Frequently Asked Questions (FAQ)

General Questions

1. **Question:** What is a Pcard?
   **Answer:** The Pcard is a purchasing tool for a full-time University employee that provides flexibility in the method of payment for small dollar departmental purchases. Pcards allow for an alternative to Small Dollar Purchase Orders, invoices, checks on demand, etc.

2. **Question:** What is Works?
   **Answer:** Works is the online reconciling site for Pcard charges. The link is [https://payment2.works.com](https://payment2.works.com)

3. **Question:** How do you activate the card?
   **Answer:** The card can be activated by calling the toll free number on the card. Enter your full card number and your six digit OU employee id number with three zeros at the end.

4. **Question:** Can I get cash with my Pcard?
   **Answer:** No, cash transactions are blocked from the Pcard.

5. **Question:** What is the difference between a reconciler and an approver?
   **Answer:** A reconciler is the individual responsible for assuring that the transactions that post to Works are representative of the receipts. Typically, this is the cardholder. A manager is a department chair / account sponsor or their designee with signature authority, permitted by Financial Services, who approves Pcard transactions online.

6. **Question:** How are transactions processed to a merchant with a Pcard?
   **Answer:** The diagram below illustrates the payment process.
7. **Question:** Why is another employee other than the person completing the transaction required for Pcard approval?

**Answer:** While cardholders are authorized by their department to use the Pcard for small dollar purchases, an approver still needs to validate that those charges are appropriate for their accounts. The Pcard is simply an alternate method of payment. If an invoice were paid by Financial Services, it would require the approval of the department chair / account sponsor prior to payment. For the Pcard, the approval occurs after the fact and is completed at the end of the cycle.

8. **Question:** Why can’t a card be made out to a department?

**Answer:** Due to fraud and liability issues, every credit card must be made in the name of the employee so the merchant will know who is authorized to charge.

9. **Question:** Who determines who can have a Pcard?

**Answer:** The department chair / account sponsor, who approves the Pcard application form for their employees, determines that.

10. **Question:** Must the signature on a receipt be the same as the name on the Pcard?

**Answer:** Yes. The cardholder is the only authorized user of the Pcard and no other name should be associated with the receipts.

11. **Question:** Can there be multiple Pcards per department?
**Answer:** Yes, there is no limit to the number of cards a department may have. Anyone required to purchase items should have their own Pcard.

**12. Question:** If several employees in my department want to get Pcards, can I just send one person to training?

**Answer:** No, each Pcard holder must attend training and submit a separate application.

**13. Question:** If I just want to approve, do I need to attend training?

**Answer:** Training is not required for approvers or reconcilers, however, it is suggested to review the procedure tab of the Pcard home page.

**14. Question:** What is the billing address that I should give a merchant when placing an order?

**Answer:** When giving out your billing address, always give the merchant your business address. Remember that you should give your address exactly as it was listed on your application. If you need your exact address verified, please email proadmin@ouhsc.edu.

**15. Question:** Where can I find information on the Pcard program?

**Answer:** The Purchasing website, [www.ou.edu/purchasing/](http://www.ou.edu/purchasing/), is an excellent source of information on the Pcard program. There you will find learning tools such as New User Training, Procedures, the Pcard Policy, the Pcard Guide, and many other helpful documents.

**16. Question:** I'm transferring to another department within the University. Can I keep my same Pcard?

**Answer:** No, you will need to apply for a new Pcard within your new department. Your previous Pcard will need to be cancelled and destroyed.

**17. Question:** What do I do if I forget my password?

**Answer:** Email proadmin@ouhsc.edu and the Pcard Team will reset your password. The “Forgot my password” option on the Works login page is unavailable to our applications.

**18. Question:** What is my default department number / chart field?

**Answer:** Your default is set as the department number / chart field as indicated on your application. This is normally the primary account for a cardholder's
transactions; however this must be a hard money account. You can always allocate to a grant later but for default purposes on your application this department number / chart field must be a hard money account.

