Overview: Department P-Card Administrator

Section 1: Responsibilities and Your Role

1. Department P-Card Administrator Responsibilities
2. Adding a P-Card Chartstring in PeopleSoft
3. Creating a P-Card Holder in PeopleSoft
4. Retrieving a P-Card Holder Listing
5. Changing Dollar Limits for a Cardholder
6. How to Deactivate a P-Card
7. Reviewing Your Budget

Section 2: Reconciliation

1. Introduction to Reconciliation
2. PeopleSoft Query for Reconciliation
3. US Bank’s Access Online Optional Tool for Reconciliation
4. Reviewing P-Card Transactions
5. Reviewing Level 3 Data
6. Receipt Retention

Section 3: Troubleshooting Declines and Other P-Card Maintenance Tools

1. Troubleshooting Declines
2. Declined Transaction Authorizations Report
3. Accessing Real-Time Balances in Access Online
4. Reviewing Pending Transactions
5. US Bank Account List Report
6. PeopleSoft P-Card Queries
Overview: Department P-Card Administrator

The Department P-Card Administrator, designated by the Department Manager, is responsible for the creation, cancellation, review and reconciliation of the p-cards held in his or her department/s. The Department P-Card Administrator is required to have access to PeopleSoft Financials.

The Department P-Card Administrator is granted access to all p-cards in the department through US Bank’s Access-Online where he/she can troubleshoot p-card issues within the department, check real-time balances, check declines and run reports. These resources will help you audit, maintain, review and provide tools for the proper management of the p-card program.

P-Card Process Overview

1. Department Manager decides who the cardholder/s will be on a p-card chartstring
2. Department P-Card Administrator completes a budget transfer into the PeopleSoft (PS) Chartstring in PeopleSoft Financials
3. Department P-Card Administrator creates the new 'department/chartstring' in PeopleSoft Financials
   - BC Custom > Pcard > BC Pcard Dept Create
4. Department P-Card Administrator adds a new cardholder p-card request in PeopleSoft Financials
   - BC Custom > Pcard > BC Pcard Holder Update
Section 1: Responsibilities and Your Role

**Topics Covered:**
1. Department P-Card Administrator Responsibilities
2. Adding a P-Card Chartstring in PeopleSoft
3. Creating a P-Card Holder in PeopleSoft
4. Retrieving a P-Card Holder Listing
5. Changing Dollar Limits for a Cardholder
6. How to Deactivate a P-Card
7. Reviewing Your Budget

1. Department P-Card Administrator Responsibilities

1. Reconciliation of all cardholder statements to PeopleSoft Financials
2. Review transactions for compliance with both University and grant fund policies
3. Bring any questionable transactions to the attention of the Department Manager, or other appropriate person
4. Be the primary point of contact for cardholder questions or issues
5. Serve as liaison with the Manager of the University P-Card Program in Procurement Services
6. Ensure transactions have not been split to fit under $4,999
7. Ensure the use of p-card for small dollars (under $4,999)
8. Create new p-card chartstrings in PeopleSoft Financials
9. Create new p-card holder in PeopleSoft Financials
10. Set individual limits as determined by the Department Manager and University standards
11. Maintain and update cardholder information
12. Review and update cardholders of any policy and changes affecting p-card use
13. Troubleshoot all issues within the department
14. Deactivate p-cards for employees who have left the University, have moved to another department, or should no longer have access to the applicable chartstring
15. Maintain adequate budgets in the p-card accounts, including monitoring p-cards for low budget
16. Make or request budget transfers
17. Ensure cardholders are familiar with University and grant fund restrictions
18. Identify possible fraud
19. Review with cardholders the policies for receipt requirements designated by the University and the department
20. Review and monitor p-card balances for fiscal year end
21. Ensure that all credit card data is kept secure
22. Ensure separation of duties in p-card review and reconciliation
2. Adding a P-Card Chartstring in PeopleSoft

Before PeopleSoft will allow creation of a new cardholder, the PeopleSoft chartstring (usually, GL account 68370) must be funded through a budget transfer.

Complete the **BC Pcard Dept Create** screen if a p-card has never been issued under a particular chartstring. This includes any new programs, new grants, new department ID’s, etc. The bank must then create, within its own system, a company number for every p-card chartstring. Once the **BC Pcard Dept Create** step has been completed, an e-mail is generated to the bank to create this new chartstring so that a new company number is associated with the budget and new cardholder/s. The new company number provided by US Bank populates in PeopleSoft within 3-5 days.

**PeopleSoft Navigation:**
**BC Custom > Pcard > BC Pcard Dept Create > Add a New Value**

For operating budgets, the Project/Grant field must be left blank.

![Screen capture of PeopleSoft BC Pcard Dept Create page](image)

Fill in all fields but leave the Project/Grant field blank if not applicable.

After all data is entered click ‘Add’
Select the **Check to Send to Bank** box

Reflects total budget transfer/s

Click “Save”

The new company number provided by the bank populates in PeopleSoft within 3-5 days. All future transactions (budget transfer, requests for new p-cards, etc.) are associated with the bank assigned company #.
If the following error message displays when adding the chartstring, check the individual chartfield values you entered and make sure they are correct and associated with an active budget.

![Error Message]

3. Creating a P-Card Holder in PeopleSoft

- Department Manager must approve all cardholders. (Cardholders will be procuring goods and services for the department.)
- P-cards can take an average of 2 - 3 weeks to arrive.
- Due to security settings and separation of duties, the Department P-Card Administrator will not be able to create a card under his/her name.

**PeopleSoft Navigation:**
**BC Custom > Pcard > BC Pcard Holder Update > Add a New Value**

To create a cardholder, enter the chartstring and employee information.

![PeopleSoft Screen]

Leave this field blank

After all data is entered, click “Add”
Changes can be made in the Card Text field. If one person has multiple cards, name the cards to identify the special program or grant. Card text examples to distinguish between cards:

- P-card limits for a particular cardholder may also be changed in the new cardholder menu. The University policy is $4,999 per individual transaction and $20,000 per month. If necessary, you may change the individual transaction limit to a lower amount.
- The monthly limits may be decreased depending on the department budget.
- These limits are NOT the funds available. Funds available are from the budget set up in the p-card account minus what has been spent against that account.
4. Retrieving a P-Card Holder Listing

To view all cardholders by department:

**PeopleSoft Navigation:**
BC Custom > Pcard > BC Pcard Holder Update > Find an Existing Value

Only populate business unit **EAGLE** and the **Department ID**. The resulting search will provide a summary of all cardholders active and inactive, in every operating program, capital and grant under that department ID.

