University of
Central
Florida

FPO136   PCard Training for Approvers

Updated 9/28/2016

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UPK General Information

This course uses a User Productivity Kit (UPK) format. This format uses a choice of playback modes selected from topics in an outline. These playback modes are different methods that you can use to learn about a topic.

Outline Levels
The structured outline upon which this course is built contains three levels.

•**Module** (represented in the outline by a purple book icon) is the highest level.
•**Lessons** (an icon resembling a stack of papers) comprise the second outline level.
•**Topics** (an icon resembling a single sheet of paper) comprise the third outline level.

Use the plus (+) and minus (-) symbols to expand or collapse the levels.

Playback Modes
To begin the course, expand the outline to the topic level. Then, select a topic, which will activate the three playback modes near the top of the screen.

•**See It!** Learn by watching an animated demonstration of the steps needed to perform a task. All activities, such as moving the mouse, will be completed automatically for you.
•**Try It!** Learn interactively in a simulated environment. The system will prompt you with the actions you should perform to complete a task.
•**Do It!** Learn interactively using live data. Test the knowledge you gained from training by completing the task on your own.

Click the icon for the playback mode you selected to launch the UPK Player in a new window. If you need to pause a screen in the See It! mode, click the Pause link in the lower right corner of the text bubble. To resume playback, click the blinking Resume link in the text bubble.

Links
When the instructions in a topic frame say, "Click here," you must be in either the **Try It!** mode or the **Do It!** mode for the link to become active. Links are inactive in the **See It!** mode.

Jump-in Points
An arrow icon displays to the right of the player modes. Click this icon to open a pop-up window with jump-in points. These points allow you to start a topic at a point other than at the beginning, which is helpful if you need to review a portion of a task.

Concept Pane
The concept pane, which is found at the beginning of the module, lessons, and topics, contains an overview of the particular module, lesson, and topic. Topic concept panes contain additional information about the topic.

Introduction Pane
Each topic's Introduction pane displays a list of the topic's objectives.

Exiting the Player
If you need to return to the outline view before the topic's playback concludes, press the ESC key to terminate the player.

At the conclusion of the topic, the UPK Player window will close automatically and return you to the outline. You can then select another topic from the outline or close the window containing the UPK page and return to the course home page.

After you finish a lesson, you can return to the course home page and click the Assessments tab to take a quiz over the topics you learned in the lesson.

PCard Training for Approvers

As a departmental PCard approver, you are part of a process that includes the following phases:

- PCard holders make purchases with a UCF PCard

- UCF Financials receives the data pertaining to the transactions daily from Bank of America

- PCard approvers review and reconcile these charges

- After approval of the transaction in UCF Financials by the approver, PCard Administration reviews the approvals and vouchers all approved transactions. These vouchered transactions will display a status of Closed.

PCard transactions must be approved within **twenty calendar days** after they are posted in UCF Financials. If transactions are not approved within **twenty calendar days** of the charge posted date, a PCard holder can have his or her card temporarily suspended. A card cannot be reactivated until all charges over ten business days old are approved and posted to the General Ledger.

Erroneous charges should be disputed and must be followed up with the PCard holder, the merchant, the PCard office, and Bank of America.

Lessons
This module contains the following lessons:

- **Lesson 1** – Locating a PCard Holder's Charges
- **Lesson 2** – Adding Comments to a Charge
- **Lesson 3** – Approving Charges – General Procedure
- **Lesson 4** –Approval Process Variations
- **Lesson 5** – Disputing a Charge

Public Queries
Click here to review a list of helpful public queries that will assist you with reconciling PCard transactions.

Lesson 1 - Locating a PCard Holder's Charges

This lesson contains the following topic:

Topic 1.1 – Locating a PCard Holder's Charges

1.1 Locating a PCard Holder's Charges

This topic discusses how to locate a PCard holder's charges. It will show you how to use the fields in the **Reconcile Statement Search** page to locate a PCard charge to review.

The **Reconcile Statement Search** page allows you to set parameters so only transactions that meet specified criteria display. You can limit your search to relevant criteria such as the cardholder's name, date (transaction or posted), card number, statement status, or budget status. This feature is handy, for example, when you want to view only disputed transactions or only transactions posted on a particular date. While you can search by merchant, the process is difficult and not recommended.

You'll also learn about the fields displayed in the **Status** column of the **Procurement Card Transactions** page. In addition, the topic will provide an overview of the links and icons found on the **Procurement Card Transactions** page.

Remember to always click the **Save** button on the **Procurement Card Transactions** page before clicking the **Search** link to return to the **Reconcile Statement Search** page. This step will avoid possibly losing any unsaved data.
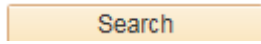
Procedure

In this topic, you will learn how to:

- Locate a PCard holder's charges.

