vendor list from which county departments may obtain quotes from. Vendors may apply to be included on the vendor list by contacting county administration or applying online through the county's web site. The County has a responsibility to its residents; however, to insure that maximum value is obtained for each public dollar spent. The County cannot and will not make purchasing decisions solely on the basis of vendor residence. Rather, the County will endeavor to encourage local vendors and suppliers to compete for all County business.

2.2 Planning:

Planning for purchases should be done on a short-term and long-term basis, thereby minimizing small orders and last minute purchases. Planning will also reduce the number of trips required to obtain materials and minimize clerical and supervisory time spent on documenting purchases.

2.3 Buying Proper Quality:

Quality and service are as important as price; and, it is the duty of the requesting department to secure the best, most economical, quality that will meet but not exceed the requirements for which the goods or services are intended. In some instances the lowest price does not necessarily mean the lowest cost. Departments should make sure all potential supply costs are considered (shipping etc). Once a decision is made by the department as to the brand of a product such as chevy versus ford, john deere versus ford, etc...; the department must submit in writing as to why they have decided to choose that specific brand name over a similar competitor.

III. PURCHASING PROCEDURES

This section outlines the County's purchasing procedure. This procedure covers the purchase of apparatus, supplies, and materials.

3.1 Request to Purchase:

The required information as noted on the REQUEST TO PURCHASE FORM (Exhibit B) should be keyed into the accounting software system. This process initiates the procurement cycle. The receipt of the request with the required information and appropriate signatures gives the department's designee the authority to proceed with competitive pricing and to issue a purchase order to the most suitable vendor. The Department Head or his/her designee must approve all requests within the department.

A completed request to purchase form with appropriate signatures is required for all purchases other than those identified in Exhibit A.

3.2 Completing the Request to Purchase Form:

Departments should establish internal procedures for their department for requesting purchases. Once the departmental staff has obtained approval from the department head or their designee, departmental staff should request a purchase order from the finance department through data entry into the finance department's financial software.

1.

IV. VENDOR SELECTION

4.1 Selection Policy:

Vendors will be selected on a competitive basis. Formal bids, informal bids, or telephone quotations will be solicited by each department. Bid awards, purchase orders and or contracts will be issued to the lowest responsible bidder as outlined in Section I.3. Please refer to the County vendor list for approved vendors. Vendors do not have to be on the vendor list on formal bidding requirements.

4.2 Selection Procedures:

For the procurement of supplies, materials and or equipment and for construction or repair, the County will observe the following procedures:

- a) The formal bid process will be used in accordance with North Carolina General Statute §143-129. (Formal bid process is on page 12 of the purchasing manual) This will include advertising in the local newspaper and/or other advertising media as deemed appropriate and receiving sealed bids.
- b) The informal bid process will be used in accordance with North Carolina General Statute §143-131. (see page 12 for the process)
- c) The NC General Statutes that involve purchasing requirements of local governments can be found on line at <http://www.ncleg.net/gascripts/Statutes/Statutes.asp>.
- d) Departments should always review State Contract pricing to ensure the best possible price is obtained. The link to this web site is www.doa.state.nc.us/pandc.

V. PURCHASE ORDERS

To be valid, a County Purchase Order must be approved by the Finance Department. Purchase orders will not be issued without the appropriate paperwork.

5.1 The Purchase Order Process:

A purchase order is a contract between the County and a vendor and is not binding until accepted by the vendor. The issuance of purchase orders by any unauthorized County employee will not be recognized by the County and the payment of these obligations will not be approved. Obtaining supplies, materials, equipment or services without a purchase order is also an unauthorized purchase. (Except in emergency situations as outlined in Section 7.3.) Unauthorized purchases are classified as a personal expense and will be paid for by the employee.

In order to properly process the vendor's invoice(s) for payment, the packing slips should be attached to the request for payment and forwarded to the Finance Department.

5.2 Change Orders:

In order to change, modify, or cancel an existing purchase order, the user department must initiate a Change Order Form (Exhibit C) with the Department Head's or his/her designee's approval. All pertinent information needed to make changes should be completed. The change order is to be forwarded to the Finance Department for review and approval.