![Image of PeopleSoft interface for retrieving a P-Card Holder Listing]

Enter only Department ID for a list of p-cards

Click “Search”

A list will appear at the bottom of all active and inactive cards.

5. Changing Dollar Limits for a Cardholder

Department Managers have the option of increasing or decreasing standard University dollar limits for a cardholder. **Single Transaction Limits** cannot be increased beyond $4,999 but can be lowered where **Monthly Limits** can be increased as well as decreased. The P-Card Administrator will make the adjustment in PeopleSoft to Single Transaction/Monthly Limits with the written approval of the Department Manager.
6. How to Deactivate a P-Card

It is essential to deactivate the p-card/s of employees who have left the department or the University. If a department anticipates an employee leaving, then another person must be assigned a p-card in that department to procure goods, whether temporarily or permanently. When a p-card is deactivated, the P-Card Administrator should obtain the physical card and contact all suppliers who store credit card information for recurring charges with the new credit card number.

If a card is lost or stolen, the cardholder will need to contact US Bank immediately at 800-344-5696. The lost or stolen p-card will need to be deactivated in PeopleSoft by the P-Card Administrator

**PeopleSoft Navigation:**
**BC Custom > Pcard > BC Pcard Holder Update > Find an Existing Value**

- Enter the word “EAGLE” in the Business Unit
- Input the chartstring
- Select the cardholder to deactivate, select “Inactive” button and SAVE
- Shred the card
To check to see if the deactivation was successful:

**PeopleSoft Navigation:**
BC Custom > Pcard > BC Pcard Holder Update > Find an Existing Value

The record status will display ‘Inactive’

### 7. Reviewing your Budget

An appropriate p-card budget should be set up for the entire fiscal year. This will prevent declines and expedite the procurement process. New fiscal year budgets are loaded into PeopleSoft Financials by April so a permanent p-card transfer needs to be made to ensure the new fiscal year opens with funds available in the p-card account.

NOTE: The number one reason why p-cards decline is lack of funding in the p-card account.
The budget set up in the p-card account becomes the credit limit on the p-card. When additional funds are added, the credit limit increases. P-cards work on a “declining balance” system similar to a typical debit card. When multiple people in the department share a p-card, they also share the same credit limit. Please keep in mind that a p-card transaction may not appear in PeopleSoft for 2-3 days.

When a budget transfer is made, an email is generated to the bank and the new limit becomes available on the p-card within two (2) business days.

There are two options in PeopleSoft to view the p-card budget data:

1.) **PeopleSoft Query**

*PeopleSoft Navigation:*
*Reporting Tools > Query > Query Viewer*

Budget Query: BC_PCARD_BUDGET_LOW - Use this query to view multiple p-card chartstrings

![Query Viewer Screenshot](image1)

You may run to HTML and download to Excel or directly to Excel

![Budget Query Result Screenshot](image2)

2.) **Commitment Control Inquiry**

*PeopleSoft Navigation:*
*Commitment Control > Review Budget Activities > Budget Details*
When choosing a ledger group, select **EXPBUDGETS (NON-PROJECTS)** for regular operating budgets and programs or **PGBUDGETS (PROJ/GRANTS)** for Grants and Capital budgets.

Once in the budget details screen, budget and expense amounts can be viewed. The ‘Without Tolerance’ should be the available budget excluding any pending purchases in transit at the bank.
If p-card budget is low, budget transfers can be done throughout the year. Budget transfers are not live with the bank. Transfers can take up to two (2) business days.

**Process for budget transfers and daily p-card related activities between PeopleSoft and US Bank**

- **P-card related transactions entered in PeopleSoft by 2:59 pm.**
- **US Bank receives daily files by 3 pm which include budget transfers, card cancellations, new card requests, changes to monthly or single transaction limits, etc.**
- **US Bank processes daily files by noon on the next business day.**
Section 2: Reconciliation

Topics Covered:
1. Introduction to Reconciliation
2. PeopleSoft Query for Reconciliation
3. US Bank’s Access Online: Optional Tool for Reconciliation
4. Reviewing P-card Transactions
5. Reviewing Level 3 Data
6. Receipt Retention

1. Introduction to Reconciliation

P-cards must be reconciled monthly to ensure good financial practices and to avoid the University’s risk for inappropriate purchases and internal and external fraud. There are several steps in p-card reconciliation that involve the P-Card Holder, Department P-Card Administrator and the Department Manager.

1. P-Card Holder: Obtains, verifies, and attaches receipts to the statement monthly, signs the statement and makes it available for the Department P-Card Administrator
2. Department P-Card Administrator: Downloads the PeopleSoft query monthly, confirms cardholders have all receipts, reviews p-card transactions, and brings questionable transactions to the Department Manager
3. Department Manager: Reviews p-card transactions for inappropriate purchases, internal fraud, and audits questionable transactions

The Department P-Card Administrator is given access to all p-card data that they are responsible for reconciling in their department(s). This access is granted by the Manager of the University P-Card Program in Procurement Services. Contact Procurement Services via the P-Card Support Form to request access to chartstrings in Access Online.

A reconciliation of statements to PeopleSoft is required on a monthly basis by the Department P-Card Administrator or within a Service Center for the following reasons:

- Monitor budget for sufficient funding of p-card purchases
- Ensure there are no fraudulent or personal purchases
- Ensure all cardholder transactions are applied to the correct chartstrings
- Ensure compliance with P-Card policies by reviewing transactions
- Ensure all purchases meet the requirements and regulations of the specific contract or grant

Separation of duties is a critical factor and effective control in the management and reconciliation of p-cards. Separation of duties provides a system of checks and balances while supporting policy compliance.

The risk to the University increases when a particular person performs all steps (creation, purchasing, and reconciliation of the p-card).

Important: Two independent individuals are required for reconciliation.

If the department requires the Department P-Card Administrator to have a p-card, then the Department Manager is responsible to make sure there are additional controls and oversight in place.
Three Basic Steps to Reconciliation and Separation of Duties

1. Cardholder
   - Downloads US Bank statement monthly
   - Obtains, verifies and attaches receipts
   - Signs US Bank statement monthly

2. Department P-Card Administrator
   - Downloads PeopleSoft report for p-card reconciliation monthly
   - Reviews p-card transactions and receipts for inappropriate purchases or fraud
   - Brings questionable p-card transactions to the Department Manager

3. Department Manager
   - Reviews P-card transactions for inappropriate purchases or fraud
   - Audits questionable transactions

2. PeopleSoft Query for Reconciliation

PeopleSoft queries provide a valuable and essential tool for p-card reconciliation. Purchases must be reviewed by the Department P-Card Administrator for University compliance.