- Set search parameters to limit the search results that display.

- Understand the fields in the Status column.

- Understand the links and icons on the Procurement Cards Transactions page.

Step	Action
1.	Click **Main Menu**. Main Menu
2.	Scroll over **Purchasing**.
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile.**
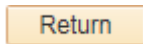
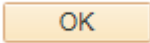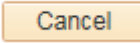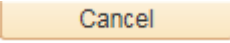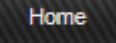| Step	Action
5.	Click **Reconcile Statement.** 📄 Reconcile Statement
6.	You can search for the PCard charge by entering your search criteria in the appropriate **Reconcile Statement Search** page field(s) and then clicking the **Search** button.
7.	You can use either the **calendar icon** or the **lookup icon** to perform a search. For example, to search for transactions that occurred on a specific date, click the calendar icons beside the **Transaction Date** fields. These allow you to search for a date range. A default date range is automatically populated in the **Transaction Date** fields and can be adjusted for the date range you require. If you do not want include a date range in your search, you may remove the data from these fields by deleting the dates. **NOTE:** The ability to search for a range of dates is also available for the **Posted Date**. The dates you select from the pop-up calendars that display will populate in the **Transaction Date** fields.
8.	If you are the designated approver for a large number of PCard holders, to help expedite your search, you can search by Employee ID or PCard number. **NOTE:** For the examples in this course, the Transaction Date fields have been cleared to include all dates available. For this example, click the lookup icon beside the **Employee ID** field. 🔍
9.	Select an employee from the list. For this example, select: EmplID ID **1779073** Name **Smith, Susie** 1779073
10.	The **Employee ID** and **Name** you selected will populate in the **Reconcile Statement Search** page.
11.	Click the **Search** button. Search

Step	Action
12.	You can view the transactions that meet the search criteria you entered on the **Procurement Card Transactions** page that displays. The fields in the Status column will display one of the following three statuses: • **Approved** – indicates a PCard transaction has been approved. • **Staged** – indicates a new transaction that has not yet been reconciled. • **Verified** – indicates a transaction is waiting to be reviewed. After verification, the transaction line status will be changed to Approved. Later topics in this course will teach you how to add a comment as well as how to dispute a charge.
13.	The remainder of this topic will provide you with a brief overview of the icons and links found on the **Procurement Card Transactions** page. As you progress through this course, you'll learn more about these icons and links. You will find these three icons on the **Procurement Card Transactions** page: • **Line Details** • **Comments** • **Distribution**
14.	Click the **Line Details** icon.
15.	If a merchant has provided purchase details, such as an itemization, you can use the **ProCard Visa Transaction Details (Line Details)** pop up window that displays to view those details. To return to the **Procurement Card Transactions** page, click Return.
16.	Use the **Comments** icon to either add a comment to a PCard transaction line, view an existing comment on the line or add supporting documentation. If the **Comments** icon displays as an empty bubble, click it to add a comment to the line. For this example, click the empty **Comments** icon to add a comment to the line.

Step	Action
17.	The **Line Comments** pop up window that displays is used to enter comment text or to attach a document associated with the transaction. Although comments are discussed in more detail in a later topic, for this example, key in the short string of text, **Add your comment here.**
18.	Click **OK** to save your comment and return to the **Procurement Card Transactions** page. OK
19.	Because you added a comment, the **Comments** icon now appears as a bubble with rows of lines, which indicates that the line contains a comment.
20.	Click the **Distribution** icon.
21.	Use the **ProCard Account Distribution** pop up window to change the ChartFields associated with a particular transaction, if necessary. Click Cancel to return to the **Procurement Card Transactions** page. Cancel
22.	There are four links found at the bottom of the **Procurement Card Transactions** page. The Search link will display the **Reconcile Statement Search** pop up window. When you click the **Search** link, if you have changed/added information on the **Reconcile Statement Page**, a warning pop up window will display prompting you to save any changed data before proceeding with a new search. • Respond **Yes** to the prompt if you have saved and would like to continue to the **Reconcile Statement Search** page. • Respond **No** if you have not saved and want to return to the **Procurement Card Transactions** page to save the changes you made.
23.	Click the **Purchase Details** link. Purchase Details