19. **Question:** I have charges showing up on my PeopleSoft reports that indicate that they were made with a Pcard, but no one in my department made these charges. Where are they coming from and why?

**Answer:** If you have a problem finding where a Pcard charge originated from, please email proadmin@ouhsc.edu with the details of the charge and the Pcard Team will help you research the transaction.

20. **Question:** How do I cancel my Pcard?

**Answer:** Please email proadmin@ouhsc.edu to cancel your card. Only your name is needed to cancel the card. **Please do not email your Pcard number and do not send the card back to the Purchasing department.** Cut up the card in as many pieces as you can. Dispose of part of the card in one trashcan on one day. Dispose of the rest in another trashcan on another day, after the trash has been picked up.

21. **Question:** I've lost my card. What do I do?

**Answer:** Don’t panic. Contact the bank immediately by calling 1-888-449-2273 and report the card as lost/stolen. After you have notified the bank, then notify the Pcard Team at proadmin@ouhsc.edu. A new card will be issued and as soon as it arrives at the Purchasing office, the Pcard Team will contact you. Please note all cards, new and replacement, are sent to the Purchasing office and not directly to a cardholder.

**Applications**

1. **Question: Where can I apply for a Pcard?**

**Answer:** The application and instructions are located on the Pcard page [http://www.ou.edu/purchasing/pcard/index.html](http://www.ou.edu/purchasing/pcard/index.html) under the Application tab. The applications are sorted by campus.

2. **Question:** Nothing happens when I click on the submit buttons on the application. What should I do?
Answer: There may be compatibility issues with the application and your computer settings. If you do not see an email box pop up with the application attached, the application has not been submitted. Save the application to your computer and attach it to an email addressed to proadmin@ouhsc.edu. The Pcard team will work with the approver to get the application approved and processed.

3. Question: Do non-cardholders need to fill out a Pcard application for Works access? For example, would an approver need to fill out a form?
Answer: No, approvers do not need to fill out an application to have access to Works. Once a cardholder designates them as an approver and the card is approved, the approver is automatically setup in the system. However, if someone who is not a cardholder or an approver needs access to the system, the approver should email proadmin@ouhsc.edu and request that the individual be given access to the Works system.

4. Question: Can a fellow / contracted worker or a part-time employee for the University apply for a Pcard?
Answer: No, only university employees with FTE of 1.0 are eligible to have a Pcard.

5. Question: How will I get my Pcard?
Answer: You will be notified that your Pcard has been received once the application has been processed and training has been completed. Cards can be picked up at the Purchasing department or you may contact proadmin@ouhsc.edu for any alternate pickup arrangements.

6. Question: How can I raise my Pcard limit?
Answer: All limit changes require a written request by the cardholder’s approver, or someone with signature authority on the account. These requests should be sent to proadmin@ouhsc.edu. The single transaction limit maximum is $5,000, unless otherwise approved by the Board of Regents. If a request for the monthly limit exceeds $25,000 then the Pcard Team will evaluate the request before a decision is made. However, departments can choose to have a lower limit.

Reconciling
1. Question: When is the cutoff date for the monthly billing cycle?
**Answer:** The cutoff dates for the current month are updated on the Purchasing website at [http://www.ou.edu/purchasing/pcard/index.html](http://www.ou.edu/purchasing/pcard/index.html). Due to weekends and holidays, these dates may vary each month so always check the Purchasing website for the current dates. A listing of upcoming dates can be found on the Pcard Homepage under the Cutoff Dates tab.

2. **Question:** If a cardholder or approver is absent when the monthly cycle ends, what will happen to their charges?

**Answer:** Even if their charges are not signed off on they will be paid. It is recommended that when the cardholder or approver returns they should print a report of the transactions they missed, physically sign off on them and explain why the transactions were signed off online. Also, if accounting changes need to be made, they will need to process a Journal Voucher or Cost Transfer to make those changes.