The **BC_PCARD_DATA_BY_DEPT** query will give you all p-card data for your department(s). This query must be downloaded and reviewed every month.

Date Ranges used in the query are based on the US Bank statements dates.
- US Bank’s cycle dates for statements usually begin on the 26th of the month until the 25th of the following month, (unless the 25th falls on a weekend.)
- Statements are available by the 26th or 27th of each month.

**PeopleSoft Navigation:**
**Reporting Tools > Query > Query Viewer**
If you don’t want to run the query for all your departments, the BC_PCARD_DATA_BY_DEPT_W_PROMPT will give you the department selection criteria.

After removing the employee ID and p-card numbers from the spreadsheet, the query results will look like this:

Make sure all required receipts are provided for all charges on this query.

The BC_PCARD_DATA_BY_DEPT or BC_PCARD_DATA_BY_DEPT_W_PROMPT query results must be saved to a secure server with the Department P-Card Administrator’s signature and recorded as: “reconciled p-card accounts, August 2017 by Jane Doe”. These reports, as well as receipts, must be readily available for audit.

Additional reconciliation is required for new cardholders to monitor for the following items:

- The cardholder’s BC Eagle ID number is associated with his/her card
- The cardholder’s p-card references the correct chartstring
3. US Bank’s Access Online: Optional Tool for Reconciliation

The Transaction Detail Report in Access Online is an optional tool used to identify discrepancies in the PeopleSoft reconciliation.

Transaction Detail Report is a monthly report of all statements of all cardholders in your department/s. This report provides all transactions for the cycle date or the date parameters entered. This can also be a useful tool in p-card reconciliation if you are missing transactions from the PeopleSoft query or are unsure of the cycle date parameters.

Access Online Navigation:
Reporting > Financial Management > Transaction Detail

https://access.usbank.com

Cycle Close Date Range will only generate data for statements ending in the defined period. For example: If you enter 8/01/2017-08/31/2017 under “cycle close date range”, the report will pull August statements which are dated 7/26/2017 -8/25/2017
You may also choose calendar, posting or transaction date range. In this field, exact date parameters must be in place. Remember, whatever dates you chose in Access Online the same date range should be used in the PeopleSoft query.

Scroll down and under Report Output, change the format to EXCEL.
Scroll down again and under **Group Report By** for departments with only one chartstring, the fields will default into the bank #1425, the agent #1798 (Boston College) and the company # (represents a particular chartstring).

To select multiple chartstrings, drill into the department field.

Under Hierarchy Level, select **Company**. Populate the Bank (1425), Agent (1798) and select "Search".
To add a position to the Selected Hierarchy Positions, select the position in the list to the left and click “Select Position.” When you are satisfied with your selection(s), click “Accept Hierarchy.”

### Found Hierarchy Position(s)

<table>
<thead>
<tr>
<th>Select</th>
<th>Bank</th>
<th>Agent</th>
<th>Comp.</th>
<th>Div</th>
<th>Dept</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1425</td>
<td>1798</td>
<td>30811</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1425</td>
<td>1798</td>
<td>30813</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1425</td>
<td>1798</td>
<td>30819</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1425</td>
<td>1798</td>
<td>30835</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Selected Hierarchy Position(s)

<table>
<thead>
<tr>
<th>Remove</th>
<th>Bank</th>
<th>Agent</th>
<th>Comp.</th>
<th>Div</th>
<th>Dept</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1425</td>
<td>1798</td>
<td>30811</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select Position will move the company #’s to the right
After selecting the company #’s, select Accept Hierarchy and run report

Once the hierarchy is accepted, select Run Report

**Break/Subtotal Level**

- No Break/Subtotal -

**Page Break**

- Yes
- No

Note: Page Break is applicable only if a Break/Subtotal Level is chosen.

- Run Report
- Reset
- Create Scheduled Report

Click “Run Report”
This report is large and will need to be edited. The report contains every cardholder, chartstring associated with the p-card, transaction date, posting date, merchant, transaction amount and any tax paid for the cycle dates selected. It can be sorted by chartstring. Below are some of the key data fields provided in the report download.

The transaction detail report should look like similar to this, once edited:

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Posting Date</th>
<th>Cycle Close Date</th>
<th>Transaction Amount</th>
<th>Merchant Name</th>
<th>Merchant City</th>
<th>Merchant State/Province</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/05/30</td>
<td>2017/09/03</td>
<td>2017/07/25</td>
<td>$9.89</td>
<td>WALGREENS #4072</td>
<td>ROXBURY</td>
<td>MA</td>
</tr>
<tr>
<td>2017/07/06</td>
<td>2017/07/07</td>
<td>2017/07/25</td>
<td>$25.00</td>
<td>MARKET BASKET 0000746</td>
<td>REVERE</td>
<td>MA</td>
</tr>
<tr>
<td>2017/07/14</td>
<td>2017/07/17</td>
<td>2017/07/25</td>
<td>$95.95</td>
<td>WJ MASON</td>
<td>639-926766</td>
<td>MA</td>
</tr>
<tr>
<td>2017/07/25</td>
<td>2017/07/26</td>
<td>2017/08/25</td>
<td>$50.00</td>
<td>ANIBILATORY MONITORING INC</td>
<td>ARDSLEY</td>
<td>NY</td>
</tr>
</tbody>
</table>

4. Reviewing P-Card Transactions

In addition to the Department P-Card Administrator reconciling and reviewing monthly transactions, he/she should alert the Department Manager of any questionable transactions.

