

The PCard

A guide for users



For use with the JPMorgan VISA card

Purchasing and Business Services

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Welcome

Thank you for your interest in the PCard Program. This guide will provide you with all the information you need to participate in the PCard Program.

What Is a PCard?

The PCard is a corporate liability card that gives the user a way to spend money right out of their budget. The PCard is issued to you, but the University is responsible for paying the bill. As the PCard is not tied to you personally, it will not have any effect on your credit.

The PCard provides you the opportunity to make small dollar purchases and get exactly what you want, when you want it, faster, and with minimum paperwork.

With the PCard, we give you the power to spend University money and you must use appropriate judgment in accordance with ASU policy, protect the PCard just as you protect your own credit cards, and additional responsibilities outlined in the Cardholder Agreement.

Restricted purchases can be found on the [PCard Restricted Purchases](#) list.

Cardholder Agreement

The [Cardholder Agreement](#) is a summary of your responsibilities in the PCard program. We ask you to sign the form stating you have read and understand the rules. This form, and all the other PCard forms can be found on the [Procurement website](#) under Procurement Forms.

Limits

In order to protect the University's interest, we established the following default limits for Cardholders participating in the PCard Program:

- A. Single Transaction Spend Limit: **\$10,000.00** - You can only spend up to \$10,000 per transaction, which includes the purchase price, taxes, delivery fees, and any other charges. Also, you may not split purchases in order to keep each individual transaction under \$10,000.
- B. Monthly Credit Limit: **\$20,000.00** - Monthly limits will reset on the first day of each month. If your monthly limit has been reached, and your PCard declines, you may contact the PCard office at PCard@asu.edu for a temporary increase.
- C. Daily Transactions Limit: **10**. You can only use your PCard 10 times per day.

D. Monthly Transactions Limit: **75**. You can only use your PCard 75 times per month.

What if I need different limits than the above? You may request higher or lower limits either when you submit the PCard application or by sending a request to PCard@asu.edu.

E. Merchant Category Code Restriction - Merchant Category Codes are four-digit codes assigned to a supplier by their merchant bank. It identifies the type of business the supplier conducts. Example: Your PCard will decline for suppliers assigned to Merchant Category Code 5813, Bars, Cocktail Lounges, Discotheques, Nightclubs and Taverns.

Split Transactions

Split transactions are cases in which a cardholder circumvents the single transaction limit by having the supplier process part of the transaction and then process the rest of it. You may request a onetime increase by submitting an [Over \\$10,000 PCard Increase Request](#). PaymentNet highlights split transactions, so we will be made aware when these occur. If a Cardholder splits transactions, it is a clear indication that the cardholder has not read the PCard User Guide and we should reconsider whether or not this person should have a PCard.

Requesting a PCard

An ASU employee may request a PCard by completing a PCard Application and Cardholder Agreement. This part of the application process requires that the applicant supply personal information to be used to establish the individual's identity, and in the PCard activation process. We promise to safeguard this information. You do not have to provide your Social Security Number; instead, we ask for your ASU affiliate number. You will need this information to activate the PCard when you receive it.

Prior to submitting an application, the applicant must complete the PCard Use at ASU training found in Career Edge with 100 percent and must be fingerprinted, per FIN 203.

Once the application is processed, we issue the PCard to the applicant. In order to verify that you received your card we ask that you respond to the PCard Receipt Confirmation email sent by PCard or send a confirmation email to us stating the card was received and include the last four digits of the card.

Note: For security reasons if we have not received a response within 10 business days, from the date of the PCard Receipt Confirmation email, the card will be reduced to \$1.00.

Fingerprinting

As of November 1, 2005 fingerprinting became an ASU requirement before being issued a PCard, as well as other cash management duties.

Any ASU affiliate issued a PCard for the first time is required to have a fingerprint check. This now includes established employees who were hired before that date and are requesting a PCard for the first time.

A Fingerprint Request Form is required before an appointment for fingerprinting can be scheduled. Please contact your Department Human Resources to proceed with fingerprint processing. For additional assistance please contact BackgroundCheck@asu.edu.

Activating a PCard

In order to provide a measure of security for PCards sent to us in the mail, PCards cannot be used until they are activated. When you receive your PCard, you will need to contact JPMorgan Chase to have the card activated. The activation phone number will be on your PCard. JPMorgan Chase will verify your identity using the last four of your ASU ID # and other unique information you provided on your PCard Application. Once you have completed the verification process, the card will be active for immediate use.