Contracts awarded by the Board of County Commissioners where change orders are required that are in excess of the approved contingency amounts must be approved by the Board of Commissioners before payment.

Change orders will not be allowed:

1. That would alter the procurement procedures that were used in the original process. (i.e., from informal to formal).
2. After the scope of services have been rendered or materials have been received.
3. Would increase a blanket purchase order.
4. Would add additional items to the purchase order.

Change orders are not needed when the dollar amount of the change for a line item will not be exceeded by 10% of the original amount.

VI. AVAILABILITY AND TRANSFER OF BUDGETARY FUNDS

6.1 Policy:

Department Heads may request a Transfer of Funds which allows the moving of appropriations between departmental line items. Transfer of Funds will not be allowed for the purpose of making it possible to spend all appropriations. Exhibit D is a sample Request for Transfer of Funds Form.

6.2 Authority:

The County Manager is authorized to make certain changes among operating expenditure line items in the budget of a department when he/she feels the change would be in the best interest of the County. The County Manager will make the departments aware on any change made in appropriations during the fiscal year.

6.3 Responsibility:

Transfer of Funds must be requested by the Department Head or his/her designee and approved by the County Manager before any commitments are approved against an expenditure line item which would exceed the amount budgeted for that particular line item. The department should complete the request and submit it to the Finance Office. The Finance Office is expected and authorized to inquire about the appropriateness of any and all Request for Transfer of Funds. After review and approval of the Request, the Finance Director will forward the request to the County Manager for final approval.

Requests should be stated in even \$50 increments (i.e. \$50, \$100, \$150, etc.).

VII. SPECIAL PROCUREMENT PROCEDURES

7.1 Blanket Purchase Orders:

The finance department can issue blanket purchase orders to selected vendors for the procurement of certain commonly purchased items as long as it is in accordance with NC General Statutes.

Requests for blanket purchase orders must, in addition to the required information, indicate the following: items covered by the blanket purchase order, a Not to Exceed (NTE) amount in the appropriate column, and an attached listing of all personnel approved to purchase from the blanket PO. It is the responsibility of the individual authorized to purchase under a blanket purchase order to insure that an unspent balance remains to cover the purchase to be made. Any purchase that exceeds the the purchase order amount by 10% will be classified as an unauthorized purchase.

Purchases made by personnel not authorized by a purchase order request will be classified as a personal expense and will be paid by the employee.

The department's employee receiving the goods should sign the vendor's packing slip. Departments will forward the packing slips with the request for payment to the Finance Department.

7.2 Service Contracts:

- a) Service Contracts will be managed in concert with NC General Statutes. NC General Statutes do not require local governments to competitively bid service related contracts however departments are expected to obtain quotes on service contracts that can be competitively bid whenever possible. Examples include grass cutting, landscaping, auditing services etc... Vehicle Maintenance will be bid out for a three year term to the winning vendor.
- b) NC General Statutes require some professional services such as architectural and engineering services to be obtained by a process of preparing a Request for Qualifications for their services. Please refer to NC General Statute 143-64.32. All Requests for Qualifications must be approved by the Board of County Commissioners.....

7.3 Emergency Purchases:

In cases of emergencies, the Department Head or his/her designee upon verbal approval of the County Manager may purchase directly from any vendor, supplies or services whose immediate procurement is essential to prevent delays in work that may affect the life, health, or either safety or convenience of the County's employees or citizens.

The user department shall exercise good judgment and use established vendors when making emergency purchases. Always obtain the best possible price and limit purchases to those items emergency related. Not anticipating needs does not constitute an emergency situation. First, determine if a true emergency does exist. Second, anticipate needs and avoid emergency situations whenever possible. Emergency orders are always costly. Vendors usually charge top prices if supplies or services must be obtained on an emergency basis.

During working hours, the following procedure should be used for emergency purchases:

Contact the finance department and give all pertinent information to obtain a purchase order. The information needed will include vendor name, item(s) to be purchased with quantities, expenditure account to which the item(s) will be charged and the reason for the emergency purchase. After verifying available funds, a purchase order number will be issued for the expenditure and a confirming purchase order will be mailed to the vendor. Should the purchase over encumber the account balance, a Request for Transfer of Funds form will need to be completed as soon as possible.