3. **Question:** When do transactions post to Works?

**Answer:** Works transactions post every weekday. Transactions have a 24 hour posting delay. For example, if you were to logon to Works on a Tuesday, the most recent transactions that you would be able to see would be Monday’s transactions.

4. **Question:** Do all transactions post to Works at the same time or do they continue to show up during the course of the day?

**Answer:** Transactions will post by 7:00 A.M. CST and those are all the charges that will post for that day. New charges will be available by 7:00 A.M. CST the next day.

5. **Question:** How are monthly payments and departmental reconciliation performed each month?

**Answer:** The University’s Financial Services departments make the monthly payments. The charges are then processed onto the departments. The entire payment process is explained below.

Cardholder makes a purchase

Merchant charges the Pcard

---

Last Updated: 12/7/2012
Page 6 of 12
D-1
Charge posts to the Works system

Cardholder gathers receipts

Access Works prior to cutoff date

Change accounting codes, if necessary

Sign off on all transactions

Add comments, if necessary
  Run report, if necessary

Give documentation to approver so they can approve charges

File all documentation

Billing cycle ends (middle of the month)

Financial Services pays the monthly bill for the entire University
Financial Services downloads the Works accounting information into PeopleSoft

Charge is then billed out to department

6. **Question**: I’ve applied the charges to the wrong department number / chart field spread and the billing cycle has closed. What do I do?

**Answer**: You will need to complete a Journal Voucher or Cost Transfer to correct the charge. Please contact someone at your Financial Services office if you need help on completing the form.

7. **Question**: Will I receive a monthly bill?

**Answer**: No, all information about your Pcard charges will be in Works. You are able to access your Pcard charges 24 hours a day, 7 days a week at https://payment2.works.com

8. **Question**: This charge isn’t mine, what do I do?

**Answer**: In Works:

a) You should examine the charge to see if it’s possible that it could be a back order you’ve forgotten about or a vendor that uses a different name than what is listed in Works.

b) If you still do not believe that the charge is yours, contact the merchant.

c) If you have problems with the merchant or are unable to contact them directly, you can either dispute the charge in Works or contact the Pcard Team for further assistance in tracking down the charge.

**Disputes**

1. **Question**: What is an example of a dispute that I could make in Works?

**Answer**: In Works you can select a variety of reasons to dispute including fraudulent charges, double-billing and billing an incorrect amount.

2. **Question**: How do I dispute a charge in Works?

**Answer**: See Initiate Dispute in the Procedures tab of the Pcard homepage.
3. **Question:** Is there help online?

**Answer:** Yes, the most common Pcard procedures are listed under the Procedures tab of the Pcard homepage. If your answer cannot be found there, email proadmin@ouhsc.edu.

4. **Question:** I’ve been charged sales tax, but the merchant is in another state. Should I dispute this charge?

**Answer:** It depends on where the merchant is from. The University of Oklahoma is exempt in Oklahoma and has reciprocal sales tax agreements with some states. These sales tax agreements are available on the Purchasing website. [http://www.ou.edu/purchasing/home/](http://www.ou.edu/purchasing/home/). If you were charged state sales tax in these states, you should attempt to have the tax credited. If the merchant is from another state not listed, they do have the right to charge sales tax. However, we suggest that you contact the merchant for a credit since many companies have a policy of not charging tax to state entities, regardless of location.

5. **Question:** Works shows sales tax, but my receipt does not. Should I contact the merchant?

**Answer:** No, as long as sales tax is not on the receipt you are in compliance with the Pcard guidelines. Often when the transaction information from the merchant populates the predetermined fields in Works the tax column is populated. This does not necessarily mean tax is charged.

**Reviews and Allowable Purchases**

1. **Question:** What is a Pcard review?