Step	Action
24.	The **ProCard Purchase Order** pop up window is used to tie a PCard purchase to a purchase order. This page is usually used when reconciling a traveler's PCard purchases. Click **Cancel** to return to the **Procurement Card Transactions** page.
25.	Click the **Split Line** link.
26.	The **ProCard Tranaction Splits** pop up window that displays is used to break a transaction into multiple lines so you can itemize or split a cost, such as a hotel room, between two travelers. Click **Cancel** to return to the **Procurement Card Transactions** page.
27.	The **Distribution Template** link allows you to changes the distribution of multiple transactions all at once. The **Distribution Template** link, which UCF seldom uses, is not the same function as the **Distribution** icon, which is used to change the ChartFields associated with a particular transaction.
28.	Click **Home** to return to the UCF Financials home page.
29.	In this topic, you learned how to: • Locate a PCard holder's charges. • Set search parameters to limit the search results that display. • Understand the fields in the **Status** column. • Understand the links and icons on the **Procurement Cards Transactions** page. **End of Procedure.**

Lesson 2 - Adding Comments to a Charge

This lesson contains the following topic:
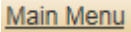
- Topic 2.1 – Adding Comments to a Charge

2.1 Adding Comments to a Charge

This topic discusses how to add comments to any charge that may need further explanation, especially if the charge is in dispute or if the charge might be referred to again in the future. In addition, PCard Administration personnel use the **Comments** icon to alert you to changes they have made or to changes they require you to make, so be alert for comments.
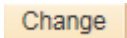
Procedure
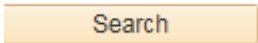
In this topic, you will learn how to:

- Add a new comment.

- Spell check a comment.

- Add an additional comment.

- Navigate among multiple comments.

- Delete a comment.

- Attach a document to a comment.

- View or edit an existing comment.

Step	Action
1.	Click **Main Menu**. Main Menu
2.	Scroll over **Purchasing**.
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile.**
5.	Click **Reconcile Statement.** Reconcile Statement
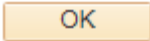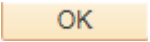
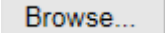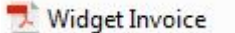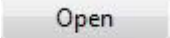| Step	Action
6.	Perform a search by entering your search criteria in the appropriate **Reconcile Statement Search** page field or fields or using the lookup icon to make your selection. For this example, you will clear the prepopulated dates in the **Transaction Date** fields and then click the **Employee ID** lookup icon. 🔍
7.	Next, select: EmplID ID **1779073** Name **Smith, Susie** 1779073
8.	Then, click **Search.** Search
9.	Click the **Comments** icon. For this example, click the **Comments** icon for **line 9**. 💬
10.	The **ProCard Comment** pop up window displays. Use the **Comments** field that displays to add additional information about the transaction. For this example, enter: **Replacement comptuer keyboard** **NOTE:** The word **computer** is deliberately misspelled in this example.
11.	To verify the comment text is spelled correctly, click the **Spell** icon.
12.	The autocorrect feature in UCF Financials may notice a spelling error and correct it automatically. You may also use the available options on the **Spell Check** pop up window that displays to correct any misspelled words. For this example, the correct spelling of the word **computer** displays in the **Change To** field. To substitute the correctly spelled word, click the **Change** button. Change
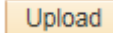
Step	Action
13.	The Spell Check pop up window redisplays with the correctly spelled word in the Spell Check Text field. Once you select the OK button on the **Spell Check** pop up window, it will replace the contents of the **Comment**s field with the contents of the **Spell Check Test** field. To return to the **ProCard Comments** pop up window, click **OK.** OK
14.	If you need to add an additional comment row, click the **Add Row** icon. +
15.	A blank comment field will display, and the counter will update to display the total number of comment rows.
16.	Enter the text for the second comment in the **Comments** field. For this example enter: **Printer ink cartridge**.
17.	To navigate among two or more comment rows, click either the **Show Previous Row** or **Show Next Row** icons (represented by arrow symbols) in the **Transaction Line Comments** heading. For this example, click the **Show Previous Row** icon. ◀
18.	The first comment displays. To display all the comments simultaneously, click the **View All l**ink. View All
19.	All the comment rows will now display in the **ProCard Comments** pop up window. To delete a comment row, click the **Delete Row** icon. For this example, click the **Delete Row** icon for the second comment. −
20.	Click **OK** to respond to the prompt that displays requesting you confirm the deletion. OK