After working hours, the following procedure should be used for emergency purchases:

The department head should verify they have adequate funds available. The finance department should be notified the next working day by 9:00am and a purchase order obtained if needed.

Emergency purchases, although sometimes necessary, are costly both in time and money. The use of emergency procedures should be limited and will be monitored for abuse.

7.4 Call-In Request for Purchase Orders:

Call-in requests for purchase orders will be used for emergency situations only. However, the finance department will allow the faxing of requests for rapid expedition.

7.5 Purchase Order Cut-Off Date:

Purchase requests for materials, supplies, services and equipment (not included in blanket purchase orders or service contracts) for the ending current fiscal year must be requested no later than June 1st. Purchase requests of a routine nature that could have been scheduled prior to June 1, and are not critical, will be returned to

the department for disposition in the new fiscal year. This procedure affords the finance department the opportunity to complete fiscal year end activities in a timely and proper manner.

7.6 Sole Source of Supply:

Sole Source is defined as there is only one vendor capable of providing a particular good or service. The competitive pricing procedures outlined in this manual may be waived by the County Manager in a case that involves a sole source. Whenever a Department Head or his/her designee determines to purchase goods or services from a "sole source", he/she shall document on the request why only one company or individual is capable of providing the goods or services required and submit this request to the County Manager. Once the County Manager has approved this purchase, the manager will notify in writing the sole source provider has been approved.

7.7 State of North Carolina Purchase Contract:

Departments should review and utilize the State of North Carolina Department of Administration Purchase and Contract Division whenever possible for procurement of capital and non-capital items. (<http://www.doa.state.nc.us/pandc/>) This system expedites the purchase of goods, offers pricing compatible with quotes received from formal and informal bids, and satisfies North Carolina General Statutes. Examples of goods on state contract are: law enforcement vehicles, office furniture, copiers, janitorial supplies, copier paper, and light bulbs. Departments should not rely solely on State Contract Pricing and should also obtain quotes from local vendors. This process will allow the opportunity for local vendors to compete against state contract pricing.

7.8 Professional Services:

When an agreement between a professional service company and the County is established, a purchase order with a NTE amount shall be issued to satisfy accounting and statutory requirements.

7.9 Purchasing Calendar: Capital (\$5,000+) and Non-Capital Equipment:

To coordinate and schedule capital purchases during the fiscal year, the finance director will request information from departments concerning approved capital budgets and procurement schedules each year.

The finance department will complete a worksheet of major capital items approved in the adopted budget. The finance department will review the capital budget information and attempt to coordinate and schedule similar purchases to affect lower prices, reduce multiple purchase order processing for similar items, and more appropriately plan the procurement and remittance functions of the County. In

securing financing and maintaining the fixed asset records for the fiscal year, all capital purchases should be completed no later than February 28th with delivery scheduled no later than May 15, if at all possible.

7.10 Vehicle and Equipment Repair: Outsourcing of Service:

Procedures for outsourcing vehicle and equipment repairs and routine maintenance, such as oil changes, tire rotation, body repair, engine rebuilding, air condition repairs, pumps, or any other item needing service shall be handled by the department in need.

- (a) The county will competitively bid vehicle maintenance services. County agencies are expected to have their vehicle serviced at the contracted vendor with the exception of the Water and Sewer department and Economic Development Office. The contract will be for a three year term.
- (b) The Water and Sewer Department and Economic Development should obtain quotes on major repair items for various vendors.

7.11 Petty Cash Expenditures:

Petty cash funds have been established for unanticipated costs such as items (including but not limited to) postage due, federal express mailings, car washes, emergency office needs, etc. Departments should maintain a log of each transaction and submits receipts along with a request for payment to replenish their petty cash drawer.

7.12 Purchasing Cards

The use of purchasing cards has been proven to be a cost effective method of obtaining low cost supply and service items for certain Counties. The purpose of this purchasing procedure is to provide for the use of purchasing cards for SMALL value purchases. The County will begin to issue purchasing cards to department heads with the adoption of this policy.