**Answer:** There are two types of Pcard reviews, departmental reviews and online reviews.

a) **Departmental Reviews** are an onsite review of departmental records, receipts and file maintenance to maximize Pcard usage and ensure compliance to guidelines.

b) **Online Reviews** are a random selection of transactions reviewed via email monthly and checked for compliance.

2. **Question:** What kinds of documents should I have with my Pcard records?
**Answer:** Your department, as the Office of Record, is required to keep an itemized receipt for each transaction per the Records Retention Policy. This includes conference registration documentation, which many people file with their travel information, but fail to keep with their Pcard records. Also, you should include any other related documentation with the charge, such as internal forms or emails from the Pcard Team, etc.

3. **Question:** Are food purchases allowed on the Pcard?

**Answer:** If the food is for non-human consumption, then it is allowable on the Pcard. Food for human consumption is not allowed.

4. **Question:** Can freight/shipping be charged on the Pcard?

**Answer:** Yes, the Pcard is the preferred method of payment for freight/shipping expenses. However, payments for freight/shipping expenses are only authorized with contracted vendors. Please refer to the Contracts section of the Purchasing website for more information on current freight/shipping contracts [http://www.ou.edu/purchasing/contracts](http://www.ou.edu/purchasing/contracts).

5. **Question:** Can membership dues be paid on the Pcard?

**Answer:** Both institutional and individual membership dues are not allowable on the Pcard. Those types of payments should be processed through CrimsonCorner (Norman) or Accounts Payable (HSC).

6. **Question:** Can I pay for a subscription with the Pcard?

**Answer:** Subscriptions are allowable on the Pcard with the following criteria:

a) Allowable when mailing address is to a University location.

b) Allowable for a maximum of one year.

c) Allowable when subscription is renewed less than six weeks in advance.

**Exception:** Medical subscriptions that meet criteria a. and b. are renewable six months in advance.

7. **Question:** Can I prepay a conference registration with the Pcard?

**Answer:** Conference registrations are allowable on the Pcard with the following criteria in writing from the conference host:
1. If paying for the registration at the time of the event or after the event has occurred, then only a receipt or invoice is required. Pre-Paid Conference registrations are allowable Pcard expenses with the following in writing from the Conference Host.

2. Conference Host will not, as a standard practice of business, accept a Purchase Order.

*Purchase Order meaning payment after the event has occurred.

**OR, all of the following three criteria must be in place:**

a) Conference host will apply a discount for early registration to the conference.

b) Conference host will allow for substitution of participants.

c) Conference host will refund 100% of the registration cost if the conference is cancelled.

*Personal charges such as CME credits, additional meals, banquets, golf tournaments, etc. must be paid for separately and not on the Pcard.

8. Question: Can I pay for a license with the Pcard?

Answer: Licenses are not allowable expenses for the Pcard. Examples include: Medical, DEA, Dental, CPA or state required licenses. Those types of expenses should be processed through CrimsonCorner (Norman) or Accounts Payable (HSC) for eligibility and payment review.

9. Question: Can I pay an invoice with my Pcard?

Answer: Yes, as long as it is in compliance with the Pcard policy and guidelines.

10. Question: What is a service?

Answer: A service is any type of labor performed for profit. Examples of services include repairs, maintenance, installation, calibration, measurement, estimate, auto maintenance, etc.

11. Question: Can I pay for promotional or recruitment items with the Pcard?
**Answer:** No, these items may not be purchased with the Pcard. Examples of these items include objects with the event name or department name printed on them, giveaways, freebies, etc.

**12. Question:** I've spoken to another department (Financial Services, Accounts Payable, Grants and Contracts, Foundation, etc.) and they have told me that I have an allowable charge. Does this mean that I can use the Pcard for this charge?

**Answer:** Not necessarily. Although you may have approval from another department, all purchases with the Pcard must be in compliance with the Pcard guidelines. For example, even if a purchase is allowable within the terms of a grant, it may or may not be allowable on the Pcard. Check the Pcard Guide for further information or contact the Pcard Team at proadmin@ouhsc.edu