Step	Action
21.	The **ProCard Comment** pop up window redisplays with the second comment row deleted. You can also attach a document, such as an invoice, to your comment. When a transaction involves an asset purchase, the invoice must be attached for the transaction to be approved. Begin the process of attaching a document by clicking **Attach**. Attach
22.	To locate the document to attach, click **Browse.** Browse...
23.	Next, navigate to the proper folder and select the file. For this example, select the document titled **Widget Invoice.** Widget Invoice
24.	Then, click **Open.** Open
25.	To complete the process, click **Upload**. Upload
26.	The file name will now display as an attachment under the **Associated Document** heading. Click **OK**.
27.	On the **Procurement Card Transactions** page that displays, the **Comments** icon will now display as a **Comments** icon. You can click this icon to view or edit an existing comment. Click the **Comments** icon.
28.	The **ProCard Comments** pop up window displays. You can edit the comment text, click **View** to view the attached document, or click **Delete** to delete the document.
29.	For this example, edit the comment by adding **for widget project.**

Step	Action
30.	Click **OK t**o return to the **Procurement Card Transactions** page. OK
31.	Click **Home** to return to the UCF Financials home page. Home
32.	In this topic, you learned how to: • Add a new comment. • Spell check a comment. • Add an additional comment. • Navigate among multiple comments. • Delete a comment. • Attach a document to a comment. • View or edit an existing comment. **End of Procedure.**

Lesson 3 - Approving Charges - General Procedure

This lesson contains the following topic:

- Topic 3.1 – Approving Charges – General Procedure

3.1 Approving Charges - General Procedure

This topic explains the general procedure to follow when approving a cardholder's charges. Use this procedure only when the PCard charges:

- Are not associated with a purchase order or a travel purchase order,

- Are not in dispute, and

- Do not need to be split or distributed.

If an error occurs and an incorrect department, project, or account code is inadvertently assigned to a transaction that has been vouchered, there is no way to correct the mistake in the PCard module. This error must be corrected via a Journal ID.
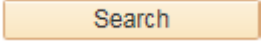
Training Guide
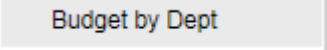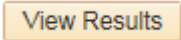**FPO136 PCard Training for Approvers**

Procedure

In this topic, you will learn how to:

- View a transaction's ChartFields and make the necessary changes so the values are correct.

- Add descriptive detail, which will aid in the reconciliation process later.

- Approve and save a transaction.

- Validate the budget after approving charges.

Step	Action
1.	Click **Main Menu**. Main Menu
2.	Scroll over **Purchasing**.
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile**.
5.	Click **Reconcile Statement.** Reconcile Statement
6.	Perform a search for the PCard charge you need to review by entering your search criteria in the appropriate **Reconcile Statement Search** page field or fields or use the lookup icon to make your selection. For this example, click the **Employee ID** lookup icon. Q
7.	Next, select: EmplID ID **1779073** Name **Smith, Susie** 1779073

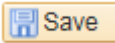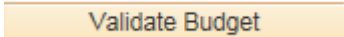| Step	Action
8.	The **Reconcile Statement Search** page redisplays with the **Employee ID** and **Employee Name** fields populated. Click **Search**. Search
9.	The **Procurement Card Transactions** page displays with a list of transactions made by Susie Smith. The first step is to confirm there are funds available in the Department or Project to pay for the PCard charge. In a later topic, we will discuss how to review the budget for an item that will be sourced to a Purchase Order. To begin, select the **Related Content** link. Related Content ▾
10.	This will display your options to review **Related Content** on the current page. For most transactions, you will be checking either the budget of a Department or Project. In an upcoming section of this course, we will review how to search for a Purchase Order. For our example, we will be reviewing a Departmental budget and will select **Budget by Dept.** Budget by Dept
11.	The **Related Content** chart displays at the bottom of the page. First you will enter the Business Unit associated with the Department or project. For this example, enter **UCF01.**
12.	Next, you will enter the Fiscal year. For this example, enter **2017.**
13.	Next, you will enter the Fiscal year. For this example, enter **10320715.**
14.	Select **View Results.** View Results

| Step	Action
15.	This displays the budget details for the Department. The **Available Budget** for this department is $750.00. Since this is enough funds to cover the transaction we are approving, we can select the arrow next to **Related Content** to close the chart.
16.	Now we will begin the approval process. First, the system defaults to always select the box in the first row. Click inside this box to deselect it. Next, select the line you want to reconcile. For this example, select **line 6.** ☑
17.	Click the **Distribution** icon for the line you selected.
18.	The **ProCard Account Distribution** pop-up window displays. In the first main step of the approval process, you will view a transaction's ChartFields and make the necessary changes so the values are correct. It is important that the **Account** and **Alt Account** values reflect the item or service that was actually purchased and the appropriate department or project. The **Account** field is visable from the pop up window's initial view. To view the **Alt Accoun**t, slide the scroll bar to from left to right.
19.	The **Alt Account** field is now visable.
20.	To begin the approval process, start by highlighting the value that appears in the **Alt Acct** code field.
21.	Next, press **Delete**.
22.	Notice that both the **Alt Acct** and **Account** fields are now empty.
23.	Notice that both the **Alt Acct** and **Account** fields are now empty.