The purchasing card should be used only when:

- A. The items and/or services to be purchased are for the official use of the County.
- B. The types of items and/or services to be purchased are those established by the department head or his/her designee and approved by Finance and Administration.
- C. The cost of the proposed purchase does not exceed the small value purchase transaction limit established by the department head or his/her designee and approved by Finance and Administration. Capital items or expenses MAY NOT be purchased with the purchasing card.

- D. Finance and Administration will review the use of the individual card activity and reserves the right to revoke the use privileges from the cardholder, if deemed necessary. Purchasing cards will be issued to department head's to distribute to appropriate employees.

For the purchasing card process to operate efficiently, a timely response to each of the elements of the procedures is required from those concerned. Failure to do so will result in past due transactions appearing on the statements and cards being rejected because of limits being exceeded. Employee absence should be anticipated and arrangements put in place so that the process flow will not be delayed. For the protection of all, the Finance Director is to be notified immediately when a card is lost or stolen.

I. Issue of purchasing card.

- A. Purchasing cards will be issued to department heads only.
- B. The employee must sign the "Cardholder's Agreement" verifying agreement to conditions of use. (Exhibit G)
- C. The department head will determine which employees use their cards. When the card is issued to an employee, the employee and department must sign the enrollment form (Exhibit H) indicating approval. The department head or his/her designee will encumber funds equivalent to the total dollar limits set for each division.
- D. Card limits will be determined on a departmental basis by the County Manager.

II. Use of purchasing card.

The cardholder will retain vendor's receipts, records of telephone orders and/or copies of mail orders and file for future reconciliation of the purchase card statement. The satisfactory receipt of goods or services is the responsibility of the purchasing cardholder.

III. Payment of purchasing card charges.

- A. The cardholder will match invoices and receipts with the monthly statement they receive. Undocumented transactions (transactions turned in to be paid without receipt) are not allowed. Any disputed transactions are to be referred to Finance Department.
- B. The cardholder will complete the Purchasing Card Payment Authorization Form (Exhibit I) and attach to the statement. The form will be used to summarize the purchases by budgetary account number. The department head or his/her designee will review the reconciled statement, approve the Purchasing Card Payment Authorization Form and return the statement, receipts and form to Finance and Administration within five (5) days from receipt of statement.

VIII. COMPETITIVE BIDS

8.1 Formal Bids-Supplies and Materials : (Construction and repair \$300,000+ and Purchases \$90,000+)

The County Manager shall be responsible for ensuring that all North Carolina General Statutes are satisfied, including, but not limited to, newspaper advertisement and receipt of sealed bids. Departments requesting to purchase supplies, apparatus, materials and equipment with an expenditure that requires formal bidding shall, in conjunction with the County Manager, develop and prepare specifications for the items to be bid.

After receipt of a bid, the County Manager, Finance Director and the Department Head or his/her designee, shall review all bid responses to determine the bid deemed in the best interest of the County. The Department Head or his/her designee shall make a formal recommendation of award, with supporting documentation to the Finance Director and County Manager.

Upon Board of Commissioner approval of the recommendation, the finance department shall initiate the purchase order and contact the department who will notify the successful bidder(s).

8.2 Informal Bids-Supplies and Materials :

Department Heads shall utilize the informal bidding process for purchases between \$30,000 and \$89,999 . The informal bidding process requires that competitive pricing be obtained in a written manner using a Request for Quotation (RFQ). These requests are sent to several sources that can supply the product(s) desired. Once received, and the quote deemed to be the lowest responsible bidder is determined, the department shall request the purchase order. Once the finance department has approved the purchase order, the department may contact the successful bidder(s).

8.3 Purchases of Supplies and Materials (Less than \$30,000):

Department heads shall make every effort to obtain 3 quotes on all purchases over \$10,000. Once the quote deemed in the best interest of the County is determined, the department head shall request the purchase order. Once the finance department generates the purchase order, the department can contact the successful bidder(s).