It is essential to review all p-card transactions to confirm:

- Official University purchases
- Internal abuse related to personal purchases
- Inadvertent personal purchases from business online accounts (i.e. mixing p-card with personal card at checkout at Amazon, Apple, iTunes, PayPal, etc.)
- External abuse related to fraud
- Split transactions which circumvent the university bid policy
- Purchases delivered off campus
- Purchases not in compliance with p-card policy
- Inappropriate purchases (i.e. expensive gifts for staff, donations, etc.)
- Review of fiscal year end purchases for inventory stockpiling (spending money for the sake of “using it all” for future fiscal year use)
- Taxes paid that should have been exempt
- Unusual stores or websites used outside of the University preferred and contracted suppliers (Staples, Macys, Target, Home Depot, etc.)
- Purchases with missing receipts (verify item is physically in the department and put a note on the statement with signature of cardholder and Department Manager)
- Even dollar amount purchases (may indicate a fraudulent invoice, split transaction or gift card purchase)
- Gift cards (refer to Gift Card Policy)
- Small dollar dining purchases (individual meals, snacks or coffee should NOT be purchased by the University unless there is a specific business purpose)
- If you are missing any transactions, please contact Procurement Services via the P-Card Support Form
5. Reviewing Level 3 Data

A level 3 query provides line item detail, including descriptions, for transactions from level 3 suppliers only. This is not a p-card reconciliation report but it is helpful in reviewing questionable transactions. All level 3 suppliers will appear in this query.

**PeopleSoft Navigation:**
**Reporting Tools > Query > Query Viewer**

After removing columns D, E and F, the query results will look like this:

6. Receipt Retention

- **Contracted Level 3 Suppliers:** Although it continues to be a best practice to retain all receipts when possible, receipts are not required for transactions under $1,000 for Contracted Level 3 Suppliers who provide line item data. (Does not apply to grant-related p-cards)
- **Operating budgets:** Receipts must be saved for three complete fiscal years
• **Grants:** (fund code 500, 120) P-card statements, associated receipts and other supporting documentation should be retained for the life of the grant plus a minimum of three years after the submission of the final expenditure report.

• **Missing Receipts:** If a cardholder is missing a receipt, a description of the item /s must be recorded on the statement as well as the Department Manager’s signature.

**Important:** As the Department P-Card Administrator, you must bring any questionable purchases to the Department Manager. If you cannot confide in the Department Manager, you can contact the Director of Procurement Services (2-4561), the University Controller (2-3361), or the Director of Internal Audit (2-8689).
Section 3: Troubleshooting Declines and Other P-Card Maintenance Tools

Topics Covered:

1) Troubleshooting Declines
2) Declined Transaction Authorizations Report
3) Accessing Real-Time Balances In Access Online
4) Reviewing Pending Transactions
5) US Bank Account List Report
6) PeopleSoft P-Card Queries

Many tools are available to help the p-card program operate efficiently. US Bank’s Access Online provides valuable and essential tools for the maintenance of the p-card program. The Department P-Card Administrator can troubleshoot through Access Online and PeopleSoft.

Features provided in Access Online for the P-Card Administrator:
- Reasons why a p-card declined and to provide solutions to the cardholder
- Real-time balances in Access Online and to compare to PeopleSoft Financials
- Pending transactions that are not in PeopleSoft Financials
- Decline reports to review for compliance to policy and potential fraud

1. Troubleshooting Declines

The majority of all declines can and should be resolved at the department level. To see information on a decline: https://access.usbank.com

Access Online Navigation:
Account Information > Cardholder Account Profile > Account Authorizations
All declines will have the status of **Do not honor or Declined**

For detailed information about the decline select the time link under the **Auth Time** column
The decline reasons tab will display the code associated with the decline.

<table>
<thead>
<tr>
<th>Decline</th>
<th>Account</th>
<th>Merchant</th>
<th>Parent</th>
<th>Division</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decline Reason: 0803 - 0803 MCCG exclude</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Decline Level: Corporate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Velocity Type: Not Declined for Velocity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Velocity Limit Amt: 884</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Understanding Decline Reasons and Resolutions:

- **MCCG Exclude**

  **Issue:** This purchase is not allowed on the p-card based on the supplier’s Merchant Category Code (MCC). All suppliers have a specific MCC code assigned by their credit card provider. P-cards are set up with certain restrictions, which are not allowed such as cash advances, travel, and entertainment related expenses and are designed to decline if attempted.

  **Resolution:** Please contact Procurement Services via the P-Card Support Form if you know this is an allowed purchase for your department or club.

- **Exceeded Account Velocity Amount**

  **Issue:** There are not enough budget funds in the p-card account in PeopleSoft Financials for the transaction. Pending transactions may not have appeared in PeopleSoft so the real-time balance should be checked in Access Online.

  **Resolution:** A budget transfer must be made into the p-card account (usually account 68370). The best practice is to properly fund the p-card account in PeopleSoft at the beginning of the fiscal year and monitor the p-card spend throughout the year.

  **Note:** P-card BUDGET TRANSFERS ARE NOT REAL-TIME with US Bank. Once a budget transfer is made, there is a waiting period of at least 1-2 business days, depending on the timing of the transfer.
**CRV status**

*Issue:* Card is not activated. New and renewed p-cards must be activated by calling US Bank. Upon receipt of your p-card, instructions are given to every cardholder to activate the card with specific four (4) digits instead of the last four digits of the cardholder’s social security number. (Social security numbers and employee IDs are never associated with a cardholder’s p-card.)

*Resolution:* Have the cardholder activate his/her card. If you do not know what those 4 digits are, please contact Procurement Services via [P-card Support Form](#).

---

**Q-9 Status**

*Issue:* The grant has ended. P-cards on grants have an end date different from operating budgets.

*Resolution:* Check to see if the grant end date has been extended in PeopleSoft Financials.

*PeopleSoft Navigation:*

*BC Custom > Pcard > BC Pcard Dept Create > Find an Existing Value*

Below is an example of a grant, which has ended. The close date represents the grant end date. If the grant has been extended, you will need to contact the Office of Sponsored Programs to update the grant dates in PeopleSoft Financials.
If you see that the grant has been extended in PeopleSoft and the p-card is still in a Q-9 status, you will need to contact Procurement Services via the [P-Card Support Form](#) so that the bank can be notified to reopen the p-card.

- **Declined at the Individual Level, Not Enough Available Money or Exceeded Single Purchase Limit**

  ![Declined card image]

  **Issue:** The single transaction limit OR the monthly limit has been reached.

  **Resolution for single transaction limits:** First check with the Department Manager to review what limits have been set for the cardholder and then review those limits with the cardholder. The Department Manager can authorize the single limit increase up to $4,999 (the University maximum) and up to $2,999 for grant p-cards. Some Department Managers may set lower limits for cardholders.
It is not an option having the supplier split the transaction. This is against P-Card Policy.

