

## P-CARD UNIT FREQUENTLY ASKED QUESTIONS (FAQ)



**1. Q: What can I purchase with the P-Card?**

A: The P-Card may be used for low dollar value transactions between \$1 to \$1,500/\$3,000. You may utilize your location's P-Card for goods, commodities, general services and professional services.

**2. Q: What types of purchases are not allowed on the P-Card?**

A: Personal use of any District Credit cards is strictly prohibited. Items such as food, gift cards, flowers, computers and computer software are restricted on the P-Card. For a full list of items, please refer to the P-Card Restricted Items List located at <https://pcard.lausd.net>

**3. Q: What are the dollar limits for purchases on the P-Card?**

A: The dollar limits for purchases vary depending on the type of card selected. School site/office may select one P-Card per location with a single purchase limit of \$3,000 and a monthly purchase limit of \$20,000 or two P-Cards with a single purchase limit of \$1,500 and a monthly purchase limit of \$10,000.

**4. Q: What should I do if a charge appears on my Citibank statement or in SAP that I believe is fraudulent? How do I dispute transactions?**

A: Contact Citibank customer service immediately at (800)248-4553 Citibank will close your card and issue a new card. Citibank will investigate the charges and refund your card **within 30 days** if the transactions are deemed fraudulent. Cardholders must reconcile the fraudulent charges as well as the refund using the same funding line (this will balance your funding line). Do not reject any transactions in SAP. A copy of the Fraudulent Charges Form (available on P-Card website <https://pcard.lausd.net>) should be completed and uploaded to the fraudulent transaction as well as to any refund transaction issued by the bank. The cardholder should also contact the P-Card unit to inform of the suspected fraudulent charges and to be on the lookout for a replacement credit card.

**5. Q: Who do I contact if I lost or misplaced my P-Card or Travel Card?**

A: If you have misplaced your P-Card or Travel Card, contact the Citibank immediately at (800)248-4553. Citibank will close your card and issue a new card. You should also contact the P-Card Unit to be on the lookout for a replacement credit card.

**6. Q: Is there a deadline for reconciliation?**

A: Reconciliation for P-Card is every month, due by the 18th AND approved by the 21st. For example, transactions made from January 4th- February 3rd will be due February 18<sup>th</sup> and approved by the 21st. If the 18th day is a weekend or holiday, then reconciliation must be completed at the close of business the last business day prior to the 18th. Unreconciled transactions may result in suspension or revocation of card privileges

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**7. Q: What is required to reconcile a purchase?**

A: Receipts/invoices in PDF format are required to reconcile a purchase. In addition, pre-approval forms must be uploaded for any purchase of a single item costing \$500 or more. (see P-Card Website form: <https://pcard.lausd.net>). For Title 1 purchases, the SPSA must be uploaded when using the P-Card or Travel Card. All Travel card purchases, must have the Approved Travel Request Notification (ATRN) uploaded and field trip related purchases must have the approved Field Trip forms attached in addition to receipts. Please note, packing slips are not considered receipts.

**8. Q: Why did my P-Card decline? What do I do if a card purchase has been declined?**

A: Contact the P-Card unit if your purchase has declined. A credit card purchase may decline for various reasons.

- 1- The transaction may be above the single purchase limit
- 2- You may have purchased more than your cycle limit for the month
- 3- The purchase is made from a vendor using a merchant category code that is not allowed or restricted.
- 4- Your card may have been suspended for past due reconciliation
- 5- The bank may have placed a temporary hold on your account due to suspected fraudulent activity.

**9. Q: When do I need to submit a Credit Card Exception Request Form? What is required for the Credit Card Exception Request submittal?**

A: A Credit Card Exception Request Form is required when a purchase is declined by the bank. Please refer to reasons for declined purchases on question #8. The Credit Card Exception Request form should be thoroughly completed and signed. In the description area, please provide a detailed explanation of the purchase including the funding line that will be used to reconcile the purchase. Please provide an invoice or quote if available as back-up documentation. For exceptions on purchases that are travel related (either on P-Card or T-Card), please provide a copy of the Approved Travel Request Notification (ATRN).