8.4 Construction and Repair Work:

8.4.1 Formal Construction or Repair Contracts: \$300,000+

Construction contracts within this range shall be the responsibility of the Department Head and contracted engineer and other County officials as deemed necessary. These officials are responsible for specification development. After the formal bidding process is completed, the County Manager and the Department Head or his/her designee shall recommend to the Board of County Commissioners the lowest responsible bidder deemed in the best interest of the County. Upon award by the Board of County Commissioners and execution of the contract, the Department Head shall initiate a Request to Purchase form so that a purchase order can be generated to encumber the expenditure account.

8.4.2 Informal Construction or Repair Contracts :

Construction, renovation or repair work of less than \$300,000 shall be the responsibility of the County Manager and the Department Head, the contracted engineer and other County officials as deemed necessary. The bid award will be made to the lowest responsible bidder deemed in the best interest of the County. Upon approval by the County Manager and execution of the contract, the Department Head or his/her designee shall initiate a Request to Purchase form so that a purchase order can be generated to encumber the expenditure accounts and contact the successful bidder(s).

IX. SPECIFICATIONS

When goods or services are procured under the formal or informal bidding process, specifications must be prepared. All specifications should do at least four things:

- a. Identify minimum requirements
- b. Encourage competitive bids
- c. Be capable of objective review
- d. Provide for an equitable award at the lowest possible cost.

Specifications shall be as simple as possible while maintaining the degree of exactness required to prevent bidders from avoiding supplying the goods or services required or otherwise taking advantage of their competitors.

All specifications utilizing a name brand must include the term "or approved equal" to avoid being restrictive and eliminating fair competition from the bidding process. Once a decision is made by the department as to the brand of a product such as chevy versus ford, john deere versus ford, etc...; the department must submit in writing as to why they have decided to choose that specific brand name over a similar competitor.

Different methods of structuring specifications include:

- a. Qualified products on acceptable vendor list
- b. Specification by blueprint or dimension sheet
- c. Specification by chemical analysis or physical properties
- d. Specification by performance, purpose or use
- e. Specification by identification with industry standards
- f. Specification by samples

X. DELIVERY AND PERFORMANCE

A completed and accepted purchase order by the parties concerned must produce the intended results or objectives before it can be considered a successful or completed purchase. The terms and conditions must clearly define the delivery and performance requirements of the services, supplies or equipment.

The importance of the delivery schedule will be emphasized to the vendor. Delivery requirements will be clearly written and fully understood by all vendors. If several items are required by the purchase order, there may be a different delivery schedule for each item. It is necessary to clearly indicate the delivery location on the Request to Purchase form.

10.1 Partial Deliveries:

Some purchase orders may list several items. It is possible the vendor may not deliver all items at one time. This is referred to as a "partial delivery". Upon receipt of a partial delivery that requires partial payment, a copy of the purchase order and an attached copy of the signed delivery receipt should be forwarded with the request for payment to the finance department.

10.2 Non-performance:

If a vendor fails to meet any requirements(s) of the specifications or terms and conditions of the contract or purchase order, the vendor can be cited for non-performance. The seriousness of non-performance will be evaluated based upon the circumstances of each violation. Specific types of non-performance are discussed in Section XI.

XI. INSPECTION AND TESTING

Life and safety as well as successful operation of expensive equipment and supplies may depend upon how well a purchased item meets the design and performance specifications.

Goods and materials should be checked at the time of receipt for damage or defects. The inspection shall include assuring goods comply with the specifications. If damage is found or the goods fail to comply with the

specifications, the item(s) shall be rejected as outlined below. Department Heads should make sure that their employees who are assigned the duties of receiving items is properly trained on how to detect problems with the goods or equipment ordered.

11.1 Rejection:

In order to protect the County's rights in the event of rejection, for whatever reason, the vendor shall be informed immediately. Reasons for the rejection must be documented in memo form and forwarded to the finance department within 24 hours. The department shall ask the Finance Department to void the purchase order and notify the vendor of the reason for the rejection.

