# Reconcilers & Verifiers Manual

## PCard Services

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Department Users

- Proxies (Reconcilers, Verifiers)
- Cardholders
- PCard Managers

Overview

With the implementation of the FAST Procurement Card function, users are able to view and reconcile PCard charges online within the current FAST system.

Proxies authorized by the department chair and dean or vice-president or other designee will review, change or correct chartfields, note disputes and approve charges made to the University’s Procurement Card account by cardholders. Timely approval of all charges is mandatory with corrective action performed by the University’s PCard Compliance Area (part of PCard Services in the Purchasing Department), if necessary.

Bank charges are downloaded each business day and Proxies will be given a 7 day turnaround time to review and approve the charges or to register a dispute, should that be necessary. Reconcilers have seven (7) days to process transactions—both charges and credits. The PCard Compliance area will monitor the transactions and send emails to the Reconciler and Cardholder after the seven day period has elapsed. If charges remain unreconciled fourteen (14) days after the load date, the Cardholder’s college administration is notified. If the charges remain unreconciled for twenty-one (21) days, the Cardholder's VP area is notified. If the charges remain unreconciled for twenty-eight (28) days, the account is suspended. If PCard Compliance posts charges to the cardholder’s default chartfield for a failure to approve on time, departments are required to submit expenditure transfer requests to move the charges to the correct chartfield string. The system will perform both a budget and combo edit check. A transaction that does not pass cannot be saved or approved.

Approval will generate a transfer of department funds to a clearinghouse account that will be used to pay monthly bank statements from the University’s credit card vendor. This section outlines the steps executed to review and approve charges.

NOTE: The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft navigation
- Control tables have been set up with needed values prior to performing the activities described below.

Occurrence

<table>
<thead>
<tr>
<th>Occurrence</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Review:</td>
<td>As charges are downloaded</td>
</tr>
<tr>
<td>Disputes:</td>
<td>Noted online and registered with the bank</td>
</tr>
</tbody>
</table>
General Information

The following pages show the details of how to access and process PCard transactions in the FAST PCard Module. Please note that travel transactions are also loaded into the FAST PCard module to be reviewed and reconciled, however, they still must be processed according to the Travel Department rules and policies.

Access to PCard transactions requires PCard roles for reconcilers and verifiers. These roles are obtained from IT Security by submitting the FAST Access Security Request form found either on the FAST Financials website or the PCard website (forms area).

The reconciliation process in FAST is simple. Once transactions are loaded, the reconciler (or verifier) searches for the transactions, assigns a chartfield and description, and approves the transaction (only reconcilers can approve). The last step is to attach a copy of the receipt to the activity statement.

There are two types of disputes, both informal and formal. The informal dispute means the cardholder is working with the vendor to resolve the problem. A formal dispute occurs when all efforts to resolve the informal dispute have failed. The formal dispute is filed with the bank by PCard Services. Contact PCard Services for procedures and forms.

Fraud occasionally happens on the PCard. Almost all fraud is external and our servicing bank is excellent at providing credit. Contact PCard Services for instructions if you suspect fraud of any type.

Misuse of the PCard occurs when rules are intentionally violated. Misuse may result in the suspension or revocation of privileges. It is important to remain aware of the rules. PCard Services should be contacted if there is any doubt regarding any of the rules.

USF has a robust and growing PCard Program. We are proud to serve you and welcome suggestions for improvement. Our general email box is: PCard@usf.edu
Reconcilers & Verifiers Manual

Reconciliation of Bank Charges

Navigate to the Reconcile Statement Page

1.1. Navigate to the Reconcile Statement page by selecting Purchasing, Procurement Cards, Reconcile, Reconcile Statement from the screen menus
Find Cardholder Transactions

2.1. Either enter the 11 digit employee number to see one cardholder or click on the Search button to see all cardholders.

2.2. The system will return the transactions for one cardholder or all transactions for all cardholders the Proxy has authorization to review. The system will only show cardholders that have existing charges to approve. If no charges exist, the search will show ‘No Transactions Found’ and no further action is needed by the Proxy.

2.3. The above screen shows the initial entry in this module. You may click on Search for direct entry to the charges or modify the selection criteria for the available parameters.
2.4. Note that the status is Staged

2.5. By clicking on the Show All Columns icon the entire line can be viewed

2.6. The Load Date is the date used to time the speed of approvals. As charges will be downloaded each business day, they should be reconciled within 7 days. This period is counted the day AFTER the load date.

2.7. Under the billing tab there is an area for description entries. If there is no description or the description is the same, the reports from Finance Mart will combine the like items to a total amount of each same description.
2.8. The PCard Services area will monitor the transactions and send emails to the Reconciler and Cardholder after the seven day period has elapsed.

2.9. If charges are unreconciled fourteen (14) days after load date, the Cardholder’s college administration is notified.

2.10. If the charges remain unreconciled for twenty-one (21) days, the Cardholder’s VP area is notified.

2.11. If the charges remain unreconciled after twenty-eight (28) days, the account is suspended.

2.12. If proxies wish to view only some of the charges, they can click on Search.

2.13. You will see a warning that means any action taken up to this point but not saved (e.g. any changes to distribution, status, description, etc.) will be lost.

2.14. Click Yes.
2.15. Enter the search criteria such as a Status, Transaction Date, Merchant Name (must be typed in exactly as it appears on the statement)

2.15.1. Remember that the Status is Staged when the charges are downloaded

2.15.1.1. Click on the OK button

2.15.1.2. The system will return only those transactions that meet your criteria
Using Templates

Templates allow you to make changes to a selection of transactions at the same time to eliminate repetitive steps. Templates can be used on all transactions or on a selected number using the Distribution Template feature.

