

TOSHIBA GHOST CREDIT CARD (Toshiba Card) Frequently Asked Questions

(FAQs)

Here is a list of the most commonly asked Toshiba Ghost Credit Card Program questions with corresponding answers enumerated below:

- * What is a Toshiba Ghost Credit Card?
- * Will I receive a physical credit card?
- * How do I find the Toshiba Unified Print Program website?
- * How do I find the Toshiba Ghost Credit Card forms I need?
- * How do I apply for a Toshiba Ghost Credit Card?
- * When do I need to open a Toshiba Ghost Credit Card Account?
- * Can I use my P-Card to pay for Toshiba print services charges?
- * Is a Default Funding Line required on the Toshiba Ghost Credit Card application form?
- * I turned in my Toshiba Ghost Card Application and Agreement forms. What happens now?
- * How often will I receive invoices from Toshiba Business Solutions?
- * How do I know if my equipment is covered under the Toshiba Unified Print Program?
- * Do I have to do anything when I receive a Toshiba Business Solutions invoice?
- * Will I still get my Citibank statement?
- * I received an email from Toshiba Business Solutions saying that my Toshiba Ghost Credit Card was charged. Was my default funding line used to pay the invoice?
- * What if I disagree with the usage or fees on the invoice?
- * What should I do if a charge appears on my Citibank statement that I believe is fraudulent?
- * Do I need to reconcile fraudulent or duplicate transactions?
- * As an Approving Official, should I reject a possibly fraudulent or duplicate reconciled transaction?
- * How do I reconcile a credit?
- * What do I do if I reconciled using the wrong funding line?
- * As a Cardholder, what should I do if I am leaving my location?
- * As an Approving Official, what should I do if I am leaving my location?

TOSHIBA GHOST CARD FAQs - continued

What is a Toshiba Ghost Credit Card?

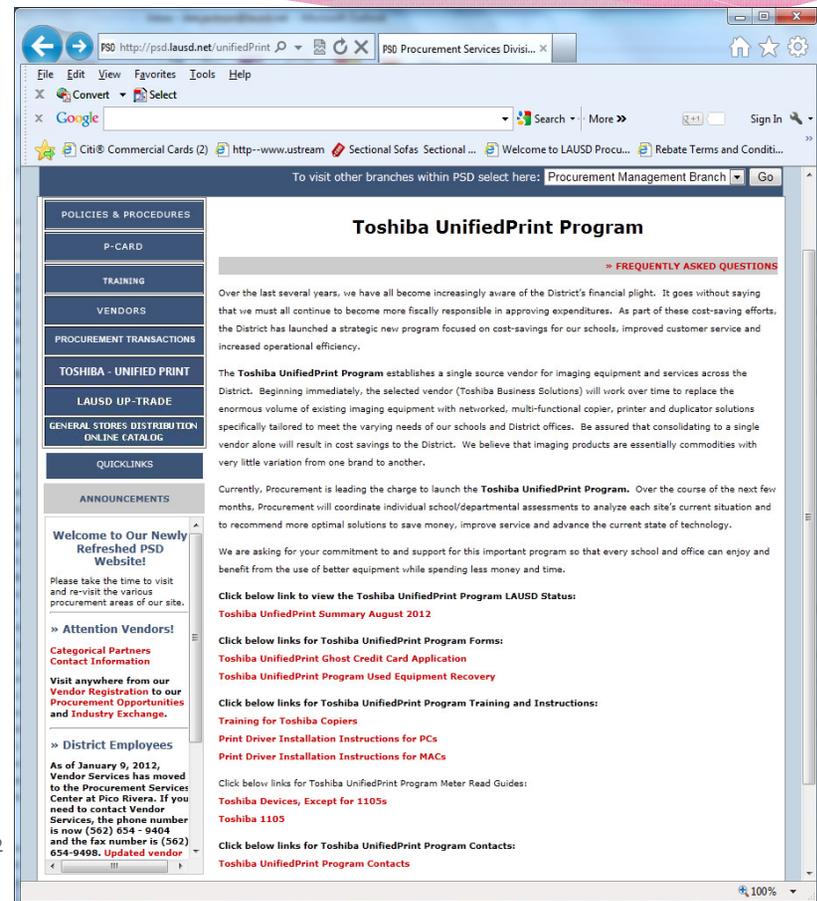
- * A District initiated credit card type specifically designated as the method of payment for invoices resulting from the Unified Print Program

Will I receive a physical credit card?

- * A physical card is not issued to Toshiba Ghost Account cardholders.
- * The District's Credit Card Unit (P-Card Unit) will provide Toshiba Business Solutions with the account number

How do I find the Toshiba Unified Print Program website?

- * In the URL address field type: psd.lausd.net/unifiedPrint.asp; press Enter. Save the location to your favorites.



TOSHIBA CARD FAQs - continued

How do I find the Toshiba Unified Print Program website -continued?