11.2 Damaged Goods:

One of the major reasons for immediately inspecting the goods or materials upon receipt is to detect any visible damage. When it is apparent that the extent of the damage causes the goods to be worthless, they will not be accepted. It is necessary that all damage including evidence of concealed damage shall be documented by memo, attached to a copy of the purchase order and forwarded to the department head so they can inform the vendor of the damaged goods.

11.3 Latent Defects:

Latent defects may be the result of damage in transit or failure of the manufacturer to conform to specifications. Consequently, it is often difficult to fix responsibility for the defective material. If specific liability for the defect cannot be determined between the carrier, the vendor, or the manufacturer, the County may file a claim against all parties. A memo attached to a photocopy of the purchase order must be forwarded to the County Manager so all parties involved can be properly informed.

XII. VENDOR RELATIONS

Good vendor relations are valuable business assets established through mutual confidence and satisfactory business relationships between buyer and seller. An important contribution toward promoting and preserving these relations is a clear understanding of the method of contract between buyer and seller.

Should a department experience difficulties with or have a complaint with a particular vendor, document your concerns on a Vendor Performance Evaluation form provided in Exhibit E. A memo to the finance department with your concerns will also suffice. Be as specific as possible, detailing the circumstances, dates,

personnel involved (including titles) and phone numbers. This information will be helpful in determining if the vendor remains a responsible vendor.

Departments do not have the authorization to commit in writing, or verbally, future County business to vendors.

XIII. AFTER THE ORDER

The procurement function is not accomplished by simply placing an order with a supplier. Satisfactory delivery must also be made. To insure delivery will be made when required, follow-up is necessary.

Follow-up or expediting delivery of an order is part of the purchasing process and can be more efficiently handled by the purchasing department. Each department should on a regular basis review outstanding purchase orders to determine if vendors are delinquent in shipping the items requested or have not been properly closed out

It will be the ordering department's responsibility to contact vendors concerning invoice discrepancies. Departments shall have the authorization along with the Finance Director to approve or disapprove the invoice.

XIV. EXHIBITS

Exhibit A. Examples of Purchases Not Requiring a Completed Request to Purchase Form

Exhibit B. Request to Purchase Form

Exhibit C. Change Order Form

Exhibit D. Request for Transfer of Funds Form

Exhibit E. Vendor Performance Evaluation Form

Exhibit G. Cardholder's Agreement Form

Exhibit H. New Cardholder Enrollment Form

Exhibit I. Purchasing Card Payment Authorization Form

EXHIBIT A

EXAMPLES OF PURCHASES NOT REQUIRING A PURCHASE ORDER.

Advertising (legal ads, radio announcements, etc.)
Annual dues
Claim payments
Insurance premiums
Medical examinations
Memberships
Land purchases (BOC must approve)
Professional services (i.e. accounting, legal)
Petty cash - replenishment of funds
Postage permits and expenses
Refunds
Rental of buildings (BOC must approve)
Service contracts (i.e. maintenance, janitorial)
Subscriptions
Tuition fees for educational purposes
Utilities

COUNTY OF FRANKLIN CHANGE ORDER

PURCHASE ORDER NUMBER: _____

DATE OF PURCHASE ORDER: ____ / ____ / ____

PLEASE CANCEL THIS PURCHASE ORDER

PLEASE REISSUE WITH CHANGES AS INDICATED BELOW

REVISIONS

LINE NUMBER	INITIAL QUANTITY	REVISED QUANTITY	DESCRIPTION	INITIAL ACCOUNT NUMBER	REVISED ACCOUNT NUMBER	INITIAL PRICE	REVISED PRICE	COMMENTS

AUTHORIZED SIGNATURE: _____

DATE: ____ / ____ / ____

**TRANSFER REQUEST
FISCAL YEAR 2003-2004**

**Account
FROM**

**Account
TO**

AMOUNT

JUSTIFICATION:

COUNTY MANAGER SIGNATURE

FINANCE DIRECTOR

EXHIBIT E

VENDOR PERFORMANCE EVALUATION FORM

Please take a moment to complete this vendor performance evaluation and return to the purchasing section
Your prompt response is appreciated

Vendor: _____ Purchase Order No.