**Resolution for monthly limits:** The university standard monthly limit is $20,000. Monthly limits refresh after the bank cycle date on the 26th or 27th of the month. If the cardholder is near the bank cycle date, the card can be tried again after the 27th.

- Option 1: Use another p-card with the same chartstring
- Option 2: Check with the Department Manager to increase the monthly limit in PeopleSoft Financials. If this is done, it will take 1-2 business days to be increased by the bank.

To increase the cardholder’s monthly or single limit in PeopleSoft Financials:

**PeopleSoft Navigation:**

*BC Custom > Pcard > BC Pcard Holder Update > Find an Existing Value*

1. Enter the Department ID
2. Enter the name of the employee
ADS 1 Strategy, ADS 11 Filter, Caution Account, Arrest, Fraud or Account Coded (Credit Rating) Declines:

**Fraud Alert Codes**

- **ADS 1 Strategy**
  - **ADS 11 Filter**
    - The transaction has been red-flagged as potential fraud by the bank due to a mismatch of the name, address, phone number, or CVC Code.
    - The purchase is from a foreign vendor.

- **Caution Account**
  - The supplier or the transaction has been red-flagged by the bank as potential fraud due to an unusual purchase made by the cardholder.

- **Arrest Fraud Account Coded (Credit Rating)**
  - The p-card is confirmed as compromised by the cardholder or the bank and will need to be replaced.
  - There is an attempted transaction on a deactivated card.

**ADS 1 Strategy**: This is a fraud alert code. The cardholder may be able to correct this if the transaction is legitimate. Something did not verify in the approval process such as the name, billing address, security code on the back of the card or the expiration date. The billing address is needed to verify the address associated with the p-card and is provided on the cardholder’s statement. Have the cardholder go back to the supplier to check the verification information. Make sure the cardholder does not confuse the billing address of the p-card with the physical delivery address.

**ADS 11 Filter, Caution Account & Credit Rating**: If a p-card has unusual activity, small dollar charges (such as $1.00), red-flag suppliers (such as foreign suppliers or unsecured websites), suppliers not
normally used by the cardholder, or if using your p-card while traveling outside of Massachusetts, the bank will temporarily stop the transaction until the cardholder verifies the purchase.

Actions:
- The cardholder will need to contact US Bank directly to verify (or deny) a transaction @ 1-800-344-5696.
- The cardholder will need to contact US Bank before placing an order with a foreign supplier. All purchases from outside of the US decline unless the cardholder contacts US Bank before the transaction is made to verify the purchase.
- Contact US Bank before traveling outside the state.

2. Declined Transaction Authorizations Report

US Bank offers a decline report in Access Online where you can review declines for up to two years. The Declined Transaction Authorizations report is available to all cardholders and administrators in Access Online.

The report shows the decline reason, time and date of the transaction, as well as the way it was processed: in-person, online, or manually keyed. You can also see if any recurring charges have been declined.

Benefits of the Declined Transaction Authorizations Report:
- Find declines no longer accessible on the account authorizations screen
- Red-flag a cardholder who is attempting to use the card for non-business related purchases
- Ensure the p-card is not being used for travel or other prohibited uses
- Identify cardholders who need to be retrained
- Determine if funds need to be added
- Check for external fraud attempts
- Check for declined recurring charges

Access Online Navigations:
Reporting > Program Management > Declined Transaction Authorizations
Scroll down again and under Group Report By for departments with only one chartstring, the fields will default into the bank #1425, the agent #1798 (Boston College) and the company # (represents a particular chartstring). For multiple chartstrings, drill into the department field.
Select Position will move the company #s to the right
After selecting the company #’s, select Accept Hierarchy and run report

Once the hierarchy is accepted scroll down and select Run Report
How to interpret the Declined Transaction Authorizations Report

Similar to all reports in Access Online downloaded to Excel; columns can be deleted or hidden to easily read the report. Use these reports to determine what action needs to be taken based on the Decline Reason.

1.) Is a Budget Transfer needed to increase the P-card budget?

<table>
<thead>
<tr>
<th>Account Short Name</th>
<th>Decline Date/Time</th>
<th>Decline Reason</th>
<th>Requested Amount</th>
<th>MCC Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN SMITH</td>
<td>2017/03/14 19:43</td>
<td>Exceeded account velocity amount</td>
<td>$74.86</td>
<td>5411 GROCERY STORES.SUPERMARK</td>
</tr>
<tr>
<td>JANE DOE</td>
<td>2017/03/16 20:01</td>
<td>Exceeded account velocity amount</td>
<td>$62.87</td>
<td>5734 COMPUTER SOFTWARE STORES</td>
</tr>
<tr>
<td>JANE SMITH</td>
<td>2017/03/18 20:14</td>
<td>Exceeded account velocity amount</td>
<td>$2,297.00</td>
<td>5732 ELECTRONICS STORES</td>
</tr>
<tr>
<td>MARY SNOW</td>
<td>2017/03/22 20:36</td>
<td>Exceeded account velocity amount</td>
<td>$81.86</td>
<td>5411 GROCERY STORES.SUPERMARK</td>
</tr>
<tr>
<td>JANE SNOW</td>
<td>2017/03/24 20:56</td>
<td>Exceeded account velocity amount</td>
<td>$68.95</td>
<td>5966 OTHER DIRECT MARKETER</td>
</tr>
<tr>
<td>MARY SMITH</td>
<td>2017/03/28 20:17</td>
<td>Exceeded account velocity amount</td>
<td>$2,271.73</td>
<td>5211 HARDWARE STORES</td>
</tr>
<tr>
<td>JANE SNOW</td>
<td>2017/03/30 20:38</td>
<td>Exceeded account velocity amount</td>
<td>$12.90</td>
<td>5814 FAST FOOD RESTAURANTS</td>
</tr>
</tbody>
</table>

2.) Does a cardholder need to be retrained if they are continuously using the p-card for restricted commodities or travel?