* Or:

1. Start at the LAUSD home page. Click on Offices, then on Procurement Services Division.
2. At the Procurement Services Division home page, in the left-side column, click on TOSHIBA – UNIFIED Print. This will take you to the Toshiba Unified Print Program home page.
3. Once at the Toshiba Unified Print Program home page, add the page to your favorites list so that you can access it directly going forward.

Where can I find the Toshiba Ghost Credit Card forms I need?

- * All Toshiba Ghost Credit Card forms can be downloaded by clicking on [Toshiba Unified Print Ghost Credit Card Application](#) on the Toshiba Unified Print Program homepage: <http://psd.lausd.net/unifiedPrint.asp>

TOSHIBA CARD FAQs - continued

How do I apply for a Toshiba Ghost Credit Card?

Both the new Toshiba Ghost Credit Cardholder and the designated Approving Official must:

Submit the following two forms to the Districts Credit Card Unit (P-Card Unit), fax: 562-654-9048:

1. District P-Card Application/Update Form

- * All three sections of the application form need to be filled out and signed.

2. Toshiba Account/Approving Official Agreement Form

- * The agreement also needs to be filled out and signed by both the cardholder and the approving official.

Both are accessed from the Toshiba Unified Print Program website:

<http://psd.lausd.net/unifiedPrint.asp>

Note: The P-Cardholder at the site will be the caretaker of this Toshiba Ghost Credit Card account and reconcile Toshiba card charges along with their P-Card charges.

When do I need to open a Toshiba Ghost Credit Card Account?

- * When a site's administrator submits the Toshiba Unified Print Authorization (Contract) Form to their respective ESC Unified Print representative, the site should also submit a completed and signed Toshiba Ghost Credit Card application and agreement to the District's Credit Card Unit.

TOSHIBA CARD FAQs - continued

Can I use my P-Card to pay for Toshiba charges?

- * No. The District entered into a master contract agreement with Toshiba Business Solutions to furnish District-wide Optimized Print Services (OPS). Use of the Toshiba Ghost Credit Card has been specifically designated as the method of payment for invoices resulting from the Unified Print Program.

Is a Default Funding Line required on the Toshiba Ghost Credit Card application form?

- * Yes. However, the default funding line will **NOT be automatically charged**. The cardholder at the site will have the opportunity to reconcile the monthly charges to a different funding line during the reconciliation process.
- * Check with your designated fiscal or budget representative for questions regarding the appropriateness of object codes, funding sources, to assist in completing a budget transfer or any other question regarding Budget.

I turned in my Toshiba Card Application and Agreement forms. What happens now?

- * All properly completed applications will be processed in a timely manner.
 - If the application or agreement is missing elements, the District's Credit Card Unit (P-Card Unit) will ask the cardholder to resubmit completed forms. Upon receipt of a properly completed forms, the application will be processed.

TOSHIBA CARD FAQs - continued

I turned in my Toshiba Card Application and Agreement forms. What happens now - continued?

- * Once the credit card number is issued by Citibank, the District's Credit Card Unit will send the cardholder's information along with the credit card number to Toshiba directly.
- * Toshiba will then contact the cardholder with information about their online invoicing system.

How often will I receive invoices from Toshiba Business Solutions?

- * Toshiba Business Solutions provides invoice per month per contract. A site will receive separate invoices for:
 - 1) Toshiba machines,
 - 2) Duplo machines, and
 - 3) Toshiba provided maintenance on non-Toshiba machines.A site will only receive invoices for services they are receiving. Invoices are provided electronically.

How do I know if my equipment is covered under the Toshiba Unified Print Program?

- * Machines (Toshiba or legacy equipment) covered by the Unified Print Program are those in which the site administrator has signed the **Unified Print Authorization** (Contract) form.
- * These machines can be easily identified with a Toshiba ID sticker beginning with the letter "U" and Toshiba contact information or check with your site administrator to verify program authorization.

Do I have to do anything when I receive a Toshiba Business Solutions invoice?

- * Cardholders will receive an email from Toshiba Business Solutions informing them about their invoice.

TOSHIBA CARD FAQs - continued

Do I have to do anything when I receive a Toshiba Business Solutions invoice - continued?

- * Cardholders should log onto Toshiba's online invoicing system (Esker) to review charges.
 - Toshiba Business Solutions will provide log-on instructions
- * Toshiba has all of the credit card information and will automatically charge the Toshiba Ghost credit card on file within one to five days of the invoice being generated.

Note: The invoice total will subsequently appear as a transaction (charge) line item on your Citibank LAUSD Toshiba Card Statement. You will reconcile (manually or online effective 7-01-13 via the SAP tool) this transaction against your default funding line or other appropriate funding source.

Will I still get my Citibank statements?