Date Promised: ___/___/___ Actual Delivery Date: ___/___/___

Date Ordered: ___/___/___

Department Responding:

Details or Remarks:

- Continually suggests cost-savings possibilities
 - Has competitive prices
 - Holds backorders to a minimum
 - Anticipates our needs
 - Supplies current catalogs
 - Is prompt and accurate on technical assistance
 - Advises of any potential trouble
 - Promptly replaces rejected items
 - Is courteous and helpful
 - Has a sincere desire to serve
 - Delivers without constant follow-up
 - Expedites and handles all orders courteously
 - Has knowledge of products and industry
 - Keeps abreast of new product developments
 - Provides specified quality products
 - Handles complaints promptly
 - Delivers on or before agreed upon time
 - Produces adequate packaging
 - Identifies or marks packages correctly
 - Makes courteous deliveries
 - Provides proper and accurate delivery receipts
 - Accurately packs shipment lists with containers
 - Purchase order quantities are over or short
- Overall rating: rate this vendor for this purchase on a scale of 1-10 with (1) indicating unacceptable performance.

Unacceptable satisfied extremely satisfied
1 5 10

Quality of item
Service
Delivery
Comments:

EXHIBIT G

CARDHOLDER'S NAME: _____

CARDHOLDER'S AGREEMENT

I, _____, agree to the following regarding my use of the County of Franklin Purchasing Card Program:

- I understand that I am being entrusted with access to the County's VISA Purchasing Card Program to make financial commitments on behalf of the County, and will restrict my purchases to County of Franklin activities.
- I understand that under no circumstances will I use the County's Purchasing Card Program to make personal purchases for myself or for others.
- I will not permit another person to use the County of Franklin's Purchasing Card issued to me. Any such purchases made with my card will be considered to be made by me and my responsibility.
- I will be responsible for the safekeeping of the County of Franklin's Purchasing Card issued to me and, if lost or stolen, I will report its' loss immediately to my supervisor and the Finance Department.
- I understand that my personal credit will not be affected by any use of the County of Franklin's Purchasing Card.
- I understand that in the event of termination of my employment with the County of Franklin, my final paycheck will be retained subject to the return of the County of Franklin's Purchasing Card and any outstanding receipts to my supervisor.
- I will follow the established procedures for using the County's Purchasing Card Program. Failure to do so may either result in revocation of my use privileges or other disciplinary actions by the County of Franklin.
- I have attended the Purchasing Card workshop and understand the requirements for using the County of Franklin's purchasing card.
- I agree that, if I have been issued a purchasing card in connection with the County of Franklin Purchasing Card Program, I will return the purchasing card to the County upon termination of my Purchasing Card Program privileges.
- I agree that should I violate the terms of the Agreement and use the County's Purchasing Card Program for personal use or gain that I will reimburse the County of Franklin for all incurred charges and any fees (including attorneys' fees and expenses) related to the collection of these charges.
- *The use of the County of Franklin's purchasing card to procure goods and services for other than the official use of the County of Franklin is fraudulent use. An employee guilty of fraudulent use will be dismissed for detrimental personal conduct and will be subject to legal action.*

I have read, understand and agree to the conditions above:

Sign: _____

Date: _____

Accepted by Finance Department: _____

CARD RECEIPT DOCUMENTATION:

Card Account Number: _____

Date Issued to Cardholder: _____

Cardholder's Signature: _____

EXHIBIT H

**COUNTY OF FRANKLIN'S PURCHASING CARD
NEW CARDHOLDER ENROLLMENT FORM**

EMPLOYEE'S ORGANIZATIONAL INFORMATION

Company Name: COUNTY OF FRANKLIN

Address: 113 Market Street
LOUISBURG, NORTH CAROLINA 27549

Contact Person: Charles Murray, Jr.
Finance Director
919-496-3182

Department : _____

Division: _____

EMPLOYEE/CARDHOLDER INFORMATION

Name: _____

CARD LIMITS

Daily \$ _____

Monthly \$ _____

Per Transaction \$ _____

Daily Number of Transactions: _____

Monthly Number of Transactions: _____

APPROVALS

Department Head: _____

