

Purpose

This SOP establishes consistent requirements for the issuance, use, documentation, and reconciliation of corporate purchasing credit cards (“Divvy-Card”) assigned to hotel General Managers (GMs) across Rival Hospitality Group. It is designed to ensure purchases are appropriate, properly authorized, and accurately recorded, while protecting the company and the GM from financial or compliance risk.

This procedure applies to every GM who holds, or is issued, a company purchasing credit card at a Rival Hospitality Group managed or owned property. It covers card issuance, approved and prohibited uses, spending limits, documentation requirements, weekly expense reporting, reconciliation, and consequences of non-compliance.

Roles and Responsibilities

Role	Responsibility
General Manager	Holds the card, makes approved purchases, retains documentation, submits weekly expense reports, and reconciles charges to the Weekly statement.
Corporate Finance & Operations	Reviews and approves all Divvy-Card transactions; monitors and reconciles statements to the general ledger; approves card limit assignment by property and reviews recurring exceptions; supports GMs on budget-related purchasing decisions; issues and cancels cards; sets and adjusts credit limits; and maintains the card issuance log.

Card Issuance and Limits

- Each GM is issued one (1) company purchasing credit card in their own name, tied to their assigned property.
- Monthly credit limits are set individually by property based on operational size, seasonality, and budget, and are approved by Corporate Finance & Operations.
- Card limits are reviewed at minimum annually, or upon a change in GM, property scope, or budget.
- Requests for a temporary limit increase must be submitted via the App - Bill.com/Spend/Expense Report
- The Divvy Card is property of Rival Hospitality Group and must be surrendered immediately upon transfer, leave of absence, or separation.



Approved Uses

The Divvy Card may be used for legitimate, budgeted, property-level business expenses, including:

- Approved vendor purchases not processed through the standard accounts payable/purchase order system
- Emergency repairs or replacements required to maintain safe, operational guest service
- Team appreciation within approved budget guidelines
- Travel directly related to property operations (e.g., mandatory training), where pre-approved by Corporate Finance & Operations

Prohibited Use

The Divvy Card may never be used for:

- Personal purchases of any kind, even with intent to reimburse the company
- Cash advances or cash-equivalent transactions
- Payroll, bonuses, gift cards to employees, or any form of employee compensation
- Capital expenditures or contracts exceeding the GM's approval authority without prior written approval
- Alcohol, entertainment, or gifts unless explicitly pre-approved in writing by Corporate Finance & Operations
- Splitting a single purchase into multiple transactions to stay under the card limit or an approval threshold
- Any purchase that has not been budgeted or that falls outside the GM's property and role

Expense Reporting and Submission

- Receipts must be coded and uploaded in the designated expense management system (or approved alternative) and routed to Corporate Finance & Operations for review.
- Late or incomplete weekly submissions will be logged; two (2) consecutive late submissions trigger an internal escalation notice within Corporate Finance & Operations. – will result in a week's suspension of the card, if failure to upload and code receipts continues they will be permanently suspended from utilizing a card for purchases.

Non-Compliance

- Failure to follow this SOP may result in escalating consequences, depending on severity and frequency, including:
- Verbal or written coaching and a documented corrective action plan
- Temporary reduction or suspension of card privileges
- Requirement to personally reimburse the company for unauthorized or undocumented charges
- Formal disciplinary action up to and including termination, in cases of fraud, personal use, or repeated willful non-compliance

Acknowledgement

By accepting a Rival Hospitality Group purchasing credit card, the GM acknowledges they have read, understand, and agree to comply with this SOP.

General Manager Name

General Manager Signature

Date