**10. Q: What do I do if I'm transferring to another department?**

A: If you are leaving your location, reconcile all of your credit card transactions prior to leaving. Submit a District Credit Card Update Form requesting to cancel your assigned cards (P-Card/T-Card/Toshiba Ghost Card as applicable). Shred any cards in your possession. Please Note, a new P-Card cannot be issued to you at a new location until all of your transactions are reconciled and your card has been closed at your previous location.

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**11. Q: What do I do if my approving official is leaving the school/office?**

A: Be certain to have your approving official approve your transactions in SAP prior to leaving the location. Contact the P-Card Unit at (562) 654-9401 if your approving official was unable to approve all transactions. Once a new approving official is in place, submit a District Credit Card Update form and the corresponding credit card agreement in order to update the Approving official information. The forms and agreements can be found in the P-Card website at <https://pcard.lausd.net> . Please note, any P-Card and T-Card for which there is no Approving Official will be suspended until a new Approving Official is established.

**12. A: What happens if I used my P-Card accidentally to make a personal purchase?**

Q: If an accidental charge was made on a District credit card, please contact the P-Card unit as soon as possible. The P-Card unit will provide a CRU Remit Form. The form should be completed and a personal check or money order must be issued payable to LAUSD for the amount of the accidental purchase. The CRU Remit form, a check or money order must be submitted to the Cash Receipts Unit along with a note detailing what happened.

**13. Q: What do the posting statuses in SAP of “Cleared”, Posted” and “Parked”, mean?**

A: A “Cleared” status means the transaction has been reconciled and approved and funding has been cleared. A “Posted Status” means the transaction has been reconciled and approved and is waiting overnight clearance in SAP. A “Parked” status means the transaction is waiting to either be reconciled or approved or both.

**14. Q: How long does it take for a purchase to post in my SAP universal worklist (UWL)?**

A: It normally takes about 4 to 7 business days for a purchase to appear in SAP

**15. Q: What is the difference between a “District Credit Card Update Form” and a “District Credit Card Application”?**

A: A District Credit Card Update form is used to cancel/close a credit card, to update/change Approving Official information, and increase/decrease card limits. A District Credit Card application is used to request a credit card.

**16. Q: Where can I find information about the P-Card?**

A: Information about the District Credit Card Program can be found at <https://pcard.lausd.net>

**17. Q: Why can’t I charge up to the amount available in my budget?**

A: Despite having a large amount available to spend in your budget, the credit card limits are set to specific dollar amounts (\$1,500/\$10,000 or \$3,000/\$20,000). If the monthly limits are reached and additional expenses need to be made, an exception request may be submitted to cover the amounts of the purchases.

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**18. Q: How do I upload or delete receipts?**

A: Job aids on how to upload and delete receipts are available in the P-Card website at <https://pcard.lausd.net>. If you need additional assistance or guidance, please contact your assigned P-Card representative.

**19. Q: Where do I go to take the P-Card quiz? How often do I need to take it?**

A: The P-Card quiz is available in the P-Card website at <https://pcard.lausd.net>. The quiz must be taken at least every two years.

**20. Q: Where can I check to see if I have unreconciled transactions?**

A: You may log in to SAP and check your universal worklist for unreconciled transactions. In addition, you can also generate a P-Card reconciliation report. A job aid for the P-Card reconciliation report can be found in the P-Card website at <https://pcard.lausd.net>

**21. Q: How do I check if I have unattached receipts?**

A: You can quickly check if you are missing receipts for reconciled transactions by generating a P-Card Reconciliation Report. A job aid for the P-Card Reconciliation report can be found in the P-Card website at <https://pcard.lausd.net>. Transactions missing receipt will not have a green checkmark under the "Attachment Indicator column".

**22. Q: How do I attached/upload receipts to reconciled transactions?**

A: Receipts may be uploaded to reconciled transactions by generating a P-Card Reconciliation Report. A job aid for the P-Card Reconciliation report can be found in the P-Card website at <https://pcard.lausd.net>.