



Metropolitan Government of Nashville and Davidson County - Finance Dept. Policy: Credit Card

Effective Date: February 1, 2009
Revision Date: September 16, 2025
Policy Number: 3.6
Sponsor: Office of the Treasurer

Purpose

To establish uniform guidelines governing the issuance and use of credit cards to make authorized purchases on behalf of Metro Nashville Government. Nothing in this policy shall be interpreted as providing authorization for purchases.

Definitions

Cardholder: An individual in whose name a credit card is issued who is approved by the Department Head to make purchases utilizing the card.

Credit Card: A mechanism that enables authorized Metro Nashville Government cardholders to utilize a charge card to transact business.

Credit Card Administrator: The individual authorized to administer the credit card program. The Metro Treasurer serves as credit card administrator.

Issuing Bank: The financial institution that issues Metro's credit cards on behalf of the Visa and MasterCard card networks. The issuer acts as the intermediary for Metro and the card network by contracting with Metro for the terms and repayment of transactions.

General Policies

The credit card can be used to purchase and make payment for authorized transactions only. Such transactions include approved travel and related costs (hotels, car rentals, and ancillary items), small purchases, conference registrations, payment of subscriptions and emergency purchases in accordance with Purchasing laws, policies, rules and regulations.

All purchases are subject to established purchasing regulations. The credit card is not a payment/purchasing card and is not to be used for routine procurements from contracted suppliers.

Upon request, departments will be issued cards to a primary and backup cardholder. All cardholders shall comply with directives for reconciling charges to the card at the end of each month as directed by the Credit Card Administrator.

All departments whose staff use Metro credit cards for travel expenses must adhere to the Metro Travel Policy 1.13. Departments/agencies not covered by the Metro travel policy must either develop their own travel policy or formally adopt the Metro travel policy. Such a policy shall be available for monitoring or audit purposes.

Card Authorization

Only the employee whose name is embossed on a credit card may use the card. No other person is authorized to use the card. The use of the card shall not be delegated to any other person. This includes all other Metro employees, such as administrative assistants and support staff. Cardholders shall use the credit card for Metro authorized purchases only.



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Departments shall be limited to the issuance of two credit cards. If a Department Head feels that two cards are inadequate for the agency's operation, additional credit cards can be requested from the Credit Card Administrator. All requests for additional cards shall be initiated by the Department Head providing the information requested in the appropriate additional card request form. The form can be obtained from the Credit Card Administrator. Requests for additional cards will be reviewed by the Credit Card Administrator and additional cards shall be issued if deemed necessary.

Department Heads or departmental Financial Managers must promptly notify the Office of the Treasurer when cardholders give notice to leave Metro so that their credit card accounts may be closed timely. The deadline for this notice is 2 business days before employee departure. The physical credit cards should be collected by the departments from the cardholders and destroyed or turned into the Treasurer's Office for destruction.

Cards are issued to employees based on the department in which they work. A card is not transferable for an employee who moves to another department within Metro or after separation. Cardholders transferring to another department within Metro must notify the Treasurer's Office prior to the move so that the card may be closed by the date of the employee's transfer.

All cardholders shall hold and keep credit cards secure at all times. Departments and divisions may choose to keep all cards secured in a central place, but if they do so, access to the cards must be limited. Under no circumstances should a card be used by anyone other than the employee whose name is embossed on the credit card.

Cardholder credit card transactions shall not exceed the cardholder department's delegated purchase authority or the department's budget availability.

Expectations of Cardholders

All potential cardholders shall receive training on the allowable use of the credit card by the Credit Card Administrator or designee before being issued a card. Such training shall be documented and maintained in the cardholder file in the Credit Card Administrator's office. No Metro credit card shall be issued to any individual unless the prospective cardholder has received proper training.

Cardholders shall collect, maintain, and upload into the credit card system provider proper sales receipts and invoices to support all charges. Proper sales receipts should include an adequate description of the items purchased and the individual benefiting (when applicable). Credit card charge slips are not sufficient support.

Cardholders are required to sign physical receipts that contain a signature line. The cardholder signature on the receipts indicate that the cardholder is responsible for the transaction. Electronic receipts do not require a signature. The emailed version of the receipt will serve as the verification that the email recipient is responsible for the transaction.

Use of the credit card for personal expenses shall be considered a misappropriation of Metro funds. If a credit card is used for personal expenses, the Credit Card Administrator shall inform the card holder's department head. Misappropriation of Metro funds may result in disciplinary action. At the discretion of the Credit Card Administrator, personal use offenses may result in immediate account cancellation. Any cardholder who uses the card for personal charges and fails to reimburse Metro within 30 days of the statement date, shall be barred from future use of a Metro credit card and may be legally pursued for damages.

Cardholders are responsible for performing monthly reviews of their credit card transactions, identifying and disputing erroneous or fraudulent charges posted to their cards to the Issuing Bank and to the Treasurer's Office. These monthly reviews must be performed by the cardholder on the Issuing Bank's reporting website, whether or not the cardholder has used the card during the month.

Cardholders shall not pay Tennessee sales tax. It is the cardholder's responsibility to dispute and receive credit for any Tennessee sales tax charges with the merchant in which the transaction was made.

Limits



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All cardholders shall observe the authorized transaction and monthly credit limits as established by the Credit Card Administrator. No cardholder should exceed the authorized limits.

Prohibited Uses

The credit card shall not be used for cash advances, gift cards, donations or other cash equivalents.

The credit card shall not be used to purchase alcoholic beverages.

The credit card shall not be used for anything personal within the office. Such personal uses include, but are not limited to, food and supplies for office celebrations, flowers sent on behalf of the department for funerals of employee loved ones, birthday parties, and food and supplies for employee retirement parties.

