Frequently Asked Questions

Purchasing Card (PCard) Program

Q: What is the Purchasing Card (PCard)?
A: The PCard is a charge card that is used for the procurement of goods and services of small dollar value. The card program here at the University is part of a state wide card program. The cardholder, the cardholder’s supervisor, and the department assume full and ultimate liability for the cardholder’s use of the card. The card can never be used to obtain cash advances or make personal purchases.

Q: How can we obtain a PCard?
A: The PCard can be obtained by completing the application form on the Procurement Services website at http://www.odu.edu/facultystaff/university-business/purchasing/purchasing-card. Applicants and supervisors must complete the SWaM training on line at http://www.odu.edu/af/materiel/swam/ and log into the training by using your MIDAS ID. Submit the completed application form to the SPCC Program Administrator. The Program Administrator will follow up with an email providing a link to mandatory State training to both the applicant and the applicant’s supervisor. Additionally, the supervisor must return the responsibility acknowledgement form to PCard Administrator. The applicant will also need to attend the Agency PCard training. Cards are distributed at the end of the training session.

Q: What is the transaction limit and monthly purchase limit on the PCard?
A: Effective July 1, 2010, the maximum single and monthly transaction limits were increased to $4,999 and $100,000, respectively. Expenditure limits are assigned by individual cardholder based on supervisor’s approval.

Q: Are there purchase restrictions when using the PCard?
A: There are several restrictions for the PCard. Please refer to the PCard policy and procedure on the Procurement Services website at http://www.odu.edu/facultystaff/university-business/purchasing/purchasing-card and select PCard Policy and Procedure, Section 3.7 Purchase Restrictions, for details.

Q: What is the cardholder’s responsibility?
A: The cardholder is responsible for appropriate use of the card, retaining documentation for card usage which includes the monthly ODU Reconciliation report, payment receipts, Bank of America statement, invoices, credit slips and any related supporting documentation. The cardholder is also responsible for reconciliation of the monthly statement. Additional responsibilities are noted in the PCard Policy and Procedures, Section 3.1.3, posted on the Procurement Services website at http://www.odu.edu/facultystaff/university-business/purchasing/purchasing-card.

Q: How does a cardholder obtain a tax exempt certificate for PCard purchases?
A: The cardholder will need to contact the University’s Accounts Payable Audit Department and provide them with the following vendor information: vendor name, contact person, telephone number, fax number and mailing address. The Audit Department will fax the tax certificate to the vendor.
Q: What should a cardholder do if the vendor charges tax?
A: The PCard has the University’s tax exempt number on a sticker on the back of the card. If you discover sales tax on the receipt at the sales counter, ask the merchant to void the transaction and process the transaction again without the tax. If you discover sales tax after you have left the sales counter, return to the store and request a refund of the sales tax. If the order was placed over the internet, contact the vendor and request a refund of the sales tax. If they require the tax exempt certificate you will need to contact the University’s Accounts Payable Audit Department and provide them with the following vendor information: vendor name, contact person, telephone number, fax number, and mailing address. The Audit Department will fax the tax certificate to the vendor.

Q: Can I dispute a charge with Bank of America because the vendor charged me sales tax?
A: No, the cardholder should work with the vendor to recover the sales tax and have it credited back to the PCard.

Q: Will I need to change the tax status on the ‘General’ tab in Works?
A: No, you are not required to change the tax information on the ‘General’ tab.

Q: Are cardholders required to send PCard Reconciliation Reports to Accounts Payable?
A: No, Pcard documents are not to be sent to AP. Cardholders and Supervisors are responsible for the complete electronic reconciliation of transactions in ‘Works’ by the 5th of every month. If the 5th falls on a weekend the documentation is due the Friday before. Reconciliation is complete upon Cardholder and Cardholder Supervisor/Manager sign off on the transactions in ‘Works’. All associated documentation to include the ODU Reconciliation Report (signed by the cardholder and supervisor), receipts and credit documentation shall be maintained in a central location within each department for a minimum of three years and/or until audited by the Auditor of Public Accounts (APA) and/or Department of Accounts (DOA). After three years, all records may be disposed of in accordance with the University’s Records Management program.

Q: Are cardholders still required to submit a non-SWAM vendor justification form for each PCard transaction?
A: No, as of June 17, 2010 the requirement to submit a non-SWAM vendor justification form for each purchase not made with a SWAM vendor was eliminated. However, **cardholders and supervisors, must continue to make every effort to purchase from SWAM vendors** when the prices are fair and reasonable. The Cardholder’s and Supervisor/Manager’s electronic approval of the transaction certifies that every reasonable effort was made to use a SWAM vendor when available and when price was deemed fair and reasonable and good/services were available.

