

Web Addresses and Links to Information and Forms

- **PCard Resources:**
<http://purchasing.uncg.edu/pcard>
 - PCard Users Guide
 - Missing Receipt Form
(<http://web.uncg.edu/bss/MissingReceipt>)
 - Tax Exempt Letter
 - PCard Request Forms
- **PCard Compliance:**
<http://bsv.uncg.edu/compliance>
- **PCard Web Solution:**
<http://pur.uncg.edu/PCWS>
- **Bank of America/Works:** <https://payment2.works.com/wpm/bookmark>

PCard Reconciliation Information

- Monthly charges must be reconciled, a transaction summary printed off and signed by all parties by the 5th of the following month.
- PCard Packet Checklist:
 - Includes all transactions for the monthly statement date of the 26th through the 25th
 - Receipts (or missing receipt forms, if applicable) are attached in the order they are printed on the transaction summary report
 - Report has signatures of cardholder, card coordinator, and additional reviewer
- The PCard packets are kept in the department, ready for review by the PCard Compliance Officer.

Troubleshooting Matching Orders to Bank Transactions in PCWS

- **Vendor Name must match exactly as it appears in PCWS** (as shown in the PCard> Reconcile list). Go to the order log, enter a portion of the vendor name, then click the find button and select the exact match of the vendor name from the list
- **Dollar Amounts must match exactly.** Verify by going to PCard>Reconcile and viewing the amount that came through from the bank
- **Item Description field cannot be the defaulted “Enter Item Description Here”** it must be changed appropriately

Tax Exempt Status

- **Tax Exempt Number 400004** is accepted by most vendors. A copy of the tax exempt letter is online
- **Wal-Mart** requires each department to establish their own sales tax exempt account (details are online)
- **Harris Teeter, Lowe’s Home Improvement, Lowe’s Foods and Office Depot** have special instructions to follow when purchasing from them (details are online)

The tax exempt letter has valuable information regarding UNCG’s tax exempt status.

The PCard Department can set up your tax exempt status with Office Depot, and does so when the PCard is newly issued.

Tax exemption status applies only to the North Carolina Sales Tax for purchases made in-state or online, and items are shipped to North Carolina.

PCard Coordinator’s Survival Guide

PCard Department

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The use of appropriate account codes is important, especially for purchases requiring the 5 Ws (who, what, where, when, why). To assist you, these two tables represent account codes of frequently purchased items that **REQUIRE the 5 Ws**. NOT ALL DEPARTMENTS ARE AUTHORIZED TO PURCHASE

THESE ITEMS and the appropriate use of State Funds is critical to all purchases.

*Never allowed using State Funds, †Must meet criteria to use State Funds.

Travel Account Codes

	In State	Out of State	Out of Country	Non-Employee
Air Trans.	223010	223020	223030	223220
Bus/Rail	223040	223050	223060	223220
Gasoline (with Rental Car)	223170	223180	223190	223320
Hotel	223110	223120	223130	223320
Internet Services	223170	223180	223190	223320
Parking	223170	223180	223190	223320
Registrations	234510	234520	234530	223320
Rental Car/Taxi	223040	223050	223060	223220
Telephone	223170	223180	223190	223320
Travel Agent Fees	Use the same account code as purchased item it applies to (ie. Air Trans.—In state (223010))			

Catering	†221322
Clothing/Shoes	201510
Entertainment , including movie tickets, theme parks, concerts/dramas, museums, sporting events, etc.	*221322
Flowers	*221322
Food , including candy and beverages	†221322
Gift Cards	*221322
Internet Services/Cable	261710
Party Supplies , including balloons, decorations, plastic/tableware	*221322
Rentals , trucks/'U'Hauls	238310
Rentals , conference rooms or event halls	238120
Rentals , chairs/tables, technology (use of equipment), tents, etc.	239720
Theatrical Items , including wigs, hats, personal accessories, jewelry, haircuts	201152
Travel Items (see travel account codes list)	See list
All questions related to appropriate account codes should be directed to the Accounts Payable office.	

Adequate receipts are required for all purchases (see User's Guide). Credits, International Transaction fees and Erroneous charges **MUST** have a **MISSING RECEIPT** form in place of the receipt, if a receipt has not been provided by the vendor.

If you do not have a receipt for a purchase made by you or one of your cardholders, you must:

- Contact the vendor to request a receipt. Write down who you talked 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 Missing Receipt form and keep a print out in your monthly PCard packet. You will be subject to the appropriate disciplinary action outlined in the PCard User's Guide.

Review all receipts for North Carolina State Sales Tax:

- Purchases made locally, over the telephone, online, or through a catalog, being sent to North Carolina are State Sales Tax exempt. Refer to the tax exempt letter for further details.
- Request tax exempt status **PRIOR** to making a purchase through the store's customer service department. Keep a copy of the tax exempt letter to give to 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 in the PCard packet and in the PC order log.

What To Do When You Have...

Lost/Stolen PCard

1. Call Bank of America Immediately —(800) 300-3084 to cancel card
2. PCard Coordinator—to check for inappropriate charges in PCWS
3. PCard Department—334-4461 to cancel in systems and order a new card

Disputes regarding PCard Charges

1. Call the Vendor first to resolve issue—if not,
2. Call Bank of America—(866) 601-9488
3. Complete the BofA Dispute form and fax it as directed
4. PCard Department-334-4461 to formally notify of situation

Note: the PCard Coordinator must still reconcile this charge, even if disputed. A credit should come in from the bank in 3-4 weeks if applicable

Fraud

1. Immediately call Bank of America—(866) 329-6262 to cancel card and report the fraud
2. PCard Coordinator—to check for inappropriate charges in PCWS
3. PCard Department—334-4461 to cancel in systems and order a new card

Declined Transactions

1. Verify correct billing address and phone number with vendor (PO Box 26170, Greensboro, NC 27402, Phone: 336-334-3078)
2. Call PCard Department—334-4461 to open PCard temporarily if deemed an acceptable purchase

Note: Bank of America will never contact cardholders directly via email. If you or one of your cardholders get emails claiming to be BofA, send a copy of the email to abuse@bankofamerica.com so they can investigate and shut down the fraudulent site.