Step	Action
24.	Verify the correct value displays in the **Dept** or **Project** field. If you need to change this value, click the **SpeedChart** lookup icon.
25.	Select the correct value from the search results that display. For this example, select **10320715 – UG STDY - EXCEL PROG CARRY FWD**. 10320715
26.	The **Account Distribution** page redisplays with the value you selected in the appropriate **Dept** or **Project** field.
27.	Next, enter a value in the **Account** field. You can also click the lookup icon to display a list of valid **Account** values. For this example, click the **Account** lookup icon. 🔍
28.	Select the correct **Account** value from the list. For this example, select **749916 – PARKING FEES/DECALS/PASS**. 749916
29.	The **Account Distribution** page redisplays with the **Account** field populated with the value you selected.
30.	When you have completed your selections on the **Account Distribution** page, click **OK**. OK
31.	Notice on the **Procurement Card Transactions** page that displays, that the **Budget Status** for the line now displays **Not Chk'd**. Later in this topic, you will learn how to validate the budget so this field displays a **Valid** status.
32.	In the second main step of the approval process, you will add descriptive information that will assist with reconciling the transaction. This information will populate in the **DataMart Description** field as well as to the **Budget Position** reports. Begin this step by clicking the **Expand Columns** icon.

Step	Action
33.	The **Procurement Card Transactions** page redisplays to show both the transaction and billing information. For this example, highlight the information that displays in the **Description** field for line 6.
34.	Press **Delete**.
35.	Enter a short description about what the purchase represents. For this example, enter **Microscope**.
36.	Click **Save**. ![Save] Save
37.	In the third main step of the approval process, the approver will change the status to approved and save the transaction. Click the drop-down arrow in the **Status** field for the line. ⌄
38.	Select **Approved** from the drop-down menu. Approved
39.	Click **Save.**
40.	In the fourth and final step of the approval process, you will validate the budget. You will deselect the default line of line 1, click the check box on line 1 to remove the check mark. Click the check box on **line 6.**
41.	Click **Validate Budget.** This process verifies a budget exists for the ChartField string. However, it does not check for sufficient funds like the budget checking process does for requisitions and purchase orders. Be sure to run this step **only one time** after you finish approving the charges. Validating the budget after approving each individual charge can lead to errors that will cause you to lose any unsaved information. Validate Budget

Step	Action
42.	After the budget validation process completes, all the approved transactions will display a valid budget status. Notice that the **Budget Status** for line 6 now displays **Valid.**
43.	Click **Home** to return to the UCF Financials home page. Home
44.	In this topic, you learned how to: • View a transaction's ChartFields and make the necessary changes so the values are correct. • Add descriptive detail, which will aid in the reconciliation process later. • Approve and save a transaction. • Validate the budget after approving charges. **End of Procedure.**

Lesson 4 - Approving Charges - Variations

This lesson contains the following topics:

- Topic 4.1 – Associating Charges with a Purchase Order

- Topic 4.2 – Splitting Transactions

- Topic 4.3 - Viewing Level Three Transaction Details

This topic will teach you how to associate charges with a purchase order. Travel-related charges must always be associated with a travel purchase order so that the costs associated with the trip are charged against the funds previously set aside (encumbered) for the trip. In addition, you'll learn how to split a travel charge, if necessary, for UCF employees who travel together, so that each traveler's costs are associated with the correct travel purchase order.

You'll also learn how to view additional information related to a transaction, provided the merchant has made the information available.

4.1 Associating Charges with a Purchase Order

This topic will show you how to associate charges with a Purchase Order (PO). It is important to remember that Purchase Orders are required for the following items:

- All Travel
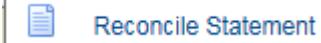- Any transaction of $5000.00 or more
- All Assets

For other PCard transactions, attaching a Purchase Order is optional.

First, you will learn about using the **Related Content** link to review Purchase Order details to ensure you are using the correct Purchase Order line when you attach the Purchase Order to the transaction. Next, you will select a line to review from the **Procurement Card Transactions** page, you'll learn which fields to complete on the associated **Purchase Details** page. Then, this topic will teach you the procedure to follow so the pertinent fields on the **Purchase Details** page automatically populate with the purchase order information you need to view.
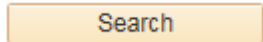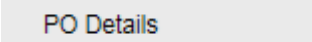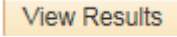
Procedure

In this topic, you will learn how to:

- Review the lines of a Purchase Order via the **Related Details** link to ensure you are associating your transaction with the correct line on a Purchase Order.