<table>
<thead>
<tr>
<th>Account Short Name</th>
<th>Decline Date/Time</th>
<th>Decline Reason</th>
<th>Requested Amount</th>
<th>MCC Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREJJOY, EURCON</td>
<td>2017/05/13 09:35</td>
<td>MCCC exclude</td>
<td>$26.00</td>
<td>4784 E-2Pass MA</td>
</tr>
<tr>
<td>LANNISTER, CESSEI</td>
<td>2017/05/22 11:27</td>
<td>MCCC exclude</td>
<td>$753.03</td>
<td>5603 FOUR SEASONS HOTEL BOSTO</td>
</tr>
<tr>
<td>STARK, SANSIA</td>
<td>2017/05/12 10:57</td>
<td>MCCC exclude</td>
<td>$150.00</td>
<td>3751 HOMEWOOD SUITES BY HILTO</td>
</tr>
<tr>
<td>LANNISTER, JAIME</td>
<td>2017/05/15 10:56</td>
<td>MCCC exclude</td>
<td>$750.00</td>
<td>7512 PETER FULLER CAR RENTAL</td>
</tr>
<tr>
<td>STARK, SANSIA</td>
<td>2017/05/12 11:12</td>
<td>MCCC exclude</td>
<td>$286.46</td>
<td>5966 SOUTHWEST AIRLINES</td>
</tr>
<tr>
<td>STARK, EDDARD</td>
<td>2017/05/19 19:18</td>
<td>MCCC exclude</td>
<td>$135.00</td>
<td>5812 THAI NORTH RESTAURANT</td>
</tr>
<tr>
<td>BARATHEON, ROBERT</td>
<td>2017/05/18 13:41</td>
<td>MCCC exclude</td>
<td>$500.00</td>
<td>5812 TOP OF THE HUD</td>
</tr>
<tr>
<td>TARANTH, BRENNIE</td>
<td>2017/05/01 16:29</td>
<td>MCCC exclude</td>
<td>$234.98</td>
<td>4511 VIVA AEROBUS DIB USD AP</td>
</tr>
</tbody>
</table>

3.) Should a cardholder’s p-card be replaced due to fraud?

<table>
<thead>
<tr>
<th>Account Short Name</th>
<th>Decline Date/Time</th>
<th>Decline Reason</th>
<th>Requested Amount</th>
<th>MCC Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN SMITH</td>
<td>2017/03/20 22:26</td>
<td>Account coded (CREDIT RATING)</td>
<td>$1,030.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>JANE SMITH</td>
<td>2017/03/21 15:00</td>
<td>Account coded (CREDIT RATING)</td>
<td>$369.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>JOHN DOE</td>
<td>2017/03/23 13:18</td>
<td>Account coded (CREDIT RATING)</td>
<td>$580.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>JANE DOE</td>
<td>2017/03/23 13:20</td>
<td>Account coded (CREDIT RATING)</td>
<td>$580.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>JOHN SNOW</td>
<td>2017/03/22 11:29</td>
<td>Account coded (CREDIT RATING)</td>
<td>$1,030.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>JANE SNOW</td>
<td>2017/03/25 06:47</td>
<td>Account coded (CREDIT RATING)</td>
<td>$500.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>MARY MINES</td>
<td>2017/03/26 12:28</td>
<td>Account coded (CREDIT RATING)</td>
<td>$843.33</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>JOHN METTY</td>
<td>2017/03/28 09:42</td>
<td>Account coded (CREDIT RATING)</td>
<td>$800.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
<tr>
<td>MARY SMITH</td>
<td>2017/03/28 00:38</td>
<td>Account coded (CREDIT RATING)</td>
<td>$800.00</td>
<td>5391 GLASS PAINT AND WALLPA</td>
</tr>
</tbody>
</table>

Fraud attempts are usually easy to recognize when the same, unfamiliar supplier is attempting the same dollar amount on multiple cards. Internet criminals are constantly running numbers on unsecured websites until good numbers are verified; hence the importance of reconciling on a monthly basis to avoid fraudulent charges to your budget. All card disputes must be submitted within 60 days. If you see repeated fraud attempts, the p-card should be deactivated and a new card created in PeopleSoft.

4.) Are there recurring charges on a deactivated card?

<table>
<thead>
<tr>
<th>Account Short Name</th>
<th>Decline Date/Time</th>
<th>Decline Reason</th>
<th>Requested Amount</th>
<th>MCC Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN SMITH</td>
<td>2017/03/03 15:42</td>
<td>Account coded (CREDIT RATING)</td>
<td>$99.99</td>
<td>Bill Payment</td>
</tr>
<tr>
<td>JANE SNOW</td>
<td>2017/03/28 15:56</td>
<td>Account coded (CREDIT RATING)</td>
<td>$74.35</td>
<td>5683 AmazonPrime Membership</td>
</tr>
<tr>
<td>JOHN SMITH</td>
<td>2017/03/04 12:21</td>
<td>Account coded (CREDIT RATING)</td>
<td>$10.63</td>
<td>5683 CTC-CONSTANTCONTACT.</td>
</tr>
<tr>
<td>JANE SNOW</td>
<td>2017/03/01 07:44</td>
<td>Account coded (CREDIT RATING)</td>
<td>$0.09</td>
<td>4861 DINPOODADDY.COM</td>
</tr>
<tr>
<td>JOHN SMITH</td>
<td>2017/03/05 02:24</td>
<td>Account coded (CREDIT RATING)</td>
<td>$19.55</td>
<td>5111 WB MASON</td>
</tr>
<tr>
<td>JANE SMITH</td>
<td>2017/03/07 12:16</td>
<td>Account coded (CREDIT RATING)</td>
<td>$79.59</td>
<td>4864 VZW/RR/SIR/VB</td>
</tr>
<tr>
<td>JANE SMITH</td>
<td>2017/03/07 12:15</td>
<td>Account coded (CREDIT RATING)</td>
<td>$0.09</td>
<td>4864 VZW/RR/SIR/VB</td>
</tr>
</tbody>
</table>

When p-cards are deactivated due to an employee leaving or moving departments or if the employee received a new p-card, decline reports are a great tool to see if any automated charges have been missed. The supplier will need to be updated with new p-card information. The decline
5.) Has cardholders activated their card yet?

