**Step 1 Department**

* Initiates and approves a request for card inventory via a Service Now Procurement Request [Payment Card Program](https://columbia.service-now.com/cu?id=sc_cat_item_cu&sys_id=0f7445e9130b960006c376022244b0ae&sysparm_category=2f7f1d61c14424406e9514e86627e60c)
* Rewards and Focus Blue card types available. Provide the number of cards to order.
	+ **Focus Blue** – A chartstring is not required, since these cards do not cost ($)
	+ **Rewards** - A valid chartstring will be required at a cost of $1.50 per card. The cards fees are allocated to the Department chartstring at the time the cards are ordered. All cards are paid in advance of the funding and are **NOT REFUNDABLE**. (Note: *The ServiceNow chartstring can be designated as SPONS or GENRL, since they are billed at the time of order*.)
* Provide Inventory “ship to” location/address in the Comments Section on the ServiceNow
* Attach Reconcile Inventory sheet to validate the number of cards with Department. This will be validated with the bank status. (This step is not required on the first inventory order request)

**Step 2 PayCard Team**

* Review order and validate inventory details with bank status.
* Order card inventory via the USBank system

**Step 3 U.S. Bank**

* Process the card inventory order and
* Forward cards directly to the designated Department address on file

**Step 4 PayCard Team**

* Sends inventory order confirmation email to all parties. This email will contain the inventory Card IDs included in the card order.
* Closes the inventory request form in ServiceNow.
* Process Journal to allocate the Card Fees to the Department chartstring noted on the ServiceNow inventory request.

**Step 5 Department**

* Validates inventory received from the bank to verify accuracy with ServiceNow. Notify PayCard team if Inventory is not received within 7-10 business days.