- How to associate charges with a purchase order.

- Complete the required **Purchase Details** page fields.

- View the purchase order information that automatically populates on the Purchase Details page fields.

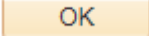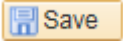| Step	Action
1.	Click **Main Menu**. Main Menu ▼
2.	Scroll over **Purchasing**.
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile.**
5.	Click **Reconcile Statement.** 📄 Reconcile Statement
6.	Perform a search for the PCard charge you need to associate with a purchase order by entering your search criteria in the appropriate **Reconcile Statement Search** page field or fields or by using the lookup icon to make your selection. For this example, click the **Employee ID** lookup icon. 🔍

Step	Action
7.	Next, select EmplID ID **2304570** Name **Bryer, Theresa** 2304570
8.	Then, click **Search**. Search
9.	On the **Procurement Card Transactions** page that displays, you will first confirm which Purchase Order line you will need to use to associate to this transaction. To do so, click the **Related Conten**t link. Related Content ▾
10.	Select the **PO Details** link. PO Details
11.	The **Related Content** chart displays on the bottom of the screen. Now, you will conduct a search to view the line details of the Purchase Order.
12.	To search for this information, you will enter the Purchase Order ID in the the **PO No.** search field. For this example, enter **0000334004.**
13.	Next, select the **View Results** button. View Results
14.	The **Purchase Order** details display in the window at the bottom of the screen.
15.	Take note of the **PO Line** column and the **PO Line Description** column. This should assist you in confirming which PO Line you will use to associate to the purchase card transaction. For our example, we will be associating a Hotel expense and therefore we will be using line 2 of the Purchase Order.
16.	Select the arrow next to the **Related Content** chart to close the chart. ▼

Step	Action
17.	Next, you select the line you need to review. For this example, **select line 3.** ☐
18.	The system defaults to always select the box in the first row. Click inside this box to deselect it. ☑
19.	Click the **Purchase Details** link. Purchase Details
20.	The **Purchase Details** pop up window displays. You will complete several fields in this window. You can enter the data or you can use the lookup icon beside the field to locate the data. First, select the **Business Unit** that will be associated with the charge. For our example, the correct **Business Unit** is UCF01 and as this is the default in this field no adjustment is required.
21.	Next, you will enter the **PO ID.** For this example, enter **0000334004**.
22.	Next, enter the **PO Line** number. **NOTE: If you do not specify a line number, the transition will split equal to the number of lines on the purchase order.** If this situation occurs, do not save the transaction. Instead, reload the reconciled statement screen to cancel any charges that were made. For this example, enter **2** as we are associating this purchase with the line of the Purchase Order for a hotel.
23.	Last, enter the **PO Schedule**, which is usually 1. For this example, enter **1.**
24.	Click the **OK** button. OK
25.	Click the **Purchase Details** link again. Purchase Details

Step	Action
26.	The **Purchase Details** page displays with the populated purchase order information. Verify the information that displays is correct.
27.	Click **OK** to return to the **Procurement Card Transactions** page. OK
28.	Click the Save button to save the **PO Association** you just completed. Save
29.	Click **Home** to return to the UCF Financials home page. Home
30.	In this topic, you learned how to: • How to associate charges with a purchase order. • Complete the required **Purchase Details** page fields. • View the purchase order information that automatically populates on the **Purchase Details** page fields. **End of Procedure.**

4.2 Splitting Transactions

The **Split Line** link allows you to split transactions between two or more travelers. This feature allows you to split a transaction between multiple purchase orders or between departments or projects. In addition, you can use the **Split Line** link to add details or to itemize a transaction, such as when multiple assets are purchased in one transaction.
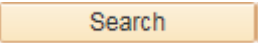
Procedure

In this topic, you will learn how to:

• Use the **Split Transaction** page to split a transaction.

• Change the percentage or dollar value of the split charge.

