**P-Card Frequently Asked Questions**

1. **QUESTION:** What is a p-card?
   
   **RESPONSE:** A p-card is a visa purchasing card that is used for authorized business purchases. The p-card is a valuable tool for quickly and efficiently purchasing and paying for small value supply items.

2. **QUESTION:** Who can have a p-card?
   
   **RESPONSE:** Any full time University employee is eligible to apply for a p-card with the written approval of their department head.

3. **QUESTION:** Will I receive a visa statement if I do not have a transaction during a billing period?
   
   **RESPONSE:** No, you will only receive a statement for the billing periods in which you make purchases.

4. **QUESTION:** What should I do if I have charges during a billing cycle, but I have not received a billing statement?
   
   **RESPONSE:** A monthly billing statement report is available in WORKS Payment Manager. The cardholder should contact their proxy reconciler if they do not have access to WORKS Payment. In addition, the cardholder should contact the P-Card Office to check the address on file.

5. **QUESTION:** How are purchasing card transactions posted to the correct account?
   
   **RESPONSE:** During the initial setup, the department manager assigns each cardholder a default account. All purchases are charged to this account and can be electronically reallocated by the cardholder or a designee prior to the charges being posted to peoplesoft.

6. **QUESTION:** What should I do if I am unable to obtain a receipt?
   
   **RESPONSE:** Contact the P-Card Office to obtain an GHSU Lost Receipt/Invoice Affidavit. Document the purchase and the circumstances that prevented obtaining a receipt. Maintain the documentation in your departmental files.  
   *Please note: The GHSU Lost Receipt/Invoice Affidavit can only be used three times in one fiscal year.*
7. **QUESTION:** What kind of supporting documentation do I need for a purchase?

**RESPONSE:** Supporting documentation will include a valid invoice or receipt sent by the supplier, packing slips or other documentation is optional but helps to determine the validity of the purchase. A valid invoice/receipt will include the following:

- Vendor Name
- Order date/Delivery date
- Items purchased
- Cost of each item
- Total transaction amount

8. **QUESTION:** Is accepting vendor give-a-ways or promotional items prohibited?

**RESPONSE:** Vendor give-a-ways or promotional items are considered gifts. Generally gifts, including meals, are acceptable under the following conditions; (a) the fair market cannot exceed $100, (b) receiving a gift of any value will not influence your decision making, and (c) receiving a gift of any value will not result in a change to your normal purchasing practices.

9. **QUESTION:** Can I hold a hotel room on my p-card?

**RESPONSE:** No, the State Purchasing Card Policy prohibits lodging on the p-card. Exceptions will be provided if the room is being used as a meeting space. Contact the P-Card Office prior to the event as this is determined on a case by case basis.

10. **QUESTION:** Under what circumstances might my card be declined and what should I do if my card is declined?

**RESPONSE:** Your card may be declined because:

- You have exceeded your single transaction or monthly limit.
- The vendor you are using could be restricted from use by its Merchant Category Code (MCC).
- The bank has a security concern (you haven’t used the card for a while). A “fraud Alert” may be placed on the card and will not be removed until the cardholder contacts the bank to verify that the transactions are authorized charges.

Contact the P-Card Program Coordinator if your card is declined. She/he will work with you to determine the problem and how to correct it.
11. **QUESTION:** When the p-card is held in a central location, not under the control of the cardholder and there is misuse, how will this misuse be addressed?

**RESPONSE:** The cardholder is responsible for safeguarding his/her card, unless the cardholder has been directed by management to maintain the card in a central location which the cardholder does not control. In this case if misuse occurs, an investigation would be conducted to determine the facts and appropriate actions taken in accordance with those facts. For example, if a card was accessed and misuse resulted from burglary or deception, the situation would be referred to law enforcement and treated similar to other campus incidents such as burglary or theft.

12. **QUESTION:** Can someone other than the cardholder make purchases on the P-Card?

**RESPONSE:** No, use of the purchasing card is prohibited by anyone other than the cardholder. Remember, the cardholder is responsible for the charges on his/her card.

13. **QUESTION:** If I do not recognize a charge on my account, what should I do?

**RESPONSE:** Immediately notify the p-card office if you do not recognize a charge on your account. The p-card office will work with you to obtain more information on the vendor. If the charge is still unrecognizable the bank should be notified immediately to close the account and have a new card issued.

14. **QUESTION:** What happens to compromised credit cards?

**RESPONSE:** They are deactivated, destroyed and a new card is issued. A police report will need to be filed for fraudulent charges. There could be an audit/review to determine that this activity was not the fault of the employee.

15. **QUESTION:** Who should I contact if my purchasing card is lost or stolen?

**RESPONSE:** During business hours contact the P-Card Office immediately to report the card as lost or stolen. Assistance will be provided through each step of the process. If after hours, please contact the bank to report the card as lost or stolen. The telephone number is 1-877-451-4602. On the next business day contact the P-Card Office to file the report.

16. **QUESTION:** What should I do if I accidentally make a personal charge on my p-card?

**RESPONSE:** Notify the P-Card Office of the mistake. Attempt to have the charge credited back to the card. If the vendor will not cooperate, write a check payable to Georgia Health Sciences University, submit it to the cashiers office for deposit. Keep a copy of the check attached to the invoice.
17. **QUESTION:** What happens if I leave the University?

**RESPONSE:** Near or on your last day return your card to your department manager. Your manager will notify the P-Card Program Coordinator and destroy the card. Your department manager is responsible for ensuring that your p-card documents are in a secure location for future audits.

18. **QUESTION:** Who should I contact and what should I do if I change departments?

**RESPONSE:** Notify the p-card office near or on your last day in the department. Your card will be canceled (see #17 for the cancelation process). If your new department requires that you have a p-card, the new cardholder request form will need to be completed and sent to the p-card office.

19. **QUESTION:** What happens when my p-card expires?

**RESPONSE:** Cards are active for two years. Each card has an expiration date identified by month and year (01/10 for January 2010) printed on the card. The card will expire at the end of the month. Prior to the expiration date you will receive notification from the p-card office of the renewal process.

20. **QUESTION:** What happens if an employee does not want a P-Card?

**RESPONSE:** (a) If having the card is a condition of employment for that particular position, then the employee is not eligible for employment and would therefore not be offered the position, and/or (b) If having the card is not a condition of employment, Human Resources will coordinate with the department involved to address the situation.