<table>
<thead>
<tr>
<th>Account Short Name</th>
<th>Decline Date</th>
<th>Decline Time</th>
<th>Decline Reason</th>
<th>Requested Amount</th>
<th>Requested Expiration Date</th>
<th>Transaction Method</th>
<th>Merchant Category Code Group Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN SMITH</td>
<td>2017/09/19</td>
<td>11:09:53</td>
<td>CRV status</td>
<td>$33.07</td>
<td>2020/07/01</td>
<td>EATING/DRINKING</td>
<td>EATING/DRINKING</td>
</tr>
<tr>
<td>MARY MERRY</td>
<td>2017/09/16</td>
<td>02:33:33</td>
<td>CRV status</td>
<td>$5.99</td>
<td>2020/05/01</td>
<td>EATING/DRINKING</td>
<td>EATING/DRINKING</td>
</tr>
<tr>
<td>THOMAS SMITH</td>
<td>2017/09/17</td>
<td>12:44:07</td>
<td>CRV status</td>
<td>$0.00</td>
<td>2020/09/01</td>
<td>EATING/DRINKING</td>
<td>EATING/DRINKING</td>
</tr>
<tr>
<td>JOHN SMITH</td>
<td>2017/09/01</td>
<td>14:13:32</td>
<td>CRV status</td>
<td>$425.00</td>
<td>2020/05/01</td>
<td>VEHICLE EXPENSE</td>
<td>VEHICLE EXPENSE</td>
</tr>
<tr>
<td>THOMAS SMITH</td>
<td>2017/10/03</td>
<td>12:49:37</td>
<td>CRV status</td>
<td>$264.22</td>
<td>2020/09/01</td>
<td>VEHICLE EXPENSE</td>
<td>VEHICLE EXPENSE</td>
</tr>
<tr>
<td>JOHN SMITH</td>
<td>2017/09/03</td>
<td>11:02:01</td>
<td>CRV status</td>
<td>$5.30</td>
<td>2020/05/01</td>
<td>VEHICLE EXPENSE</td>
<td>VEHICLE EXPENSE</td>
</tr>
<tr>
<td>MARY MERRY</td>
<td>2017/09/19</td>
<td>09:43:01</td>
<td>CRV status</td>
<td>$2,050.00</td>
<td>2020/05/01</td>
<td>OFFICE SERVICES</td>
<td>OFFICE SERVICES</td>
</tr>
<tr>
<td>JOHN SMITH</td>
<td>2017/09/20</td>
<td>10:00:00</td>
<td>CRV status</td>
<td>$17.95</td>
<td>2020/09/01</td>
<td>BUSINESS EXPENSES</td>
<td>BUSINESS EXPENSES</td>
</tr>
</tbody>
</table>

Status will appear if the supplier is using a new expiration date without the approval of the cardholder. You will need to contact the supplier to verify the expiration date and activate the new card.

6.) What was the method of payment?

Before cleaning the Declined Authorizations Report, column M provides the method of the transaction. This can be a useful way to help determine if a cardholder’s transactions are suspected as personal purchases or if the cardholder denies an attempted purchase.

P-Card Transaction Methods of Payment

**Full Magnetic Stripe Read**
- The physical card was swiped in a machine
- Swiped cards can be duplicated but unlikely due to the v-chip technology

**Integrated Circuit Read**
- The physical card was inserted into a machine using the v-chip technology
- V-chips can not be duplicated

**Internet Transaction**
- An order was placed online
- Most fraud comes from internet transactions where the v-chip and mag stripes are not used

**Manual Entry**
- An order was placed on the phone
- The supplier has manually keyed in the transaction
- Fraud can begin as a Manual Entry before becoming an Internet Transaction
3. Accessing the Real-Time Balance in Access Online

The budget details in PeopleSoft Financials are not real-time for the p-card account. The average transaction can take up to 2-3 days before it can be seen in PeopleSoft. Accessing your real-time balance in Access Online will give you a more accurate balance of the p-card account.

**Access Online Navigation:**
*Account Information > Cardholder Account Profile > View a Managing Account > Authorizations Limits*

---

**Account Information**

**Statement**
- View account statement(s).
  - Cardholder Account Statement
  - Managing Account Statement
  - Diversion Account Statement

**Account Profile**
- View account demographics, limits, accounting code, and other related information.
  - Cardholder Account Profile
    - Managing Account Profile
    - Diversion Account Profile

---

**Cardholder Account Profile**

**Search & Select an Account**

View Diversion Account | View Managing Account

**Cardholder Account Search**
Search for an account by Cardholder Account Number, Name, or Social Security Number. You can also find a cardholder account by first searching for a Managing Account.

Account Number: 

Last Name: 

First Name: 

OR

Carlo

Social Security Number: 

OR

Search
<table>
<thead>
<tr>
<th>Card Account Number:</th>
<th>Card Account ID:</th>
<th>Switch Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88'88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88<em>88</em>88*88</td>
<td>123456789012345</td>
<td></td>
</tr>
</tbody>
</table>

Select an item below to view its contents. You can also **View a Managing Account**

### Cardholder Account Profile

**Cardholder Account Summary**

- **Account Information**
  - Statement
  - Account Profile
  - Reporting
  - Dashboard
  - Data Exchange
  - My Personal Information

### Managing Account Profile

**Managing Account Summary**

- **Statement**
- **Account Profile**
- **Reporting**
- **Dashboard**
- **Data Exchange**
- **My Personal Information**

- **Demographic Information**
- **Default Accounting Code**
- **Authorization Limits**
- **Account Information**
- **Extract Information**

- **Authorization Limits**
  - View authorization limit information such as Credit Limit, Single Purchase Limit, and Available Credit.

- **Financial History**
  - View the account 12-month history, 7-year history analysis, and 7-year history.

- **Authorization Limits**

- **Financial History**

---

- You must be in the **View a Managing Account** screen
- The **limit** is the total budget in PeopleSoft and the **total** is the year-to-date spend
- **Limit** minus **total** equals **balance available**

If the custom velocity is low or almost equal to the total, please initiate a budget transfer into the p-card account (usually 68370) in PeopleSoft.
4. Reviewing Pending Transactions

Pending transactions are real-time in Access Online. This information is important for the end of the fiscal year when departments are trying to determine if their recent purchases will post in the old fiscal year or the new fiscal year in PeopleSoft Financials. In this field, approvals can be seen within moments after the transaction. A supplier can get an approval but cannot be paid for a transaction until goods are shipped. Once the transaction is on the transaction list, it will load into PeopleSoft on the next business day. The approval will remain on the Account Authorizations screen for approximately 4-5 days. A transaction will not move to the transaction list until the supplier has shipped the goods.

Pending Approvals

Access Online Navigation:
Account Information > Cardholder Account Profile > Account Authorizations
To get more details on a specific pending transaction select time link under the **Auth Time** column.

In **Auth Time**, you may choose any tab for more information about the transaction.