- * You will still receive a monthly **Citibank LAUSD Toshiba Card Statement** in the mail from Citibank.
 - Cardholders will not receive a statement if there is a \$0 balance on the account
- * You will review charges that appear on your Citibank LAUSD Toshiba Card Statement against your **Toshiba Business Solutions** monthly invoice to ensure that charges are accurate.
- * You can also log on to the Citibank CitiManager website <https://home.cards.citidirect.com> to:
 - View/print statements for a revolving 36 months of transactions
 - View transactions posted within the current billing cycle
 - Download and export transactions to Excel for Approving Official review
 - View a comprehensive "Cardholder Site User Guide" for system reference with step by step instructions

TOSHIBA CARD FAQs - continued

Will I still get my Citibank statements - continued?

- * You will attach copies of the **Toshiba Business Solutions** invoice to the **Citibank LAUSD Toshiba Card Statement** and maintain on file for seven (7) years for audit purposes.

I received an email from Toshiba Business Solutions saying that my Toshiba Credit Card was charged. Was my default funding line used to pay the invoice?

- * No. The vendor's (Toshiba Business Solution) charge to the Toshiba Ghost Credit Card does not automatically deduct monies from the default funding line.
- * Cardholders will receive an opportunity to reconcile charges from the **Toshiba Business Solutions** invoice - either through the current manual work around process or beginning July 1, 2013 through the online SAP P-Card Reconciliation system.
- * The transactions charged to the **Toshiba Ghost Credit Card** will be listed on the subsequent **Citibank LAUSD Toshiba Card Statement**.

What if I disagree with the usage or fees on the invoice?

- * If a Cardholder believes that they have been erroneously charged, he/she should contact the vendor, Toshiba Business Solution's Customer Service to discuss the invoice.
- * Toshiba's dedicated LAUSD Unified Print Customer Service team can be reached at 800-260-6320.
- * If the Cardholder and the vendor Toshiba Business Solution can not reach a resolution and the erroneous fees are billed, the Cardholder should begin the dispute process with Citibank.

TOSHIBA CARD FAQs - continued

What should I do if a charge appears on my Citibank statement that I believe is fraudulent or unauthorized?

1. Contact Citibank customer service immediately at (800) 248-4553
2. Complete and submit the Citibank Disputed Charge Form (for unauthorized transactions)
3. Participate in the Citibank phone interview and investigation for all disputed transactions
4. If any charges remain in question, Citibank will close your ghost card and issue a new ghost card

Do I need to reconcile fraudulent or duplicate transactions?

- * Yes. Reconcile the transaction with a notation that you assert it is fraudulent or a duplicate charge and that a refund is expected from Citibank.
- * Citibank will then refund the transaction amount (if warranted) at which time you should reconcile the refund in the same funding line, again with an explanatory note.
- * This will balance your funding line.

As an Approving Official, should I reject a possibly fraudulent or duplicate reconciled transaction?

- * No. It is best to approve the transaction, being sure to include a note that the transaction is fraudulent or a duplicate and that a refund is pending from Citibank.
- * When Citibank refunds the transaction amount you should approve the reconciled refund with an explanatory note.

TOSHIBA CARD FAQs - continued

How do I reconcile a credit?

- * Credits from the vendor will appear as a negative amount, for example (\$125.00) or -\$125.00.
- * A credit must be reconciled by following the same procedures as with other transactions.
- * When reconciling a credit follow these specific steps:
 1. Assign the same funding line that was used for the transaction that has now been refunded.
 2. Provide a description and describe the reason for the credit for example, 'Refund: Error in meter read.'

What do I do if I reconciled using the wrong funding line?

- * Submit the [Expenditure Transfer Request](#) form that can be found on the Accounts Payable website
- * Send the form to the Accounts Payable email address or fax number listed at the bottom of the form. Please do not send the form to the P-Card Unit.

As a Toshiba Ghost Credit Cardholder, what should I do if I am leaving my location?

1. Reconcile all of your open P-Card and Toshiba Card transactions before leaving your location.
2. Submit a District P-Card Application/Update Form requesting cancellation of your P-Card and your Toshiba Ghost Credit Card to the P-Card Unit (fax: 562-654-9048).

TOSHIBA CARD FAQs - continued

As a Toshiba Ghost Credit Cardholder, what should I do if I am leaving my location - continued?

Note: A new P-Card and Toshiba Card cardholder must be designated and immediately set-up at your site. The applicant for the Toshiba Card must be a P-Card cardholder or must concurrently apply for a P-Card. You will not be issued a new P-Card at a new location until all of your transactions are reconciled and your card has been closed at your previous location.

As an Approving Official, what should I do if I am leaving my location?

1. Be certain to review/approve all reconciled transactions for cardholders under your direction before leaving.
2. Submit a [District P-Card Application/Update Form](#) requesting removal as an approving official at this location. Be sure to include the name of the Cardholder and school/office.