Changing the Information on a PCard

Much of the information on your PCard account can be changed by sending an e-mail to PCard@asu.edu. The items typically changed are: transaction limits, your last name, address, and the default account to which transactions are posted.

Safeguarding a PCard

Treat it like cash. We recommend that you secure it in the same manner you secure your own wallet or purse.

We recommend that you sign up for cardholder fraud alerts to notify you of suspicious activity on your account and allow you to quickly reply to validate transactions. It's a simple way to safeguard ASU and yourself against fraudulent activity. Instructions for setting up these alerts are available [here](#).

Impact on Your Budget

All PCard transactions are taken out of your budget once they have been transferred into the FMS. PCard transactions are transferred to FMS every Friday. Transactions that post in PaymentNet for the week will load the following Friday giving you time for edits. Providing you have access to PaymentNet, prior to the weekly transfer, you may edit the Spend Category, Department Reporting, Department Reporting Roll, ASU Audit Reporting, ASU Work Order or add any notes to the transaction. As soon as you see that transaction in PaymentNet, you have an estimated 7 to 11 days from the post date to make any changes.

What About Year End?

Due to possible delays of PCard transactions posting in the system, please reference the Year End Calendar.

How to Actually Buy Something

First, find out if an on-campus Service Department can provide the goods or services you need. These on-campus service providers exist because they offer goods and services at a lower cost and in a more responsive manner than their off-campus competitors. You can use the PCard at the ASU Bookstore, the Copy Centers, and at Document Production Services. Other on-campus Servicing Departments may soon be added to this list. You can also access the ASU Bookstore, the Copy Centers and Document Production Services by use of a quick turnaround form for orders under \$10,000.

What If My Card is Declined?

You may have a merchant tell you that when they ran your PCard it was declined by the bank. When this happens, please make sure that the supplier entered the card number, expiration date, and 3 digit code correctly. If it declines again, call the PCard office at 480-727-1275 or send an email to PCard@asu.edu. If it is after business hours call JPMorgan Chase Commercial Card Customer Service at 1-800-270-7760. Customer Service representatives are available 24 hours per day, so you can call them from the store or anywhere else you run into this problem. The most common reasons for a decline are: the merchant entered an incorrect expiration date and the dollar amount of the transaction exceeds the single transaction limit on the card.

PCard Verification and Document Retention

PCard verification and document retention will occur in FMS utilizing ASU Procurement Card Transaction Verification Lines report. You or your designated Department Data Entry Specialist-PCard will upload the supporting documents and business justification to the appropriate transaction for verification. A business justification must be provided for each transaction unless the public purpose is self-evident. In addition, a Business Meals Form should also be included for any food purchases on your PCard, along with an itemized receipt. Once these documents are

submitted in FMS, the transaction will route to the Cost Center PCard Manager Approver for final approval. After the transaction verification is approved, original documents may be destroyed. The transaction must be submitted and approved within 30 days of the Verification Batch Date as shown in FMS.

While it is possible for a person to be both a cardholder and a Cost Center PCard Manager, it is not possible for the Cost Center PCard Manager to approve transactions that he or she made. The person who made the transaction(s) must have a non-subordinate person review it. The non-subordinate person will need to have the Cost Center PCard Manager role in FMS as well for the appropriate Cost Center Hierarchy, in order to be able to review and approve transactions.

If a PCard Verification is accidentally deleted or cancelled, it is the department's responsibility to notify PCard@asu.edu, so we can request to reload it in FMS.

Note: Reports to help you with verification against the journal are ASU-Procurement Card Journal and ASU-Procurement Card Transaction Verification Lines.

Resolving Returns, Credits, Errors, and Disputes

You should contact the supplier to resolve this concern. If you cannot resolve a difficulty with a supplier, then please call JPMorgan Customer Service at 1-800-270-7760 or dispute the transaction in PaymentNet. They will ask you for the information they need to initiate a dispute. Please note that you must submit a dispute within 60 days from the end of a cycle in which the questioned transaction occurs.

JPMorgan will review and investigate the items you questioned. During this investigation, JPMorgan will attempt to charge the transaction back to the merchant, provided the transaction resulted from the use of a PCard assigned to an individual and not a Department Card. When JPMorgan has completed the investigation, you will be notified of the results. Any accepted chargeback will result in a credit on the cardholder's next statement. If the dispute is not settled in your favor, your account will not be credited for the disputed amount.

Reporting Lost or Stolen Cards

If a PCard is lost or stolen, please immediately contact the PCard office at PCard@asu.edu. If it is after hours, call JPMorgan Chase at 1800-316.6056. Their representatives are available 24 hours per day, seven days per week.