1. **Decline** tab shows the reason why the p-card declined
2. **Account** tab shows the complete p-card account number, single transaction and monthly limits
3. **Merchant** tab shows the supplier name and address
4. **Parent** tab shows the parent account associated with your p-card
5. **Diversion** tab has no data
6. **Process** tab shows if the address has been verified
To access the Transaction List and view all transaction charges to the card:

**Access Online Navigation:**
Transaction Management > Purchasing Card > Transaction List

Select the Date Link under the Trans Date column to see detail on the transaction.
### Transaction Management

#### Transaction Detail

<table>
<thead>
<tr>
<th>Product: Purchasing Card</th>
<th>Switch Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Account</td>
<td>Switch Accounts</td>
</tr>
</tbody>
</table>

#### Trans List

#### Transaction Summary

<table>
<thead>
<tr>
<th>Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City, State/Province</th>
<th>Amount</th>
<th>Detail</th>
<th>Purchase ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12/11</td>
<td>12/13</td>
<td>WB MASON</td>
<td>888-9262766, MA</td>
<td>14.12</td>
<td></td>
<td>i50454732</td>
</tr>
</tbody>
</table>

- Disputed
- Reversed
- Transaction Level

#### Summary Tab

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.

To initiate a dispute, click the "Dispute" button.

<table>
<thead>
<tr>
<th>Transaction Date:</th>
<th>12/05/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase ID:</td>
<td>i50274561</td>
</tr>
<tr>
<td>Total Amount:</td>
<td>19.95</td>
</tr>
<tr>
<td>Memo Post:</td>
<td>Yes</td>
</tr>
<tr>
<td>Sales Tax:</td>
<td>0.00</td>
</tr>
<tr>
<td>Freight:</td>
<td>0.00</td>
</tr>
<tr>
<td>Merchant Name:</td>
<td>WB MASON</td>
</tr>
<tr>
<td>City, State/Province:</td>
<td>888-9262766, MA</td>
</tr>
<tr>
<td>Transaction Type:</td>
<td>SALES DRAFT</td>
</tr>
<tr>
<td>MCC Code:</td>
<td>5111</td>
</tr>
<tr>
<td>MCC Description:</td>
<td>WHOLESALE OFFICE SUP</td>
</tr>
<tr>
<td>Reference Information</td>
<td></td>
</tr>
<tr>
<td>Billing Cycle:</td>
<td>Open</td>
</tr>
<tr>
<td>Posting Date:</td>
<td>12/07/2017</td>
</tr>
<tr>
<td>Reference Number:</td>
<td>24121577340634109081675</td>
</tr>
<tr>
<td>Authorization Number:</td>
<td>069613</td>
</tr>
<tr>
<td>Extract Date(s):</td>
<td>Most Recent Standard</td>
</tr>
<tr>
<td>Currency</td>
<td></td>
</tr>
<tr>
<td>Billing Currency:</td>
<td>U.S. Dollar</td>
</tr>
<tr>
<td>Source Currency:</td>
<td>U.S. Dollar</td>
</tr>
<tr>
<td>Source CurrencyAmt:</td>
<td>19.95</td>
</tr>
</tbody>
</table>

Mark as Reviewed  Print Transaction

### Sales Draft Requests
- none

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute

Dispute History
5. **US Bank Account List Report**

This Access Online report will help you with the following:

- Determine if a cardholder’s account is still open when it should be closed
- Identifies p-card accounts that are in a fraud alert status
- Identify cardholder’s that have not activated their card
- Gives you all cardholder information including the chartstring associated with their cards

**Access Online Navigation:**

*Reporting > Program Management > Account List*
Remember you may select multiple departments using the Search below. See 33.
The report contains a significant amount of data and will need to be edited. Here is an example:

<table>
<thead>
<tr>
<th>Short Name</th>
<th>Account Status</th>
<th>Account Status Description</th>
<th>Needs Activation</th>
<th>Company</th>
<th>Default Accounting Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>JON SNOW</td>
<td>OPEN</td>
<td>Card needs to be activated</td>
<td></td>
<td>40141 EAGLE25 10</td>
<td>00000099908370</td>
</tr>
<tr>
<td>SAMWELL TARLY</td>
<td>OPEN</td>
<td>Card does not need to be activated</td>
<td></td>
<td>42239 EAGLE25 10</td>
<td>00000099908370</td>
</tr>
<tr>
<td>MARGAERY TYRELL</td>
<td>T9</td>
<td>Terminated</td>
<td>Card does not need to be activated</td>
<td></td>
<td>41965 EAGLE25 30 10</td>
</tr>
<tr>
<td>TORMANCE GIANTUBE</td>
<td>OPEN</td>
<td>Card does not need to be activated</td>
<td></td>
<td>35950 EAGLE25 30 10</td>
<td>00000000008370</td>
</tr>
<tr>
<td>DAARIO NAHARI</td>
<td>OPEN</td>
<td>Card does not need to be activated</td>
<td></td>
<td>41964 EAGLE25 30 10</td>
<td>00000000008370</td>
</tr>
<tr>
<td>PERKINS JON</td>
<td>T9</td>
<td>Terminated</td>
<td>Card needs to be activated</td>
<td></td>
<td>41679 EAGLE25 30 10</td>
</tr>
</tbody>
</table>

6. **PeopleSoft P-card Queries**

PeopleSoft Financials provides key information to help manage the p-card program. The queries provide information needed for reconciliation, fraud, budget projections, spending trends, etc.

**PeopleSoft Navigation:**

**Reporting Tools > Query > Query Viewer**

- **BC_PCARD_DATA_BY_DEPT** - Provides all p-card data for department/s or Service Centers
- **BC_PCARD_LEVEL3_ALL** - Provides line item description from Level 3 Suppliers
- **BC_PCARD_BUDGET_LOW** - Provides low budget alerts for multiple p-card accounts
- **BC_PCARD_BY_DEPT_ASSC** - Provides data by department ID
- **BC_PCARD_DATA_BY_VENDOR_DATE** – Provides number of transactions and total dollar amount for each supplier
- **BC_PCARD_DATA_BY_VENDOR** - Provides p-card data with individual supplier prompt
- **BC_PCARD_DATA_BY_VENDOR_DESC** - Provides all supplier transactions sorted by category
- **BC_PCARD_HOLDER_EMPL_W_EMAIL** - Provides active and inactive cardholders by department ID with email listing
- **BC_PCARD_HOLDER_LISTING** - Provides list of all active cardholders and emails for multiple department ID #s or Service Centers

Contact Procurement Services via the **P-Card Support Form** for questions on queries or the development of new queries.