

P-CARD PROGRAM
FREQUENTLY ASKED QUESTIONS (FAQ)

1. Q: I forgot my Password or I am locked out of UMB. Who do I contact?

A: Please E mail Mark Capps or Kim Weber and they can reset your password. Please include the last 4 digits of your card in the body of the E mail.

2.Q: What may I purchase with my card?

A: The P-Card may be used for low dollar value transactions between \$1 to \$5,000. You may utilize your location's P-Card for supplies for your office and or classroom.

3.Q: How do I have my credit limit, or my Single Purchase limit increased?

A: Please E mail Mark Capps or Kim Weber and they can increase these limits. Please include the last 4 digits of your card in the body of the E mail. Also, please include what you are purchasing and the amount of credit you will need.

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

A. On your UMB home page, click on the word Authorizations. This will show your pending charges that have been approved and the declined charges and the reason. Please refer to item#16 on the P Card home page in the folder, **P CARD RESOURCES**.

- 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.

4. Q: Who do I contact if I have lost my card?

A: Please E mail Mark Capps or Kim Weber. We can block the use of the card and order a new card.

5. Q: What should I do if a charge appears on my UMB statement that I believe is fraudulent? How do I dispute transactions?

A. E mail Mark Capps and he will assist you in filing a fraud claim with UMB. A new card will also be ordered for you.

6. Q: What do I do if I'm transferring to another department or leaving the District?

A. Your P card is portable as the card is issued to you. E mail Mark Capps to notify him of your transfer or that you are leaving the district. If you are transferring, please include your new manager and new default expense account. If you are leaving the district, please allocate your current charges and refrain from using your card.

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

A. E mail Mark Capps and Terry Gotchie so that Sharepoint can be updated with your new or interim approving manager.

8.Q: I have accidentally made a personal purchase with my P card. What do I do?

A. A Payment will need to be made to the district to credit your default account. You will need to allocate the mistaken charge as the payment will still need to be made to UMB. When your payment is made, you will receive a receipt. Please include this receipt with your monthly statement upload. Your description should state that you have reimbursed the district.

9.Q: Why can't I charge up to my available budget amount?

A: The P card is a method of payment. Each card has a monthly credit limit. This amount is **NOT** tied to your available budget. The UMB site and People Soft are not interfaced.

10. What is the deadline for month end reconciling?

A. Allocations with purchase descriptions are due NLT the 6th of the following month. The uploading of your statement, transaction search report, and receipts are due by the 10th of each month for the prior month's activities.

11. Q:When is the end of the billing cycle?

A: The billing cycle ends on the last day of each month.

12. Q: When does my credit limit reset?

A: your credit limit resets to your monthly credit limit on the first day of each month.

13. Q. My card is about to expire. What should I do?

A. UMB will automatically send a new card to the program manager. The Program Manager will then send the new card to you.