Step	Action
1.	Click **Main Menu.** Main Menu ▾
2.	Scroll over **Purchasing.**

Step	Action
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile.**
5.	Click **Reconcile Statement.** 📄 Reconcile Statement
6.	Perform a search for the PCard charge you need to split by entering your search criteria in the appropriate **Reconcile Statement Search** page field or fields or using the lookup icon to make your selection. For this example, click the **Employee ID** lookup icon. 🔍
7.	Next, select: EmplID ID **2787982** Name **Woodham,Cheryl** 2787982
8.	Now, click **Search.** Search
9.	On the **Procurement Card Transactions** page that displays, select the line to be split. The system defaults to always select the box in the first row. If it is not the first row you wish to select, you will need to click the check box to deselect the first row and select the row you wish to split. For our example, we will be selecting the transaction on the **9th** row.
10.	Click the **Split Line** link. Split Line
11.	On the **ProCard Transaction Splits** pop up window that displays, click the **Add a New Row** icon at the end of the line to be split. ➕

Step	Action
12.	To distribute the charge, enter the appropriate percentage or portion of the dollar amount on the new line first, and then update the existing line with the balance. For this example, enter **67.19** in the **Billing Amount** field of the new line you created. To avoid having the transaction rejected, make sure the split amounts contain only two decimal places and that the sum of the split amounts equals the original transaction amount.
13.	Press **Delete.**
14.	Enter the appropriate amount in the **Billing Amount** field of the original line. For this example, enter **67.19.**
15.	Click in the **Percentage** field of the original line. 100.000000
16.	The **Percentage** field and **Transaction Amount** for the existing line will automatically update.
17.	Click **OK.** OK
18.	After we expand the number of lines you can see, you should notice the **Procurement Card Transactions** page that displays now shows two charges to the same merchant and that each charge reflects how the original charge was split. Now, you can add purchase orders to each line.
19.	After you split a charge, **do not** immediately change any distribution information on the second line you created. First, save your changes. Then, reload the reconciled statement page. When the **Procurement Card Transactions** page displays again, click the **Distribution** icon. Then, use the **Account Distribution** pop up window that displays to change the distribution information on the second line you created. See Topic 3.1, *Approving Charges – General Procedure*, if you need to review any of the steps for changing the distribution information.
20.	Click **Home** to return to the UCF Financials home page. Home
21.	In this topic you learned how to: • Use the **Split Transaction** page to split a transaction. • Change the percentage or dollar value of the split charge. **End of Procedure.**

4.3 Viewing Level Three Transaction Details

The Visa file from Bank of America loads itemized data for the PCard transactions associated with the card issuer.

Level Three data is additional information related to a transaction, such as car rental, lodging, and vendor/merchant information. You can use the **Visa Transaction Details** page to view this information, provided the merchant has made the information available.
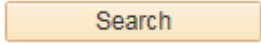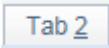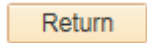
Procedure

In this topic, you will learn how to:

- View the Level Three details for a transaction.

- Display the transaction data in groups of tabs or one continuous row.

Step	Action
1.	Click **Main Menu.** Main Menu ▼
2.	Scroll over **Purchasing.**
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile.**
5.	Click **Reconcile Statement.** Reconcile Statement
6.	Perform a search for the PCard charge that contains the Level Three transactions details you want to review by entering your search criteria in the appropriate **Reconcile Statement Search** page field or fields or use the lookup icon to make your selection. Remember, you can view this information only if the merchant has made it available. For this example, click the **Employee ID** lookup icon.

Step	Action
7.	Next, select: EmplID ID **2304570** Name **Bryer,Theresa** 2304570
8.	Now, click **Search.** Search
9.	On the **Procurement Card Transactions** page, select the line that contains the Level Three data you want to view. The system defaults to always select the box in the first row. We will deselect this option for our example and instead select line 6.
10.	Click the **Line Details** icon for the transaction line you selected.
11.	You can click on each tab on the **ProCard Visa Transaction Details** pop up window to view groups of transaction details. For this example, click on **Tab 2** under the **Passenger Itinerary – Type 14** heading. Tab 2
12.	To show the information for all the tabs at one time, click the **Show All Columns** icon.
13.	The page redisplays with the tabs eliminated and the information displayed in one continuous row, which you'll need to use your scroll bar to view.
14.	To redisplay the information in the tab format, click the **Show Tabs** icon.
15.	To return to the **Procurement Card Transactions** page, click **Return**. Return
16.	Click **Home** to return to the UCF Financials home page. Home

Step	Action
17.	In this topic, you learned how to: • View the Level Three details for a transaction. • Display the transaction data in groups of tabs or one continuous row. **End of Procedure.**

Lesson 5 - Disputing a Charge

This lesson contains the following topic:

• Topic 5.1 – Disputing a Charge

5.1 Disputing a Charge

Sometimes mistakes happen. Perhaps a posted charge does not match the receipt, a PCard was inadvertently billed for charges incurred by another PCard holder, or a PCard holder turned in a receipt for a charge that does not appear on the screen.

You may be the first person to notice a potential issue exists when you view the entries on the PCard holder's **Procurement Card Transactions** page. When you notice a problem, in addition to taking the steps discussed in this topic, you should also:

• Contact the PCard holder for clarification.

