

Business and Operations

REPLACING/CANCELING A CREDIT CARD

SR 3302.03

Purpose:For providing a method for replacing or canceling credit cards.

Timeline:

Immediately upon discovery of lost or stolen credit card.

When a cardholder leaves the Program or the employ of the County Office.

PROCEDURE

There will be instances where replacement of bank cards will be needed or a new card issued. It is the Superintendent's/Director's (DIRECTOR) responsibility to initiate this process.

1. When a cardholder leaves the program or the employ of the County Office, a memo from the DIRECTOR will be submitted along with the cardholder's bank card to Business Services.
 - a. Business Services will cancel the CAL-Card.
2. If a bank card needs to be replaced because it is worn out or defective, a memo from the DIRECTOR requesting a replacement must be submitted along with worn out card to Business Services.
3. Reporting a lost bank card:
 - a. Cardholder will immediately contact the bank and Business Services. Provide the complete cardholder name (as shown on card), card number, date reported to the police (if applicable), and date bank was notified.
 - Contact the U.S. Bank Customer Services at:
(800) 344-5696
 - Contact Business Services:
Debbie Courtney (707) 467-5041
 - b. Business Services will contact the bank to order a replacement card.

MENDOCINO COUNTY OFFICE OF EDUCATION

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