Q: Can an employee have more than one PCard?
A: Yes, an employee may have more than one PCard if it is required to maintain accounting integrity for different reviewers/managers.

Q: Can a department have more than one card?
A: Yes, the department may have as many cardholders as needed to conduct business.

Q: Can someone else in my department use my PCard?
A: No. Card sharing or use by someone other than the cardholder is strictly prohibited and will result in the loss of card privileges.
Q: Can someone else in my department access my ‘Works’ account?
A: No. Sharing access to a Cardholder or Supervisor ‘Works’ account is prohibited and will result in the loss of card privileges.

Q: What happens when a cardholder is on leave for an extended period?
A: The cardholder shall contact the PCard Program Administrator prior leaving so that the cardholder’s account can be temporarily suspended to avoid unauthorized and unmonitored use of account. The cardholder shall contact the PCard Program Administrator upon return to have the account reopened for use.

Q: How do I request a password reset?
A: Proceed to the works website at https://payment2.works.com/ on the login page click “forgot your password?” Enter your email address and username. The ‘Works’ site will email you information on resetting your password.

Q: How can I download my PCard statement?
A: Cardholders may print a report for their account from https://payment2.works.com. Click on Reports > Spend Reports and “Choose from available templates” in the drop down menu for Report template. Select ODU Reconciliation Report and select Finish. The date for the report will default to the past cycle. If a different cycle is needed, click on the date button and choose the date range or cycle. Select Submit Report in the bottom right corner of the screen.

Q: Why do supervisors receive the email notifications from ‘Works’?
A: ‘Works’ generates and distributes an email to cardholders when transactions have been posted. Supervisors will receive an email notification upon Cardholder sign off. Cardholders should be logging into ‘Works’ and reconciling their transactions. Transactions should be completely signed off by both the cardholder and supervisor no later than the 5th of the following month. The email notifications are informational for the supervisor and will allow supervisors to be aware of transactions requiring sign off.

Q: I don’t see my transactions in Works. Why?
A: If you are a cardholder, it is likely that you logged into the wrong Works instance. At the red Bank of America login screen, be sure the first line reads ‘221 – ODU Purchase Program.’ If the first line reads, “Commonwealth of Virginia’, click on the drop down arrow to the right and change the Works instance to ‘221 – ODU Purchase Program’. If you are a supervisor/reviewer, be sure your cardholders have signed off on their transactions. The transactions will not roll over to the manager/reviewer account until the cardholder has signed off on them.

Q: All of my transactions are declining. Why?
A: It is possible you are trying to use your card without first calling Bank of America to activate the card. Please refer to the University’s PCard Policy and Procedures, Section 5.1, for information on the activation code. If you have activated your card, you can check the reason for declined transactions by logging into ‘Works’. Select Tools > Search > Authorization Logs. Click on Finish. This report will include the authorization log which will note authorized charges as well as declined transactions and the reason for the decline.
Q: Where can I find out what my PCard limits are?
A: Cardholders should log into Bank of America ‘Works’, click on the Home page button (the house icon located near the top left of the screen). Cardholder single transaction limit (STL), credit/monthly limit (CL), and discretionary limit information will appear on the bottom half of the screen.

Q: Where can I find the reason for a declined charge?
A: Cardholders should log into Bank of America ‘Works’ to find out if the reason for a declined charge. To view the declined transactions and reasons, you will need to look under Tools > Search > Authorization Logs. Click on Finish. The report will include the authorization log which will note authorized charges as well as declined transactions and the reason for the decline.

Q: What types of vendors are restricted under the ‘Professional’ MCC Group?
A: See Guide to PCard Changes located on the Procurement Services website under the PCard Program tab.

Q: What types of vendors are restricted under the ‘Trades’ MCC Group?
A: See Guide to PCard Changes located on the Procurement Services website under the PCard Program tab.

Q: What documentation is the Cardholder required to maintain for each billing cycle?
A: The Cardholder shall maintain a file with the following documents: ODU Reconciliation Report (signed by both Cardholder and Supervisor), receipts and credit documentation. The documentation shall be maintained in a central location within each department for a minimum of three years and/or until audited by the Auditor of Public Accounts (APA) and/or Department of Accounts. (DOA). After three years, all records may be disposed of in accordance with the University’s Records Management program.