• Ask the PCard holder to contact the merchant for resolution, or do it yourself, if it is more convenient. Meanwhile, do not approve the charge.

You should contact the number on the Bank of America PCard to notify them of the incorrect charge. Bank of America will begin the process of creating a case and may contact the Purchasing Card holder for additional information. Once the incorrect charge has been resolved, you will be contacted by Bank of America to confirm the status of the charges.

Bank of America must receive the form within 60 days following the end of the billing cycle in which the erroneous charge was incurred. After receiving the *Statement of Disputed Item* form, Bank of America will send the form to the merchant, who must resolve the dispute within 60 days from the date it receives the form.
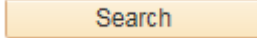
Procedure

In this topic, you will learn how to:

• Contact the appropriate people when you notice a potential issue with a PCard transaction.

• Use the **Procurement Card Transactions** page to add a comment and change the status to **Verified** for a disputed charge.

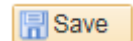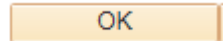- Approve the transaction when the dispute is resolved and a credit is displayed as a *Purchase Adjustment* on the **Procurement Card Transactions** page.

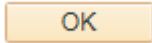| Step	Action
1.	Click **Main Menu.** Main Menu ▼
2.	Scroll over **Purchasing.**
3.	Scroll over **Procurement Cards.**
4.	Scroll over **Reconcile.**
5.	Click **Reconcile Statement.** 📄 Reconcile Statement
6.	Perform a search for the charges made by the PCard holder by entering your search criteria in the appropriate **Reconcile Statement Search** page field or fields or use the lookup icon to make your selection. For this example, click the **Employee ID** lookup icon. 🔍
7.	Next, select: EmplID ID **1779073** Name **Smith,Susie** 1779073
8.	Now, click **Search.** Search
9.	On the **Procurement Card Transactions** page that displays, you will first add a comment, attach the Statement of Disputed Item Form and then change the status to Verified. Begin by clicking the **Add Comments** icon for the line with the disputed charge. For this example, click the Add Comments icon for **line 7.** 💬
10.	On the **Line Comments** page that displays, explain the dispute in the **Comments** field. For this example, enter: **This charge is in dispute. It appears to be a duplicate charge.**
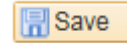
Step	Action
11.	The file name will now display as an attachment under the **Associated Document** heading. Click **OK.** OK
12.	Your next step will be to change the status of the charge. Click the down arrow in the **Status** column.
13.	Select **Verified** from the drop-down menu. Verified
14.	Finish by clicking **Save.** Save
15.	Click **Search** to display the **Reconcile Statement Search** pop up window. Search
16.	To begin the process of approving a resolved transaction, click the **Employee ID** lookup icon on the **Reconcile Statement Search** pop up window.
17.	For this example, select: Employee ID **2687883** Name **Greenburg, Telma** 2687883
18.	Then, click **OK.** OK
19.	The **Procurement Card Transactions** page that displays for **Telma Greenburg** does not yet show an adjustment transaction. However, when a dispute is resolved, you will see a credit for the disputed amount. The line containing the credit will be displayed as either *Credit Purchase Adjustment* or the merchant's name under the **Merchant** column.
20.	When the credit is posted, make sure the **Transaction Amount** shown for the credit equals the original charge.

Step	Action
21.	Then, verify that the *Purchase Adjustment* and the original charge contain identical ChartField information. Click the **Distribution** icon to display the **Account Distribution** page, where you can view the ChartField information; repeat this process for both the Purchase Adjustment and the original charge. For our example, we will be reviewing the Chartfield information on **line 3.** **Reminder:** To select line 3, you will select the check mark at the start of line 3 and deselect the check mark at the start of line the default which is line 1.
22.	After you have reviewed the ChartField information, click **OK.**
23.	Click the down arrow in the **Status** column for the lines with the credit *(Purchase Adjustment)* and the original amount and select **Approved** from the drop-down menu for both these lines.
24.	Click the down arrow in the **Status** column for the lines with the credit *(Purchase Adjustment)* and the original amount and select **Approved** from the drop-down menu for both these lines.
25.	To finish approving the transaction, click **Save.**
26.	Click **Home** to return to the UCF Financials home page
27.	In this topic you learned how to: • Contact the appropriate people when you notice a potential problem with a PCard transaction. • Use the **Procurement Card Transactions** page to add a comment and change the status to Verified for a disputed charge. • Approve the transaction when the dispute is resolved and a credit is displayed as a *Purchase Adjustment* on the **Procurement Card Transactions** page. **End of Procedure.**