College of Agriculture and Life Sciences (CALS) Business Operations

PCard Application and Maintenance
Standard Operating Procedures

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CBO-BsServ-301	**PCard Application and Maintenance**
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1. PURPOSE

1.1. This SOP describes the process by which a Cardholder undergoes when applying for the University owned Purchase Cards (PCard) within College of Agriculture and Life Sciences department.

  1. The University has policies which allow for a select group of individuals within the college who have been given the authority by their department head to purchase goods and services for their department.

  2. The PCard program is designed to maintain accountability while reducing the cycle time and administrative burden of procurement procedures such as purchase requisitions/orders, direct pay requests, and expense reimbursements.

2. CBO GUIDELINES

2.1. In order for a Cardholder to receive a PCard, the Cardholder must submit a PCard application providing a departmental default account which is typically a discretionary account. To receive a PCard, the Cardholder must attend a University and college PCard training. Cardholders are allowed to make supply and service purchases up to $5,000. Cardholders are able to make purchases that exceed this threshold by adhering to University purchasing guidelines and following the appropriate protocol outlined in the University PCard SOP. Cardholders must abide by the PCard spending guidelines and policies to ensure that all transactions made on the PCard are valid.

3. ASSOCIATED SYSTEMS/FORMS

3.1. Systems
  1. WRS
  2. MyPack Portal

3.2. Forms
  1. PCard Application: Used to process the Cardholder's request for a University PCard.
  2. Increase Request Form: Used to request a one-time temporary spending limit change to a PCard.

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4. ROLES AND RESPONSIBILITIES

Position Title	Roles and Responsibilities
Department	
Supervisor of the Cardholder	Responsible for ensuring the Cardholder gets the required training to carry out their purchasing responsibilities. Responsible for approving/denying the Cardholders PCard request. Responsible for reviewing and approving changes made to the Cardholder's PCard account.
Alternate Statement Approver	Responsible for acting as a proxy for the Supervisor of the Cardholder in the event that the Supervisor is unavailable to review and approve a PCard application or updates made to the PCard.
Cardholder	Responsible for accurately completing the PCard application and attending the PCard training dates. Responsible for ensuring that all transactions adhere to the PCard program restrictions/policies and assisting the CALS CBO PCard Reconciler to resolve any billing disputes. Responsible for submitting requests for changes to PCard. If leaving the University or transferring to another department, Cardholder is responsible for inactivating PCard and notifying CALS CBO PCard Reconciler of last effective date.
Department Reconciler/ Designee	Responsible for uploading receipts on behalf of the Cardholder and working with the Cardholder to obtain missing receipts.
CALS CBO	
College Approver	Responsible for reviewing and approving/denying all new and modified PCard requests at the College level.
PCard Reconciler	Responsible for reconciling transactions, redistributing project-phase and account codes, approving statements, and communicating with the Cardholder to ensure compliance. If a Cardholder has already departed the University or transferred departments, the Department Reconciler/ Designee may access the NCSU Card Center to inactivate a PCard.
University	
PCard Administrator	Responsible for developing and delivering effective training for Cardholders, CALS CBO PCard Reconciler, and Statement Approvers. Responsible for reviewing and approving/denying all new and modified PCard requests at the University level.

5. PROCEDURE

5.1. **PCard Application**

1. The Cardholder applicant will complete the PCard application in the employee self-service section of the MyPack Portal, by selecting preferred training dates, an amount limit, allowed purchases, and a default project number. The application will require the applicant to select a reconciler. If the employee does not know the assigned reconciler for his/her department then he/she may add their department coordinator. The reconcilers list will be updated and modified upon college review.

    a) Allowed purchases to the PCard include, but are not limited to, standard purchases such as routine supplies, materials, and service expenses; travel purchases such as airfare, hotel, car rental/gas, other transportation, and parking.

    b) Meals are allowed for those cardholders whose primary responsibilities include event planning and/or program development. Applicants will provide additional justification in the comments box supporting their reasoning for the meal allowance selection.