Step 1 | Navigate to Reconcile Statement Page
See Reconciliation of Bank Charges Section Step 1

Step 2 | Optional: Use Distribution Template
Reconcilers select a specific group of transactions to change using the Template feature. See Reconciliation of Bank Charges Section Steps 2.5 through 2.15.1.2 above

Step 3 | Create Template

3.1. Check the boxes next to each transaction you would like to work on

3.2. If all selected transactions are to be changed, check the box next to Select All link

3.3. Click on the Distribution Template link

3.4. Enter the chartfield for all transactions being changed at this time. Click OK.
3.5. The system will return the user to the basic reconciliation page.

3.6. The new chartfields will be on all the transactions selected.
3.7. You may add/change descriptions or comments by clicking on the Billing tab or the comment call-out button (shown above).
3.8. Click **Save** to keep your descriptions or comments
Split a Transaction Line

To better identify or segregate parts of a single transaction, the transaction can be split to use different descriptions. This is **not** the method to use if you are only trying to create multiple lines of distribution.

4.1. Check the box next to each transaction you would like to work on

4.2. Click the **Split Line for PCard only** link at the bottom of the page
4.3 Change the dollar amount or the percentage and click on the plus icon to the right of the line.

<table>
<thead>
<tr>
<th>Description</th>
<th>Transaction Amount</th>
<th>Billing Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000000001 - TEST</td>
<td>246.00</td>
<td>246.00</td>
<td>100.00000</td>
</tr>
</tbody>
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4.4. Add a description or explanation and Click OK.

4.5. A separate line is created on the statement.
Change Chartfield Distribution and/or Budget Check a Transaction

5.1. Check the box next to each transaction you would like to work on

5.2. Click on the distribution icon

5.3. The account distribution page displays the default chartfield string provided by the cardholder when the account was set up.

5.3.1. **Note:** This manual shows all the distribution values as available to change. In “live” applications, the Operating Unit and the Department ID cannot be changed unless special authorization is obtained from the PCard Manager.

5.4. Change the chartfield values as needed by either typing them in or using the Look Up (magnifying glass) to the right of the field

5.5. If a Project chartfield needs to be added, enter the proper data in the spaces provided.
5.6. Add in Project chartfields and click OK when finished to return to the Account Distribution page.

5.7. Be sure to change the Account number from 64900 which is a generic number to one that better describes the purchase.

5.8. If this PCard charge is travel related, click on the Appian TR tab.
5.9. Associate a traveler by entering in the Traveler Empl ID and then an Appian TR ID

5.9.1. Note: only TRs approved or in progress previously created in Archivum Travel display in the Look Up. If the PCard charge is travel related, ensure that the account defined in the Chartfield tab is a travel account, otherwise you may receive warning messages.

5.10. Click OK to return to the main statement page
5.11. Change the status from Staged to Approved by using either the drop down arrow or selecting the transaction and clicking Approve.

5.12. An error message will be generated if there is a problem in any of these areas.

5.13. The transaction will not be saved or approved if it fails this check.

5.14. Click Cancel to exit out of the screen if budget checking fails.

5.15. Click on the ‘Save’ button.

5.16. This posts the charge to your departmental ledger.

5.17. If a charge is mistakenly approved with incorrect chartfield values, the user may click on the distribution icon and correct the chartfield and click the “save” button again. A description can be inserted or modified at this point too. Once the charge posts to the ledger any incorrect items must be corrected using an expenditure transfer request.

5.17.1. If the description is modified, click Save to record the changes.
Split a Distribution

Select the transaction to be split by clicking on the Distribution icon

6.2. Click the Add icon

6.3. On the pop up screen, enter the number of rows you want to add, then click OK

6.4. Change Distribution as needed

6.5. Click OK to get back to the previous screen
6.6. Change the status to Approved and Save
Approved Transactions

Approved transactions will be uploaded to the Voucher Stage tables each hour. Once this occurs, the transaction will no longer be available for further changes although it can be “retrieved” (See Reconciliation of Bank Charges Steps 2.5-2.14.1.2) using the Status “Closed” as the search criteria.

Disputes

Step 1 | Record Disputes

7.1. If a transaction amount or part of a transaction amount is in dispute, click on the Billing tab or the Show All Columns icon.

7.2. Please the amount of the dispute in the Dispute Amount column.

7.2.1. Use ONLY the total transaction amount.

7.3. Click the Transaction tab to go back to the main page.
7.4. Click on the comments link to record information about the dispute.

7.5. After you have finished entering your comments, click OK to go back to the previous screen.

7.6. If the transaction charge is in dispute, the cardholder should call JP/Morgan Chase to report the dispute.

7.7. The dispute will serve as a reminder that a credit is outstanding or the dispute is unresolved. The system cannot make a partial payment on a single transaction. Remember to SAVE information before proceeding.

7.8. The Transaction Number shown below is this 23 digit number, if it’s necessary. This reference number is assigned to the charge by the vendor and their servicing financial institution and is unique to each charge by that vendor. You can find this number by clicking on the Line Details icon indicated below.
Step 2 | Record Dispute Resolution

8.1. Once a credit is received, check the Collected box to the right of the Dispute Amount to record that the dispute is resolved.

8.2. If necessary, use the Review Disputes feature to pull up any outstanding disputes.

8.3. Click on the Comments link.
8.4. Add comments and click OK when done

8.5. On the next screen, **Save** the Comments & apply the chartfield distribution through the standard access to the transaction
Closing

This completes the instructions for proxies (reconcilers) to process cardholder charges in Fast. It was designed for proxies with Fast access and some knowledge of Fast procedures. It supplements, but does not replace FST 102: PCard Reconciler classroom training.

Questions on procedures or suggestions for improvement to this manual should be directed to PCard@usf.edu. Your support and understanding is appreciated.