What To Do When you Have…..

Lost/Stolen P-Card:
1. Call Bank of America Immediately 1-888-449-2273 to cancel the card and have a replacement card sent.
2. Notify the P-Card Coordinator (706) 721-9441 via email to cancel your card internally.

Disputes Regarding P-Card Charges:
1. Call the Vendor first to resolve the issue if not, 2. Call Bank of America 1-800-410-6465 3. Notify the P-Card Coordinator via email and complete the Bank of America Dispute Form. Fax the completed form to the P-Card Office (706) 721-3012. 4. Do not hit the dispute button in WORKS Payment Manager.

Fraud:
1. Immediately call Bank of America - 1-877-451-4602 to cancel the card and report the fraud.
2. Contact the P-Card Coordinator via email to internally cancel the card and check for fraudulent charges.
3. Contact Public Safety to report the fraudulent charge.

Declined Transactions:
1. Verify the correct billing address.
2. Contact the P-Card Office (706) 721-9441

Tax Exempt Status
GRU Tax Exempt Number: 58-6002053. A copy of the tax exempt letter is online.

Walmart requires each cardholder to establish their own sales tax exempt account.

Tax exemption status applies only to Georgia sales tax for purchases made in-state or online, and items are shipped to Georgia.

DO NOT USE THE P-CARD IN SOUTH CAROLINA

FEDEX/UPS
1. Contact the P-Card office to have an account opened
2. Once the account is open register online
3. All FedEx receipts must include a “ship to” address (shipper & recipient address) and all packages must be GRU business related.

Your Delivery Address is as follows:
Your Name
GRU - Your Department Name & Room #
1120 15th St, Augusta, GA 30912

DO NOT SHIP MERCHANDISE TO THE WAREHOUSE
DO NOT HAVE MERCHANDISE DELIVERED TO YOUR HOME ADDRESS
Receipt Maintenance

Monthly p-card transactions must be reconciled in WORKS Payment Manager monthly.

The P-Card cycle starts on the 28th of each month and ends on the 27th of the following month.

The URL Address for WORKS Payment Manager is: https://payment2.works.com

Login Information will include the following:

- **Email Address**: The Groupwise email address will always include @gru.edu
- **User Name**: Will always be your first and last name.

**Receipt Maintenance**

Valid receipts are required for all purchases. A valid receipt must contain the following:

- Order Date/Delivery Date
- Supplier/Vendor
- Items purchased
  - Cost(s)
- Freight Amount
- Sales Tax
- Total Transaction Amount

**Receipt Maintenance (cont.)**

If you do not have a receipt you must:
- Contact the vendor to request a receipt. Document who you spoke to, when and the outcome of the conversation
- If purchased on-line, sign in and see if you are able to view status of order and retrieve a receipt
- As a last resort, complete the on-line Lost Receipt/Invoice Affidavit.
- Contact the P-Card Administrator.
- All Membership dues must include the Accounts Payable Memorandum
- All Subscriptions must include Use of State Funds to Pay Subscription form

**Review all receipts for Georgia State Sales Tax:**

- Purchases made locally, over the telephone, online, or through a catalog, being sent to Georgia are tax exempt. Refer to the Sales and Use Tax Section in the P-Card Users’ Guide.
- Request tax exempt status PRIOR to making a purchase through the store’s customer services department. Keep a copy of the tax exempt letter to give them.
- If sales tax is inappropriately charged, it is your responsibility to request a tax credit. Write down who you talked to, when and the outcome of the conversation and include it.

The 5w’s are guidelines to ensure a purchase meets the audit criteria. They are as follows:

- **Who**: Who is the purchase for
- **What**: What is being purchased
- **When**: When will the merchandise arrive
- **Where**: Where will the merchandise be delivered
- **Why**: Why is the Merchandise needed

**Allowable & Non Allowable Charges**

**Allowable Charges**

- Office Supplies, Lab supplies, Registration Fees, FEDEX/UPS, Membership Dues, Computer Software, repairs, printing, Subscriptions, Computer supplies and Books

**Non Allowable Charges**

- Employee travel, Purchases over $4999.99, Personal Charges, Gifts, Gift Cards, Gift Certificates, Cash Advances, and Food to include restaurants and fast food catering.

To see a complete list of the P-Card Do’s and Don’ts please refer to the P-Card Website.

**Popular Account Codes**

The use of appropriate account codes is important. To assist you, below is a list of the frequently purchased items.

- **Office Supplies** - 714102
- **Reprints/Brochures** - 714107
- **Computer Supplies** - 714118
- **Lab Supplies** - 714138
- **Lab Equipment Repair** - 714161
- **Repair/Maintenance** - 715105
- **FEDEX & UPS** - 727101
- **Dues & Membership fees** - 727107
- **Manuscript Processing fee** - 727109
- **Advertising Employee Recruitment** - 727350
- **Advertising O/T Employee Recruitment** - 727250
- **Conference & Class Registrations** - 727121
- **Software** - 733100
- **Software License** - 733110
- **Publications & Printing** - 742100
- **Telecom** - 771300

Please refer to the P-Card website for a complete list of P-Card Account Codes.