The credit card shall not be used to make payment of any transactions normally prohibited through the use of payment vouchers.

The credit card shall not be used to pay invoices from suppliers. Supplier invoices are to be paid through Metro Payment Services within the Finance department.

The credit card shall not be used to purchase items for departmental fundraisers including the Metro Makes a Difference (MMAD) campaign.

The credit card shall not be used to circumvent the procurement process.

The credit card shall not be used to purchase items for which Metro has an existing contract with a vendor. The credit card is not a purchasing card and is not to be used for routine procurements from contracted suppliers. The credit card shall not be used to pay other Metro departments or agencies.

The credit card shall not be used to pay Professional Privilege Tax to the state. Exceptions must first be requested to and granted by the Credit Card Administrator.

The credit card shall not be used to purchase fuel for either personal or Metro vehicles.

With the exception of planned, business-related office events, the use of the Metro credit card for meals at local restaurants shall be prohibited. Planned office events include mandatory staff training, board meetings, committee meetings, judges' meetings and other office meetings that require numerous individuals to attend and the scheduled time is the only available time for the meeting.

Charges for meals during approved travel shall comply with the Travel Policy and shall not be charged to the Metro credit card.

When submitting the Metro credit card for recurring charges or as a hold for subscription transactions, the Cardholder must obtain department head approval and keep support and documents in department files. The files should be available for audit for six (6) years after the subscription expires; such items include newspaper subscriptions and internet cloud service subscriptions. Additionally, a copy of the department head approval shall be submitted to the Credit Card Administrator for all recurring charges placed on the Metro credit card. This approval shall be sent to the Credit Card Administrator on an annual basis for as long as the recurring charge is in place on the Metro credit card.

The credit card shall not be used to purchase IT equipment not supported by Metro Information Technology Services (ITS). Only the ITS Director can issue an exception to this policy on a case-by-case basis at the request of the Department Head.

Documentation Requirements

Department/Agency Directors are responsible for all charges to their assigned card. Sufficient documentation that supports all credit card charges shall be maintained in a central location and uploaded to the bank's online system. The documentation containing line-items details shall be retained for six years and made available for



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review by Internal Audit Staff, and the Department of Finance's Office of Financial Accountability.

For planned, business-related office events involving food or restaurant dining, cardholders shall retain a list of individuals attending the event, date of the event, and an agenda or other document which justifies the business purpose of the event.

Credit card charges for local hotel stays must include a list of individuals staying at the hotel and the business purpose of the stay.

All credit card charges must be coded to the correct general ledger accounts in the bank's online system by the monthly deadline set by the Metro Division of Accounts. Each charge must be reviewed and approved by the Department Head or designee who does not have a credit card. If the Department Head is a cardholder, the Finance Department Director or designee must review their charges. Department/division personnel responsible for reviewing and posting charges must verify both the appropriateness of charges and the adequacy of supporting documentation and must alert the Treasurer's Office of any improper charges.

Non-Compliance

Unsupported or disallowed charges will be deemed personal expenses and shall be repaid to Metro. Metro may withhold funds payable to the employee up to the amount of the disallowed charges, including interest at the rate charged by the Issuing Bank. Misuse of the credit card may result in disciplinary action, up to and including termination, as well as legal action.

Exceptions to this Policy

The Director of Finance shall have the authority to grant exceptions to any part or all of this policy, except to the extent that the policy is required by applicable law or other regulations not subject to the authority of the Director of Finance, when deemed appropriate for an employee or group of employees of Metro Nashville Government.

Applicable Local, State or Federal Regulations

Metro. Charter art. 8, § 8.103: The director of finance shall be responsible to the mayor for the administration of the financial affairs of the metropolitan government.

Metro. Charter art. 8, § 8.104: The budget officer, with the advice and assistance of the chief accountant, shall write, revise and maintain a proper standard procedure instruction manual to be followed by all officers, departments, boards and other agencies of the government to ensure uniform accounting and budgetary procedures.

Metro. Charter art. 8, § 8.105: The chief accountant shall maintain a general accounting system and such cost accounting records as shall be required by the director of finance.

Metro. Charter art. 8, § 8.106: The metropolitan treasurer shall supervise and be responsible for the custody and disbursement of all funds belonging to the metropolitan government and all funds handled by metropolitan government officers as agents or trustees except as otherwise provided in this Charter or by ordinance or general law not inconsistent with this Charter.

Associated Policies

None.

Effective Date

This Policy Statement shall become effective upon issuance and shall be applied to all Metro departments and agencies.



Approvals

Approval of the Director of Finance

I hereby approve this Policy Statement of the Department of Finance and as such agree with and authorize the actions necessary to implement its requirements.

Jenneen Reed

Director of Finance

Date: September 16, 2025



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CREDIT CARD POLICY EXCEPTION FORM

Complete the form and send directly to Seth Pilkington by email at Seth.Pilkington@nashville.gov

****Retain this Exception Form for audit purposes****

Credit Card Policy Exception Request		
Request Date		
Department # and Name		
Card Holder's Name		
Expiration Date		
Estimated Expenses		
Requested Exception Details		
The Prohibited Use the Department is Seeking Exception from (see attached policy).		
Brief Description of Activity Requiring Exception		
Brief Explanation of Necessity of Exception		
Legal Authorization for Exception	Section 8-103 of the Metropolitan Charter: "The director of finance shall be responsible to the mayor for the administration of the financial affairs of the metropolitan government." Section 7 of the Metropolitan Credit Card Policy.	
Authorization		
Name:	Approval Date:	Signature:
Requestor's Department Head		
Director of Finance		

*This form in no way authorizes any exception beyond that requested. Card holders must comply with all other regulations in the Credit Card Policy attached as they would in the normal course of business.