2. Once the Cardholder has completed and submitted the PCard application will route to the Supervisor/ Alternate Statement Approver for approval.

3. Once the Supervisor/Alternate Statement Approver has reviewed and approved, the PCard application will route to the College approver.

4. The College approver will update the internal cardholder assignment records and assign their card to a CALS CBO PCard Reconciler.

5. After the application is approved by the College approver, the application will then be routed to the University PCard Administrator.

6. Once the University PCard Administrator has received the application, the PCard Administrator will request the PCard from Bank of America and set up training dates for the Cardholder to attend.

7. After the Cardholder has completed the PCard training, the Cardholder will be issued a PCard and will be able to use the PCard adhering to the PCard spending guidelines.

5.2. **Requesting Changes to a PCard Account**

1. Changes to a PCard account should be requested by the Cardholder through the NCSU Card Center in MyPack Portal.

    a) If the cardholder is no longer an employee, a CALS CBO PCard Reconciler can submit a request that a PCard be inactivated.

    b) If an individual within a department wishes to be added as a Departmental Reconciler/ Designee, a CALS CBO PCard Reconciler can submit a request to update reconciler access.

2. Once a request is made, it will route to the Supervisor/Alternate Statement Approver for review and approval.

3. Once the Supervisor/Alternate Statement Approver has reviewed and approved, the request will route to the College/Division Approver for review and approval.

4. The request will then be routed to the PCard Administrator, who will process the change to the Cardholder's profile.

5. Once the change has been made to the Cardholder's profile, the Cardholder will receive an email verifying the changed information.

5.3. **Requesting a Temporary Change to Spending Limits/Restrictions**
1. The Cardholder will request that a temporary change be made to their spending limits in the NCSU Card Center.
   a) If the transaction is a one-time payment over $5,000, the Cardholder will complete the over $5,000 Request Form to be submitted to the PCard Administrator. The request will be processed within 3-4 days by the PCard office and the Cardholder will receive notification once the change is complete.
2. After the Cardholder has submitted the request, it will route to the Supervisor/Alternate Statement Approver for review and approval.
3. Once the Supervisor/Alternate Statement Approver has reviewed and approved, the request will route to the College/Division Approver for review and approval.
4. The request will then be routed to the PCard Administrator, who will process the change to the Cardholder's profile.
5. Once the change has been made to the Cardholder's profile, the Cardholder will receive an email verifying the changed information.

5.4. **Replacing a PCard**
1. Card renewal
   a) The PCard Administrator monitors the expiration date of all cards and will automatically re-issue PCards approximately 30 days prior to the current expiration date.
      • The Cardholder does not need to notify the PCard Administrator of an expiring card.
   b) The Cardholder must notify any vendor that retains card authentication information of the new expiration date to ensure there are no denial of transactions.
2. Cardholder Employment Changes
   a) When a Cardholder transfers departments or leaves the University, the Cardholder should access the NCSU Card Center to request a PCard inactivation.
      • If the Cardholder has already departed or transferred, the Department Reconciler/ Designee or CALS CBO PCard Reconciler may access the NCSU Card Center to request a PCard inactivation.
   b) Once the request has been routed and approved by the PCard Administrator, the PCard will be inactivated. The CALS CBO PCard Reconciler will be notified that the PCard is no longer active.
3. Damaged Card
   a) If a PCard is worn or damaged, the Cardholder will access the NCSU Card Center to request a PCard replacement card.
   b) Once the request has been made, it will be routed to the PCard Administrator for review and inactivation.

    c)   After the PCard has been inactivated, the PCard Administrator will order a new card and notify the Cardholder when it is ready to be picked up.

4.   Lost or stolen card

    a)   If a PCard is lost or stolen, the Cardholder must notify the PCard Administrator between business hours.

