

754.4 SUBJECT: TELEPHONE CREDIT CARDS

1 OBJECTIVE:

- A. To describe the policy and procedure necessary to request and obtain telephone credit cards.
- B. To describe the policy and procedure for the use of City-owned telephone credit cards.

2 AUTHORITY:

This procedure amended by City Council September 15, 2003.

3 DIRECTION:

Network Support Manager receives direction through the Systems & Networks Senior Manager.

4 METHOD OF OPERATION:

A. Requesting a Telephone Credit Card

- 1. Credit cards will be issued through the Technology Management Division (TMD). Requests for cards will be processed after completion of the TMD Service Request Form with Office of Management and Budget approval. The Technology Management Division will be the sole contact between the telephone company and the City of Orlando.
- 2. Technology Management Division will maintain an accurate record of all credit calling card numbers issued to the City of Orlando. Credit cards will be collected and reissued annually with proper justification, or sooner if conditions warrant.

B. Credit Card Usage

- 1. Credit calling card billings with high volume usage shall be monitored on a regular basis by Department Directors, Office Heads and Division Managers.
- 2. Credit calling card calls placed to home phone numbers during City business travel shall be limited in accordance with the City's travel policy.
- 3. Credit calling card numbers should not be communicated to other employees, and are the responsibility of the employee and the Department/Office/Division to whom they are issued. If a credit calling card is lost or stolen, the Call Center, 246-2600, must be notified immediately.
- 4. Personal use of credit calling cards issued through the City is strongly

discouraged. Such calls constitute illegal avoidance of state and federal taxes, and "improper use of City equipment, supplies or communication system" as defined in Human Resources Division policies. Occasionally, personal calls may be necessary, but frequent and/or repeated use of the City's telephone credit card for personal calls will be considered abuse. This may result in revocation of the credit card privilege and/or disciplinary action. All personal calls are subject to City reimbursement by an employee to the City of Orlando Revenue Collection for the actual cost incurred. Department Directors/Office Heads may institute more stringent policies if appropriate.

A copy of credit card charges will be provided to each Director and Office Head monthly for their use in detecting abuse. Periodically, Internal Audit will audit credit card bills.

5. Reimbursement for *all* unauthorized calls shall be made to the City of Orlando Revenue Collection.
6. Transfer or termination from a position which requires the use of a credit calling card requires that the card be turned in prior to final processing. Final clearance may be completed by contacting the Call Center for direction, 246-2600.
7. A single contact will be established within each Department/Office for coordination of card use. The contact will be responsible to ensure the audit requirements of the card.
8. Should the traveler use a Department/Office/Division issued calling card, the Department/Office/Division will assume the responsibility of collection and accountability for the card.

:5 FORMS:
Technology Management Division Service Request Form.

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:
Procedure adopted by City Council February 6, 1989, Item 7A-17; revised December 18, 1989, Item 16A-47; amended June 4, 1990, Item 2A-22; amended November 9, 1992, Item 6J; amended April 19, 1993, Item VV; amended March 20, 1995, Item SS; amended August 31, 1998, Item 3K; amended September 15, 2003.

:8 EFFECTIVE DATE: September 15, 2003.