Canceling the Card

To cancel a PCard, please shred and dispose the card. Then notify the PCard Program Administrator via e-mail at PCard@asu.edu to cancel the card. If you leave employment at the University, you must cancel your PCard.

Inactive Card

If your PCard has no transactions for 13 months or longer, your card will be deactivated due to inactivity. If you intend to use a card that has not been used, please reach out to PCard@asu.edu to confirm if it is still active.

Preferred Suppliers

The PCard program generates reports of how much business the University is doing with classes of suppliers. Purchasing and Business Services will use this data to negotiate discounts with suppliers. When we do this, we will tell you who these preferred suppliers are so that you can take advantage of these discounts. The current preferred suppliers may be found at the SunMart Web site. See the next section.

SunMart

Purchasing provides a [website](#) to link you to suppliers who provide ASU pricing and a method of ordering via the internet, fax, or phone.

Sales and Use Tax

As a matter of policy, the University pays all state and local taxes. Suppliers should include taxes and you should pay them.

Use tax is a tax we pay Arizona when we do business with an out-of-State supplier who does not have a license to collect Arizona sales taxes.

For use tax questions please contact:

Megan Mowrer
Megan.Mowrer@asu.edu
480-727-1191

Personal Use of the PCard

This is not allowed for obvious reasons but, if you accidentally charge personal items to the PCard, you will need to reimburse ASU as soon as the error is discovered. A copy of the validated ASU Cash Receipting/Deposit through PeopleSoft must be attached to the supplier documents. In addition, a memo signed by the cardholder should be uploaded in the verification explaining how the accidental use occurred and what steps are being taken to avoid any reoccurrence. The inadvertent personal use that is quickly reimbursed will not result in any adverse consequences for the cardholder; however, recurring or intentional personal use of the PCard can result in further action.

Depending on the severity and circumstance the Cardholder, PCard Manager, and Cost Center PCard Manager may be held accountable for improper purchases on

the PCard.

Compliance

Periodically we run queries against the PCard database, so we can analyze all transactions. If your PCard comes up during one of our reviews, we will review your verification documentation in FMS and if we have any questions, we will reach out to you for clarification.

Card Expiration Date

PCards normally expire every three years. You do not have to do anything about this, as a replacement card will automatically be sent to you before your current card expires.

Department Cards

It is possible to obtain a PCard that is assigned to a department and not to a specified individual. If you elect to get such a card, please note that you may not dispute charges on this card through JPMorgan Chase. You may only dispute charges through the supplier. Because of this, some departments prefer to obtain a card in the name of a specified individual and then have that individual designate others to use it.

Allowing Others to Use Your Card

Any ASU employee may apply for a PCard and since you are responsible for all of the transactions on your card; we do not recommend that you allow others to use your card. Nevertheless, we realize that there are circumstances in your department that may best be resolved if you do grant this access. If you do grant this access, you should do so in writing. We provide a [Delegation to Use Form](#). This form is helpful when you send someone with your card to make a purchase in person. Check with the supplier to be sure they will accept this form as authorization from the cardholder for a designee to use your card.

Why Do We Want It in Writing?

We could make changes to Cardholders' accounts based on a phone call from the Cardholder, but we won't. We need written documentation in the PCard file for all changes made for Auditor scrutiny.

PaymentNet

PaymentNet is a Web-based PCard management tool offered by JPMorgan. In PaymentNet you have the ability to run transaction reports and queries on all your cards and if you are a designated Manager on all the cards in your department. You will also be able to edit the Spend Category, Department Reporting, Department

Reporting Roll, ASU Audit Reporting, and ASU Work Order assigned to any transaction on the PCards you can access. Cardholder access allows statement printing too.

PaymentNet Access

To request PaymentNet Access, complete the [PaymentNet Access Request Form](#). Once your request has been processed your PaymentNet User ID and Password, along with the URL for PaymentNet will be emailed to you.

Forms

A set of forms is at <http://cfo.asu.edu/purchasing-forms> on the Purchasing and Business Services website under the P-Card tab.

FMS Expense Transfer Procedure

The most convenient method to use in correcting the Spend Category, Department Reporting, Department Reporting Roll, ASU Audit Reporting, and ASU Work Order is to have your Department's Allocator edit your PCard transaction before they are entered into the FMS. If the transaction has been exported to FMS then an Accounting Journal will need to be processed in order to make any changes.

Questions/Concerns

Do not hesitate to reach out to PCard at PCard@asu.edu if you have any questions or concerns. Thank you for your participation in the PCard Program.