- If it is not within business hours the Cardholder must contact Bank of America.

    b)   The PCard Administrator will then place the current card on hold and inactivate it.

    c)   After the PCard has been inactivated, the PCard Administrator will request a new PCard.

    d)   Once the new PCard has arrived, the PCard Administrator will email the Cardholder to inform them that the PCard is ready for pick up.

5.   Fraudulent Transactions

    a)   Once a fraudulent transaction has been identified, the Cardholder should immediately notify the PCard Reconciler as well as the appropriate representative from Bank of America.

- The bank must receive any charge disputes within 60 days of the transaction date.

    b)   The representative from Bank of America will then provide a fraud statement for the Cardholder to review, complete, and sign.

- If the form is not received by the bank, the credit for the disputed charge will be withheld or cancelled.

    c)   The University will pay all charges listed on the monthly billing statement. The bank will issue a credit once the dispute has been resolved.

- The Cardholder should keep all records related to the fraud claim and use them as documentation for the monthly statement.

5.5. **Closing a PCard**

1.   When a Cardholder transfers departments or leaves the University, the Cardholder should access the NCSU Card Center to request a PCard inactivation.

    a)   If the Cardholder has already departed or transferred, CALS CBO PCard Reconciler may access the NCSU Card Center to request a PCard inactivation.

2.   Once the request has been routed and approved by the PCard Administrator, the PCard will be inactivated. The CALS CBO PCard Reconciler will be notified that the PCard is no longer active.

3.   After the PCard has been inactivated, the Cardholder will shred or cut the PCard into pieces.

    a)   The Cardholder should not return the PCard to the PCard Administrator.

6. REFERENCES

1. Abbreviations and Definitions- https://cals.ncsu.edu/intranet/cals-business-operations/abbreviations-and-definitions/
2. Billing Cycle Calendar- https://materialsmgmt.ofa.ncsu.edu/purchasing/card-services/pcard/
3. CBO Contacts by Department- https://docs.google.com/spreadsheets/d/1qFoxzEbK29JdMz06T_6DX2PYFRqBiRUesJyd5N3OEN8/edit?t

s=5a723329#gid=0

4. Expense Chart of Accounts – University Controller's website- http://controller.ofb.ncsu.edu/expense-accounts/
5. PCard Center Video Tutorials (unity ID sign-in required)- https://mymediasite.online.ncsu.edu/online/Catalog/catalogs/nc-state-card-services-tutorials
6. Spending Guidelines:
    a. Cost Accounting Standards- http://cng.ncsu.edu/policies/cost-accounting-standards
    b. Circular A-21 (F&A/Indirect Costs/Overhead) – SPARCS website- http://research.ncsu.edu/sparcs/budgeting-guidelines/budgeting-f-and-a/
    c. Circular A-110 (Cost Sharing) – SPARCS website- http://research.ncsu.edu/sparcs/budgeting-guidelines/budgeting-cost-sharing/
    d. NCSU Basic Spending Guidelines by Fund Source - University Controller's website- https://controller.ofa.ncsu.edu/files/2018/05/Spending-Guidelines.pdf
7. Trust System & Project Tracking System- http://harvest.cals.ncsu.edu/cfdocs/projtrack/index.cfm
8. University PCard Center Instruction Manual- https://materialsmgmt.ofb.ncsu.edu/uploads/pdf/CardCenter_instruct.pdf
9. University Standard Operating Procedures- https://docs.google.com/document/d/1ZOk6G7jQvYSaJpmue50I9iWN8hjkctdyq69tAx8hiMY/edit
10. WRS- https://www.acs.ncsu.edu/scripts/wrs/wrs_menu
11. WRS FAQs- https://www.acs.ncsu.edu/scripts/wrs/ncw_faq_main.pl

7. REVISION LOG

Date	Version	Nature Of Change	Author
09/04/2018	Draft 1.0	Initial Document	Michelle Butts
11/08/18	Revision 1.1	Technical Change	Michelle Butts